

## Update on the CR Program Support Review

Since my last [message of February 17](#) on the CR Program Support Review, I am pleased to report that the Human Resources Branch is making significant progress on this initiative. As a result, I want to provide a status update so that all interested managers and employees are aware of this progress. At the same time, I want to provide some clarity on why the Quebec pilot work descriptions are not being implemented in the Quebec Region.

### Project Status:

The project is showing demonstrable progress against the [implementation plan](#) that was posted on Atlas in February. The following presents the current status of the review of these jobs:

- CR-05 Refund and Adjustment Requests Processing Clerk: nine (9) existing regional work descriptions have been combined into one national work description, which has been evaluated by the Classification committee. The regions will be informed of the committee decision in a memorandum before the end of May.
- Remaining CR-05 jobs: the analysis and work description writing of the remaining 13 regional program support jobs has been completed. The work descriptions are now being translated, and they will be sent to management and employees for feedback over the course of May.
- CR-04 jobs: the analysis has been completed and the work description writing has begun.
- CR-03 jobs: the analysis has been completed.

### Quebec Pilot:

As many CBSA employees know, the CR Program Support Review found its origins in a pilot conducted by the Quebec Region between July 2007 and May 2009. The goal of the pilot project was to draft a series of work descriptions for CR Program Support jobs that could be used by all regions. The result of the pilot was a suite of 16 "pilot" CR work descriptions.

In March 2010, representatives from two other regions attended a "Program Support Review – Pilot Mapping" workshop in Ottawa to review the pilot work descriptions and test their validity on a national scale. The conclusion reached at this two-day workshop was that the work descriptions could not be applied nationally due to notable differences in the organization and assignment of CR work across regions. It was therefore agreed that the Program Support Review initiative should move ahead at the national level, building upon the Quebec Region's pilot work descriptions, in order to develop work descriptions that could be applied consistently across all regions. All regional directors general and regional HR directors were informed of this decision.

Since that time, there have been a number of enquiries about why the Quebec pilot work descriptions are not being implemented within the Quebec Region. The rationale is as follows:

First, the Quebec pilot work descriptions, while making an important contribution to national work descriptions, are not comprehensive enough to apply nationally.

- The CBSA has a responsibility to ensure that all employees in every region are treated equally and fairly.
- If the Quebec Region were to implement the pilot work descriptions, employees in other regions would be disadvantaged until the fall, after which the Quebec employees would need to be remapped to the new national jobs.
- This is not an effective, fair or efficient way to proceed from a national perspective.

Second, the Quebec pilot work descriptions are in draft form only.

- Even if the Quebec Region did submit the pilot work descriptions to Classification for implementation, the submission would need to be reviewed and evaluated from a Classification perspective by the Client Services Directorate.
- As a result, additional discussions and justifications would be required particularly where different levels have been grouped together, and further changes to the work descriptions and the overall proposal would be both possible and likely.

As a result, the Quebec pilot work descriptions will not be implemented in the Quebec Region or nationally. Instead, national work descriptions will be implemented consistently on a national basis once completed. The development of these national work descriptions is now well underway and due for completion by fall 2011.

As I mentioned in February, as each CR Program Support job comes under review, regional employees and managers will be consulted to achieve an effective and quality national outcome. The Customs and Immigration Union has also committed to being fully engaged throughout the review. The Corporate Classification Division will provide union representatives with project updates on a regular basis to ensure people are kept informed.

As a result, I encourage all of you to participate fully in this initiative. Likewise, I encourage you to read the [Frequently Asked Questions](#) issued in February for additional information, or to send a message to the [CR Classification](#) mailbox.

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