

Qualification Standard

Management and Program Analysis Series, 0343

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Overview

This section provides general information and guidance on using **competency-based qualification standards** for establishing minimum qualifications of job applicants.

Competency-Based Qualification Standard

This standard identifies a set of required competencies and related proficiency levels by grade. Competencies may be general (for example, Problem Solving), meaning they may be required for many occupations, or technical, meaning they are required for a specific series. OPM has identified the required proficiency levels for all the general competencies. As technical competency requirements differ from agency to agency, and position to position, agencies are responsible for identifying the required proficiency level for any technical competencies identified in a standard.

Applicants must demonstrate the required proficiency level on all required competencies **and** the required experience and/or education. If an applicant fails to meet the required proficiency level on any of the competencies, the applicant is ineligible and is automatically disqualified from further consideration for the position.

Competency-based qualification requirements are individual occupational requirements, that is, these standards are not covered by any of the Group Coverage Qualification Standards established for many Federal occupations.

Supervisory Positions

For supervisory or managerial positions, use the [Supervisory Qualification Guide](#) in conjunction with the Individual Occupational Requirements below.

Classification Standard

The classification standard for the Management and Program Analysis, 0343, series may be found at: <http://www.opm.gov/fedclass/g0343.pdf>.

Individual Occupational Requirements

Qualifications by Grade Level

As specified for each grade level, applicants must qualify by: 1) meeting or exceeding the minimum proficiency level for all required competencies; and, 2) meeting the applicable education or experience.

NOTE: Education and experience can be combined for those grade levels where both are qualifying. For information on how to combine education and experience, please refer to the General Policies section of the [Qualification Standards Policies and Instructions](#).

Grade 5 (GS or Equivalent)

Applicants qualify at the GS-5 grade level by meeting or exceeding the minimum proficiency level established for each of the required competencies, **and** meeting one of the Qualifying Experience or Education requirements.

Required Competencies ¹	Minimum Proficiency Level ²
Attention to Detail	2 – Basic
Customer Service	2 – Basic
Interpersonal Skills	2 – Basic
Learning	2 – Basic
Self Management	2 – Basic
Problem Solving	2 – Basic
Reading Comprehension	2 – Basic

Qualifying Experience or Education

- Three years of general experience, one year of which must have been equivalent to the GS-4 or higher grade level. Experience may have been gained in administrative, professional, technical, investigative, or other responsible work. Experience in substantive and relevant secretarial, clerical, or other responsible work may be qualifying as long as it provided evidence of the competencies necessary to perform the duties of the position to be filled. Routine clerical work is not qualifying.

OR

- Successful completion of a full 4-year course of study in any field leading to a bachelor's degree from an accredited college or university.

¹ Agencies may supplement the required competencies at any/all grades with additional general or technical competencies, as needed, based on job analysis.

² Agencies may require assessments to determine individuals' proficiency levels.

Grade 7 (GS or Equivalent)

Applicants qualify at the GS-7 grade level by meeting or exceeding the minimum proficiency level established for each of the required competencies, **and** meeting one of the Qualifying Experience or Education requirements.

Required Competencies	Minimum Proficiency Level
Attention to Detail	2 – Basic
Customer Service	2 – Basic
Interpersonal Skills	2 – Basic
Learning	2 – Basic
Self Management	2 – Basic
Problem Solving	2 – Basic
Reading Comprehension	2 – Basic

Qualifying Experience or Education

- One year of specialized experience, equivalent to the GS-5 or higher grade level, that demonstrates the competencies necessary to do the work, and that is typically in or related to the work of the position to be filled; OR
- Eligibility under the **superior academic achievement provision**; OR
- One year of graduate education that demonstrates the competencies necessary to do the work.

Grade 9 (GS or Equivalent)

Applicants qualify at the GS-9 grade level by meeting or exceeding the minimum proficiency level established for each of the required competencies, **and** meeting one of the Qualifying Experience or Education requirements.

Required Competencies	Minimum Proficiency Level
Attention to Detail	2 – Basic
Customer Service	3 – Intermediate
Flexibility	2 – Basic
Interpersonal Skills	3 – Intermediate
Learning	2 – Basic
Self Management	2 – Basic
Teamwork	2 – Basic
Problem Solving	3 – Intermediate
Reading Comprehension	3 – Intermediate

Grade 9, Continued

Qualifying Experience or Education

- One year of specialized experience, equivalent to the GS-7 or higher grade level, that demonstrates the competencies necessary to do the work, and that is typically in or related to the work of the position to be filled; OR
- Two years of progressively higher level graduate education leading to a master's degree or completion of a master's or equivalent degree that demonstrates the competencies necessary to do the work.

Grade 11 (GS or Equivalent)

Applicants qualify at the GS-11 grade level by meeting or exceeding the minimum proficiency level established for each of the required competencies, **and** meeting one of the Qualifying Experience or Education requirements.

Required Competencies	Minimum Proficiency Level
Attention to Detail	3 – Intermediate
Customer Service	3 – Intermediate
Flexibility	2 – Basic
Interpersonal Skills	3 – Intermediate
Learning	3 – Intermediate
Self Management	3 – Intermediate
Teamwork	2 – Basic
Problem Solving	4 – Advanced
Reading Comprehension	3 – Intermediate

Qualifying Experience or Education

- One year of specialized experience, equivalent to the GS-9 or higher grade level, that demonstrates the competencies necessary to do the work, and that is typically in or related to the work of the position to be filled; OR
- Three years of progressively higher level graduate education leading to a Ph.D. degree, or completion of a Ph.D. or equivalent doctoral degree that demonstrates the competencies necessary to do the work.

Grade 12 and Above (GS or Equivalent)

For positions at the GS-12, GS-13, GS-14, or GS-15 grade levels, applicants qualify by meeting or exceeding the minimum proficiency level established for each of the required competencies, **and** meeting the Qualifying Experience requirement.

Required Competencies	Minimum Proficiency Level
Accountability	3 – Intermediate
Attention to Detail	3 – Intermediate
Customer Service	3 – Intermediate
Flexibility	3 – Intermediate
Interpersonal Skills	3 – Intermediate
Self Management	3 – Intermediate
Teamwork	2 – Basic
Problem Solving	4 – Advanced
Reading Comprehension	3 – Intermediate

Qualifying Experience

One year of specialized experience equivalent to at least the next lower grade level of the position to be filled that demonstrates the competencies necessary to do the work, and is typically in or related to the work of the position to be filled.

Competency Information

Competency Definitions

Accountability - Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading Comprehension - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Self Management - Sets well-defined and realistic goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Proficiency Level Scale

The table below provides the proficiency level scale associated with the competency proficiency levels.

Proficiency Level Scale	General Competencies	Technical Competencies
Level 5 - Expert	<p>Applies the competency in exceptionally difficult situations.</p> <p>Serves as a key resource and advises others.</p>	<p>Applies the competency in exceptionally difficult situations.</p> <p>Serves as a key resource and advises others.</p> <p>Demonstrates comprehensive, expert understanding of concepts and processes.</p>
Level 4 - Advanced	<p>Applies the competency in considerably difficult situations.</p> <p>Generally requires little or no guidance.</p>	<p>Applies the competency in considerably difficult situations.</p> <p>Generally requires little or no guidance.</p> <p>Demonstrates broad understanding of concepts and processes.</p>
Level 3 – Intermediate	<p>Applies the competency in difficult situations.</p> <p>Requires occasional guidance.</p>	<p>Applies the competency in difficult situations.</p> <p>Requires occasional guidance.</p> <p>Demonstrates understanding of concepts and processes.</p>
Level 2 - Basic	<p>Applies the competency in somewhat difficult situations.</p> <p>Requires frequent guidance.</p>	<p>Applies the competency in somewhat difficult situations.</p> <p>Requires frequent guidance.</p> <p>Demonstrates familiarity with concepts and processes.</p>
Level 1 – Awareness	<p>Applies the competency in the simplest situations.</p> <p>Requires close and extensive guidance.</p>	<p>Applies the competency in the simplest situations.</p> <p>Requires close and extensive guidance.</p> <p>Demonstrates awareness of concepts and processes.</p>