

Applicant is required to demonstrate in detail, the knowledge, skills and abilities relating to each competency through their responses. Please ensure that your responses are clear and concise.

Supporting Documentation: Members of the ACST Review Team may request that an applicant provide supporting documentation to confirm or clarify responses provided.

Grammar and spelling do count – please ensure your submission is proofread and spell-checked

If any responses are left blank or you note ‘see above etc.’, your application will be returned to you without review. Responses are limited in size to the space provided in this form.

Once you complete this Submission Package, you can apply for your accreditation online at www.oaca.info . You will have to upload the Submission Package and fee as part of your online application.

Please upload completed Submission Package in PDF format.

OACA will acknowledge receipt of your Submission Package.

Questions?? Contact accreditation.oaca@outlook.com

A. Committee of Adjustment / Consent Authority Operations

Competency: Demonstrate Awareness and Application of Legislation, Policies & Procedures

A.1	Discuss how you apply applicable legislation in your role with Committee of Adjustment / Consent Authority and describe how you maintain working knowledge of this legislation.
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Reviewers Comments:

Mark: /10

A.2

Provide an example of a municipal policy or procedure you refer to in your daily work with Committee of Adjustment/Consent Authority. Explain how you apply this policy or procedure using a specific scenario.

Reviewers Comments:

Mark: /10

A.3

Describe training and education offered to your newly appointed Committee of Adjustment/Consent Authority members and how you, as Secretary Treasurer, maintain education and training throughout their term.

Reviewers Comments:

Mark: /10

B. Communication

Competency: Demonstrate Oral and Written Communication Skills

B.1	Provide an example to demonstrate how you convey information in a concise, succinct manner to members of your Committee, staff or the public.
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Reviewers Comments:

Mark: /10

C. Service Delivery

Competency: Demonstrate ability to Deliver Service

C.1	Describe a situation when you had to recommend an available solution(s) to an applicant as a result of your assessment of their application.
Reviewers Comments:	
Mark: /10	

C.2

Provide an example of a time where you had to redirect a query to another department/agency to assist with providing information or a solution. Explain why and how you redirected the query. What was the outcome from the applicant's perspective?

Reviewers Comments:

Mark: /10

C.3

Provide an example of a quality improvement you made with respect to the Committee of Adjustment / Consent Authority process to meet a specific applicant, staff or Committee service need. How did you implement this quality improvement?

Reviewers Comments:

Mark: /10

C.4

Provide an example of a situation where you had to provide guidance or information with respect to the different responsibilities or jurisdiction of the various staff and/or agencies involved in the application review process.

Reviewers Comments:

Mark: /10

C.5

Using a specific example, describe how you managed a complaint received with reference to how you maintained professionalism.

Reviewers Comments:

Mark: /10

D.2

Using an example of a request received for an exception to a policy or procedure, describe what considerations you took into account in making and communicating a decision on whether or not to permit the exception.

Reviewers Comments:

Mark: /10

D.3

Provide a specific example of how you communicate and share information amongst staff and agencies involved in the application review process. Include reference to how and when this information is shared with the applicant and the Committee.

Reviewers Comments:

Mark: /10

D.4

Provide a specific example to demonstrate a time when you identified and communicated an issue and/or risk to either the applicant, staff, the Committee or the public.

Reviewers Comments:

Mark: /10

D.5

Demonstrate how you structure your daily workload to deal with day to day tasks. Please include how you ensure compliance with statutory deadlines.

Reviewers Comments:

Mark: /10

Total: /140