QUALITY ASSURANCE AUDITOR
(Competency-Based)

APPENDIX A

O*NET CODE 15-1253.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

WORK PROCESSES

A. Workplace Orientation

1. Describe workplace organizational structure.

2. Describe workplace policies and procedures as it relates to the Information Technology department and industry.

3. Demonstrate an understanding of general ideas regarding workplace ethics, interpersonal communication, and general management.

4. Practice active listening and complex problem solving when handling customer inquiries.

B. Communication and Troubleshooting Issues

1. Develop and demonstrate the ability to explain technical concepts in clear verbal communication.

2. Demonstrate an ability to critically reason and problem solve with internal teams to improve current processes.

3. Describes quality control and the importance of evaluating product functionality.

4. Use standard diagnostic testing equipment and procedures to troubleshoot and resolve technical issues and concerns.

C. Design Documentation and Processes for Software Testing

1. Monitor bug resolution efforts and track successes.

2. Document test procedures to ensure replicability and compliance with standards.

3. Design test plans, scenarios, scripts, or procedures.

4. Provide feedback and recommendations to developers on software usability and functionality.

5. Design testing protocols to address areas such as database impacts, software scenarios, regression testing, error retests, or usability.

6. Document software defects, using a bug tracking system and report defects to other Quality Assurance Auditors and Developers.

D. Project Plans for Quality Assurance

1. Coordinate with internal teams to monitor project timelines, deliverables, work hours, budgets, and expenditures.

2. Demonstrate an understanding of how to effectively manage projects with internal teams.

3. Utilize project planners or trackers to ensure timelines are accurate and deadlines are met.

4. Monitor the quality of work from internal teams to ensure goals are met.

E. Integration and Implementation of Software

1. Test system modifications to prepare for new software or script implementation.

2. Plan test schedules or strategies in accordance with project scope or delivery dates.

3. Modify existing software to correct errors, allow it to adapt to new hardware, or to improve its performance.

4. Demonstrate ability to follow integration protocols designed by the Quality Assurance Team to minimize the risk of errors.

Approximate Total Hours   1000-2000

Apprentices in Competency-Based Programs shall participate in no fewer than 1,000 documented hours of on-the-job training, and until they have demonstrated competency for each Work Process, with the understanding competency will be demonstrated reasonably proximate to the maximum on-the-job training hours. Competency Assessment referenced in Appendix B.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to *https://dol.ny.gov/public-work-and-prevailing-wage*

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APPENDIX B

RELATED INSTRUCTION

Safety and the Workplace

1. Basic Workplace Safety
2. Sexual Harassment Prevention Training – must comply with section 201-g of the Labor Law

Job Skills and Theory

1. Public Speaking
2. Business Management Strategies
3. Computer Literacy
4. Data Analysis
5. English Composition
6. Basic Arithmetic
7. Spreadsheets
8. Databases
9. Introduction to Business Communications
10. Business Ethics
11. Oral and Written Communication Skills
12. Independent and Collaborative Working
13. Project Management
14. Complex Problem Solving
15. Evaluating Risks
16. Active Listening
17. Introduction to Information Technology
18. Introduction to System Analysis
19. Technical Writing
20. Microsoft Office Suite (Word, PowerPoint, Excel, and Outlook) (if applicable)

Competency Assessment

1. Test Preparation
2. Written/Practical Proficiency Examination(s)

At least 144 hours of Related Instruction per year must be available for the apprentice at the time of his/her indenture. However, the apprentice may test out earlier if able to demonstrate competence for each topic on the Related Instruction outline.

Appendix B topics are approved by New York State Education Department.