



Frequently Asked Questions for Applicants

GENERAL PROGRAM QUESTIONS:

What is TELP?

The Transportation Entry Level Program is the ministry's largest succession program. We hire recently graduated (within the past five years) students into full-time, permanent positions in our organization and pair them with skilled and experienced supervisors to build their knowledge, skills and abilities over the course of two years.

Positions within the program fall within the Scientific Technical Officer (STO), Administrative Officer (AO), Information Systems (IS) and Financial Officer (FO) classifications. There are approximately 35 different positions within the program (although all are not filled at any given point in time.)

Each TELP employee is under-implemented in their position at Grid 15, and graduates from the program at Grid 18. Under-implementation is recognition that the employees are not fully performing all the duties of their STO, AO, CTI, IS or FO 18 position so they are under-implemented while they learn the skills and gain the knowledge that will allow them to eventually fully perform all the duties of their Grid 18 role.

More information about [under-implementation](#) is available on MyHR.

TELP employees are members of the BC General Employees' Union (BCGEU). Approximately 350 people have been hired into the program since its inception in 2006.

What should I expect from being in TELP?

You should commit to achieving the goals and expectations of each BC Public Service employee and for your specific position within the program. To be successful, you will:

- Attend a program orientation session with the Program Administrator
- Meet with your supervisor to discuss attending welcome sessions
- Actively participate in your training program:
 - Include TELP-related work and learning goals in your PDP (Performance Development Plan)
 - Follow up with supervisor on progress of goals
 - Ask questions and seek feedback!
 - Participate in formal review meetings

What are the TELP hiring process timelines?

There are approximately 300-500 applications for each intake. The timelines below are estimates only and may vary depending on number of applicants and other factors.

January - February	Intake of applications
January - March	Screening applications and contacting applicants to schedule initial phone interviews
March - April	Interviews
April - May	Applicants receiving an offer will be contacted by a Hiring Manager or Supervisor. Unsuccessful candidates will receive a regret letter.
May - August	Start dates are discussed with the Hiring Manager or Supervisor and may be different for everyone.

ONBOARDING & ORIENTATION (THE FIRST SIX MONTHS):

What paperwork needs to be completed?

The following essential information & forms will be required once new employees start.

- TD1 and TD1BC tax forms
- Payroll Direct Deposit Authorization
- Assignment of Union Dues
- Information Management and Information Technology Agreement
- Standard of Conduct Acknowledgement
- Personal and Emergency Contact Information
- Oath of Employment
- Extended Health and Dental
- Life Insurance

How do I use the TELP Training Plan?

As per your TELP Orientation and Training Guide you are required to meet with your supervisor at the 2 month, 4 month, 6 month, 1 year and 2 year mark from when you started with the ministry.

These meetings will determine whether you are meeting the expectations outlined in your training plan and if you are on course to complete the program at the anticipated date.

Your TELP Orientation and Training Guide will list all the practical knowledge and job-specific knowledge that you will acquire throughout TELP. You and your supervisor will review your progress at each meeting to make sure you are on track to successfully completing all the necessary training at the appropriate intervals. A list of behavioral competencies is included in your training plan to help your supervisor determine whether you are developing towards fully performing your position at the AO/FO/STO18 level (which is a key requirement for program graduation.)

What can you tell me about benefits?

After being hired, Bargaining unit employees with Employee Self Service access can enrol for benefits.

Extended health and dental plans: begin on the first day of the month after completion of six full calendar months of regular employment, or upon enrolment, whichever is later.

- **Employee life insurance plan:** begins immediately.
- **Optional spouse & dependant life insurance:** begins immediately if enrolled within 90 days of hire or of acquiring your first dependant. If you enrol after 90 days of hire or of acquiring your first dependant, coverage begins on the date the application is approved.

Why should I attend welcome and orientation sessions?

You are encouraged to attend the following sessions because they will provide you with a sense of how you fit into your business unit, the ministry and the BC Public Service.

- **Program Welcome Session:** This virtual session is often the first point of contact you will have with the Program Administrator and is a chance for the administrator to welcome you to the program and to the ministry. It is also an opportunity for you to learn about the program, ask any questions and meet other people in the program.
- **Ministry Welcome Session:** This session is a great opportunity to help you learn more about our ministry. This one-hour virtual session is hosted by People and Workplace Initiatives (PWI) on a quarterly basis. It provides you with an overview of the ministry, our business, and walks you through some key elements such as pay, leave, benefits, core policies and procedures, recognition, professional development and more.
- **BC Public Service Welcome Session:** This session provides a sense of where you fit in and how you can make an impact in this large organization; explains how to access benefits and create career development opportunities; explores the Standards of Conduct; gives you a chance to network with other

new employees and with senior public service executives; and provides an opportunity for you to participate in a formal Oath of Employment ceremony.

What is a fleet vehicle and what are the requirements for operating one?

Fleet vehicles are motor vehicles such as cars, vans and light trucks administered by the province. There are many requirements that need to be met in order to operate a fleet vehicle, such as having a valid BC Class 5 Driver's Licence. Your hiring manager will advise if this is a requirement of your role.

What do I need to know about the union?

Membership in the BC Government and Service Employees' Union (BCGEU) is a condition of employment. Learn more about the [Collective Agreements](#) on the MyHR website.

What are my vacation allowances and how do I ask for leave?

During the first partial year of service a new employee will earn vacation at the rate of one and one-quarter days (8.75 hours, based on a seven hour workday) for each month for which they earn 10 days' pay.

Procedures around booking and using your vacation (and any other types of leave) can vary from work group to work group. You should discuss your vacation requests with your supervisor as early in the calendar as possible as there may be operational requirements and other factors that must be taken into consideration.

What is Under-Implementation?

Each new TELP employee is under-implemented in their position at a Grid 15 and graduate from the program at a Grid 18. Under-implementation is recognition that TELP employees are not fully performing all the duties of their STO, AO or FO 18 position when they are hired, so they are under-implemented while they learn the skills and gain the knowledge that will allow them to eventually fully perform all the duties of their role.

ROLES & RESPONSIBILITIES:

What can the Hiring Lead help me with?

The Hiring Lead's role in the process is from the point the job posting is live until your confirmation letter is issued. After you have started work, questions should be directed to the Program Administrator. The Hiring Lead can help you with:

- Questions about the recruitment/competition process
- Questions about your verbal offer and relocation
- Questions about your Offer and Confirmation Letters
- Any questions you may have prior to your start date.

What can the Program Administrator assist me with?

The Program Administrator's role in the process is from the point you begin work to when you graduate from the program. Prior to you starting your job, questions should be directed to the Hiring Lead. The Program Administrator can help you with:

- Supporting you and your supervisor throughout the Onboarding and Orientation process
- Providing program information through a program welcome session
- Supporting you with mentoring and/or TELP buddy requests
- Ensure graduation process and expectations are clear to the supervisor and employee
- Processing your supervisor's request for your graduation from the program
- Any other questions you may have during your time in the program

PROBATION:

What is probation?

The probationary period is considered the final step in the hiring process. New employees (or those starting a new position with different responsibilities) will serve a probationary period.

The purpose of the probationary period is to provide time to adequately assess a new employee's performance and suitability to the job and to allow the employee an opportunity to adjust to their new position. Throughout the probationary period, a supervisor should provide regular feedback to the employee on their progress. If there are concerns during this period, every effort must be made to discuss and resolve them promptly so an employee can adjust and demonstrate their suitability for the position.

Auxiliary or regular employees must complete a probationary period of six months' full-time employment. Six months' full-time employment is regarded as being:

- 913 hours paid at straight time, or
- 12 months from the appointment date for situations when an employee's part-time work schedule would require more than 6 months to accumulate 913 hours

The following do not count towards the completion of a probation period:

- Time spent on Short Term Illness and Injury Plan (STIIP) or weekly indemnity
- STIIP trial return to work
- Workers Compensation Board claim or a rehabilitation trial return to work
- Annual leave or other leaves (with or without pay)
- Statutory holidays

What do I need to know to be successful?

Given the purpose of the probationary period is to provide time for the supervisor to adequately assess a new employee's performance and suitability to the job, you should ensure you are an active participant in your training program. To do this:

- Seek regular feedback from your supervisor on your progress,
- Participate in formal review meetings as outlined in the TELP Orientation and Training Guide,
- Commit to your job-specific training and to developing the behavioural competencies outlined in your Training Plan; and
- Ensure you are displaying the [BC Public Service corporate values](#).

What happens after I complete my probationary period?

After you have successfully completed your probationary period, you should receive a successful completion of probation letter from your supervisor. You will continue to work your way through the milestones outlined in your training plan. Ensure you are having regular meetings with your supervisor to review your progress. Your performance will also be regularly reviewed during this time, and we encourage you to regularly request feedback from your supervisor and to openly discuss any questions you might have.

PROGRAM GRADUATION:

What are the graduation requirements?

When your supervisor has verified with the Program Administrator that you have successfully completed all the requirements outlined in your training plan, and you are fully performing at the AO, FO or STO 18 level, your supervisor may request that you graduate from the program. Participants typically graduate between 1-2 years in the program; however, this can vary depending on your job position, individual experience and previous related work experience, and will be based on a variety of factors. Everyone is unique.

There are four key factors that must be demonstrated for successful program graduation and provided by the supervisor to the Program Administrator:

- Successful completion of probation letter (6 month/913 hours probationary period),
- Confirmation employee meets and successfully displays the level 18 accountabilities in their job profile,
- Completion of the TELP Training Plan, including all mandatory training and,
- Confirmation (email) from branch Executive Director that they support the graduation of the TELP employee into the grid 18 level.

Documentation to support these areas will need to be provided and reviewed by the PWI Director for final approval. At that time, the TELP Administrator will prepare a letter to capture the employee's successful completion of the program and submit to MYHR for processing.

Upon program completion, TELP employees are fully implemented into their Grid 18 positions. All participants graduate at the 18 level.

How long does it take to graduate?

TELP participants typically graduate between 1-2 years in the program; however, this can vary depending on your job position, individual experience and previous related work experience, and will be based on a variety of factors.

Technical Roles

Education	Previous related work experience	Typical graduation timeline
Diploma/Degree/Certificate	0	2 years
Diploma/Degree	6 months	1.5 years
Diploma/Degree	1 year	1 year
Diploma/Degree	1.5+ years	6 months and successful probation

Non-Technical Roles

Education	Previous related work experience	Typical graduation timeline
No education	1 year	2 years
No education	More than 1 year	6 months and successful probation

LEARNING AND CAREER DEVELOPMENT:

What online courses can I take?

There are several online courses that are offered by the BC Public Service including specific mandatory and foundational courses specific to each position . Your training plan will have this identified, which you will receive when you start.

Can I apply on other positions while in the program?

You are not restricted to apply on other permanent positions while you are in the program. However, there is a restriction on geographic movement for the same or lesser grid level position in the BCGEU’s collective agreement ([Article 12.1 \(e\)](#)).

Therefore, you may not be eligible to compete on another Grid 18 or lower position within the first two years in your TELP position.

Effective May 2018, temporary appointment opportunities are open to all public servants and do not require the approval of the immediate supervisor. However, there are two restrictions:

- The employee has not completed their probationary period.
- There are extraordinary circumstances where a significant adverse impact to either the delivery of critical services for the public or a critical project directly aligned with the ministry's mandate is established that cannot be performed by another employee.

Can I get a mentor? How?

Mentorship is offered. Typically supervisors or hiring managers are mentors, but you can get another or different mentor to assist in their career development which should be discussed when you have your first check-in with your supervisor.

What is PDP? How do I use it and get the most out of it?

PDP (Professional Development Platform) is a performance development tool used by all of the BC Public Service to focus on supporting employees and supervisors to have the right conversation at the right time, rather than on a set schedule.

This means having light-touch conversations when things are going well and providing help for difficult conversations when employees need more assistance.

What are behavioural competencies?

Competencies describe the behaviours and attributes that you demonstrate when doing your job. Each position with the BC Public Service has a unique set of competencies (listed in the job description/job profile) that an incumbent needs to demonstrate. Often competencies are used in interviewing with the BC Public Service to assess a candidate's abilities and past performance in these competencies, and this is known as Behaviour Interviewing.

Your TELP training plan outlines the target level for each competency associated with your position. Please ensure you review this information and discuss with your supervisor during your meetings, and ensure they are documenting your progress towards the target level.

You can find more information here: [About Competencies](#).

How do I find out about job opportunities within the ministry?

Job opportunities are posted and solicited in a variety of ways. Permanent positions, or temporary positions lasting seven months or longer, are posted on the Public Service Agency's internal job posting page. Shorter term temporary job opportunities may be publicized on TRANnet or by a business unit manager selecting a qualified candidate via another method.