



## Guide to CRS Levels

### ELIGIBILITY:

The CRS program is widely recognized and highly successful. Over 1300 designations have been awarded to Road Supervisors throughout Ontario. A combination of education, experience, and continuing professional development is required to earn the credential.

If you are an employee within the public sector hired to supervise core infrastructure/road related duties, you may make application to the AORS Certification Board for the CRS designation.

Eligibility for the CRS certification program has been broadened from municipal employees to public sector employees or contracted individuals (i.e. area maintenance contractors) who supervise road-related duties. This change acknowledges the alternative core infrastructure service delivery approaches taken by municipalities, the province and related government agencies.

### A QUICK GUIDE TO CRS LEVELS

#### 1. Associate Road Supervisor has:

Successfully completed T.J. Mahony Road School courses (Construction & Maintenance) OR

Three (3) years of significant roads related supervisory experience but has not completed T.J. Mahony Road School courses.

#### 2. Certified Road Supervisor (CRS) has:

Successfully completed both sections of T.J. Mahony Road School (Construction & Maintenance) OR successfully taken the challenge exam through AORS; AND

Successfully completed the PWLDP modules (minimum passing grade 70%) - Local Government, Leadership & Customer Service (or approved equivalent modules); AND A minimum of three (3) years significant

roads related supervisory experience.

#### 3. Certified Road Supervisor - Intermediate (CRS-I) has:

Satisfied the CRS requirements; AND

Successfully completed two mandatory C.S. Anderson School Courses – Managing Human Resources OR Effective Management AND successfully completed Municipal Health and Safety or approved equivalent program; AND

Successfully completed one approved specialized course of your choice; AND

Successfully completed the PWLDP modules (minimum passing grade 70%) – Financial Management & Talent Management (or approved equivalent program modules); AND

A minimum of five (5) years significant roads related supervisory experience.

#### 4. Certified Road Supervisor – Senior (CRS-S) has:

Satisfied the CRS and CRS-I requirements; AND

Successfully completed mandatory course – Basic Report Writing & Presentation Skills (C.S. Anderson Road School) (or an approved equivalent); AND

Successfully completed the PWLDP modules (minimum passing grade 70%) - Process Management, Continuous Improvement & Communications (or approved equivalent program modules); AND Successfully completed two other approved Technical/Management courses of your choice; AND

A minimum of seven (7) years significant roads related supervisory experience.

### THE CHALLENGE EXAM

If you possess a minimum three years of roads related supervisory experience and have the specified theoretical knowledge (but not the T.J. Mahony courses), you may apply to the Certification Board to write the challenge exam.

**FEES:** New Certification Application for an AORS Member - \$300 plus HST

New Certification Application for a Non-Member - \$325 plus HST

Reclassification Application Fee - \$115 plus HST

Challenge Exam - \$425 plus HST

Certificate Replacement - \$85 plus HST

Certification Reinstatement Fee - \$600 plus HST

**REINSTATEMENT POLICY:** For those who cancelled their membership within one to three years, there is a reinstatement fee of \$678 (\$600 + \$78 HST). For those who have been removed from the program for over three years, the candidate must reapply in the Certification Program.



# AORS

PROMOTING KNOWLEDGE. PURSUING EXCELLENCE.

## PUBLIC WORKS LEADERSHIP DEVELOPMENT PROGRAM

The **Public Works Leadership Development Program** is developed and conducted by Ainslie Wood, Wood-Sloan Inc and her partners in this endeavour, Barry Malmsten and Ian Cook. This is the premier program in Ontario designed to recharge your thinking and enhance individual management and leadership skills. It provides actionable learning that will translate into personal and professional growth and sustainable corporate results. The program consists of eight (8) modules. A maximum of 20 participants in each session fosters optimal intellectual, interactive adult learning environment.

The following modules are mandatory for Certified Road Supervisor (CRS) professional designations as noted. All 8 modules must be taken through AORS to receive Certificate of Completion.

<p><b>LOCAL GOVERNMENT (CRS course)</b>            May 15/17 (Mississauga); June 27/17 (Kingston)            Sept 12/17 (Mississauga); Oct 3/17 (London)</p> <p><i>The Municipal Framework</i></p> <ul style="list-style-type: none"> <li>• History of municipal government</li> <li>• Government structure &amp; legal framework</li> <li>• Roles and responsibilities of the public works manager</li> <li>• Council and CAO expectations</li> <li>• Professional conduct and ethics</li> </ul>	<p><b>LEADERSHIP (CRS course)</b>            May 16/17 (Mississauga); June 28/17 (Kingston)            Sept 13/17 (Mississauga); Oct 4/17 (London)</p> <p><i>Interacting with Impact</i></p> <ul style="list-style-type: none"> <li>• Understand your preferred approach</li> <li>• Flex your style to best fit the situation</li> <li>• Increase your influence as a leader</li> <li>• Lead "up" in your organization</li> </ul>
<p><b>FINANCIAL MANAGEMENT (CRS-I course)</b>            May 30/17 (Woodstock); Sept 19/17 (Peterborough)</p> <p><i>Resourcing and Stewardship</i></p> <ul style="list-style-type: none"> <li>• Planning</li> <li>• Operating and Capital budgets</li> <li>• Managing the money - financial controls</li> </ul>	<p><b>TALENT MANAGEMENT (CRS-I course)</b>            May 31/17 (Woodstock); Sept 20/17 (Peterborough)</p> <p><i>People Resourcing for the Future</i></p> <ul style="list-style-type: none"> <li>• Labour and workforce demographics</li> <li>• Talent assessment and succession planning</li> <li>• Hiring, retention, and exit strategies</li> <li>• Organizational and work design</li> </ul>
<p><b>PROCESS MANAGEMENT (CRS-S course)</b>            June 13/17 (Chatham); Oct 18/17 (Mississauga)</p> <p><i>Service Delivery Analytics &amp; Problem-Solving</i></p> <ul style="list-style-type: none"> <li>• Process mapping and documentation</li> <li>• Measurement and data presentation</li> <li>• Managing the work</li> <li>• How to solve problems</li> </ul>	<p><b>CONTINUOUS IMPROVEMENT (CRS-S course)</b>            (Prerequisite is Process Management)            June 14/17 (Chatham); Oct 19/17 (Mississauga)</p> <p><i>Quality &amp; Change Management</i></p> <ul style="list-style-type: none"> <li>• Change management</li> <li>• Tools for improvement</li> <li>• Improving processes</li> <li>• Benchmarking and best practices</li> <li>• Creating an improvement culture</li> </ul>
<p><b>CUSTOMER SERVICE (CRS course)</b>            May 17/17 (Mississauga); June 29/17 (Kingston)            Sept 14/17 (Mississauga) ;Oct 5/17 (London)</p> <p><i>In Service To Others</i></p> <ul style="list-style-type: none"> <li>• Foundations for customer service excellence</li> <li>• Customer service in public works</li> <li>• Valuing &amp; handling customer complaints</li> <li>• Time management</li> <li>• Creating a customer focused workforce</li> </ul>	<p><b>COMMUNICATIONS (CRS-S course)</b>            June 15/17 (Chatham); Oct 20/17 (Mississauga)</p> <p><i>Consultation and Reporting -            Making Your Point and Hearing Others</i></p> <ul style="list-style-type: none"> <li>• Report writing to council</li> <li>• Making a presentation to Council</li> <li>• Dealing with the media</li> <li>• Community stakeholder consultation</li> </ul>