

# **Inspector Internship Model City of Ottawa**

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## Background

- A city with recruitment challenges.
- Significant growth and resourcing needs.
- Introduction of entry level Building Official positions.
- 2002 Bill 124 – Certified Practitioners
- 2005 Internship Program introduced by the Province

## Background

- OBOA signs Memorandum of Understanding with the Ministry to establish Internship Program.
- Enrolment requirements.
- Two tier program,
  - Tier One maximum 18 months to complete House and related disciplines,
  - Tier Two maximum 12 months to complete other qualification categories.
- Supervision and documentation of records
- OBOA – Intern – Supervisor - Municipality

## City of Ottawa Program

- Program Objective – holistic approach.
- Goal to develop recruits that can qualify for permanent entry level Building Official.
- Serves as a succession management tool.
- Program includes, training and development, ongoing evaluation and the requirement to pass the Ministry exams.

## City of Ottawa Program

- Interns are temporary employees.
- Completion of all aspects of the program is required. Program may be accelerated.
- On successful completion of the program, interns are eligible to apply for posted vacancies.
- Training and development fully integrated into program. Includes technical training, related courses, soft skill development.
- Program includes ongoing evaluation, written examinations in addition to the requirement to pass the Ministry exams.

## City of Ottawa Program

- On-boarding Program.
- Mentor assigned to every Intern to champion corporate culture, Code of Conduct.
- Interns directly supervised by a Program Manager providing feedback and evaluation.
- Program deliverables are documented.

## Enrolment Criteria

The Intern must have:

- Successfully passed the Ministry qualification exam: Legal Process – General or Chief Building Official
- Possess not less than five (5) years verified experience as a building practitioner or the equivalency in post-secondary education and experience in the area of practice.

## Timelines and Phases

### Phase 1 – Month 1 to Month 6

- To successfully complete this Phase, the Building Official Intern must have successfully passed the Ministry qualification exam House and established proficiencies and knowledge in:

#### Permit Approvals

Decks, Minor interior alterations and detached structures <50m<sup>2</sup>; Footprints for production housing; Minor one storey additions to single family dwellings.



## Timelines and Phases

Phase 1 – Month 1 to Month 6 (cont.)

### Building Inspections

Pool enclosures; Decks; Interior alterations to single dwellings (excl. plumbing & mechanical);

Undertaking status inspections; Minor additions to single dwellings <50m<sup>2</sup>(with limitations i.e. plumbing and mechanical).

Phase 2 – Month 7 to Month 18

To complete this Phase, the Building Official Intern must have:

- Successfully passed the Ministry qualification exams: HVAC and Plumbing

## Timelines and Phases

- Successfully passed Solid Fuel Training
- Clearly established proficiencies and knowledge in:

### Permit Approvals

Production model single family dwellings and progressively more complex interior alterations and additions; Dwellings, Woodstoves and fireplaces.

### Building Inspections

Plumbing & Mechanical for single dwellings and additions; Construction of single & semi-detached dwellings; Detached structures <200m<sup>2</sup>; Wood burning appliances.

## Program Administration

- The program is solely administered by the Building Code Services Branch.
- Interns are supervised by Program Managers
- Reports are submitted to the Ministry every six (6) months outlining:
  - # of interns entering, within, and leaving
  - # of offshore-trained professionals progressing through the program
  - Summary of appeals for refused enrolment

## Ongoing Intern Monitoring

- Interns are first managed by the Permit Approvals unit.
- All work assigned to an Intern is monitored by a Program Manager.
- The Intern is not permitted to stamp or signoff any applications until such time as they have passed the required Building Code qualification exams.
- Generally the Intern moves to the inspection division prior to the 12 month technical competency examination.

## Ongoing Intern Monitoring

- Interns will job shadow Inspectors. During the shadowing period Interns will become familiar with:
  - Documenting / Notes
  - Inspection authority such as Orders
  - Filing systems for inspection reports
  - Computer tracking system and associated data input
- All work assigned to the Intern is monitored by the Program Manager and overseen by an assigned building inspector

## Ongoing Intern Monitoring

- Prior to the 18 month examination, the Program Manager will accompany the Intern on several inspections to appraise the development of various skills and competencies.
- Interns' training is tracked by the branch to assist with the scheduling timetable of relevant training and qualification requirements.

## Establishing an Internship Program

- Establish positions for purposes of training,
- Job descriptions,
- Collective agreement considerations,
- Formalize core competencies commensurate to needs and goals of the program,
- Ministry acceptance of the program,
- Reporting considerations.

## Success

- Important tool in HR Strategic Plan to facilitate recruitment, retention, professional development, and succession.
- In 8 years, 36 Interns graduated

## Challenges

- Resource intensive.
- Capacity of program is limited by the number of direct supervisors.



# Questions

