

Update

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Student Records Representative

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-02-01

Responsibilities Added:

PASI (Provincial Approach to Student Information) was built on an innovative technology that integrates with over 170 systems. It is a strategic, multi-faceted, provincial student information system. Many other systems have integrated with PASI for student information (Provincial Education Directory (PED), Service Alberta, Advanced Education, School Authorities). Student Records is the business area ultimately responsible for the data within PASI and PED.

Student Records and Operations collects enrollment data for all Alberta students as well as achievement data for high school (grades 10 to 12) students. The system produces and distributes high school transcripts and diplomas, provides help desk services for student records related issues to students, schools, school authorities, parents and the public. Information in PASI as the source of truth, is being used to determine funding, monitoring and audit educational services.

The Representative is the point of contact of the Schools and School Authorities for any PASI related issues.

Responsibilities Removed:

The Representative's position is updated primarily due to the evolution of PASI to being the system that holds all Alberta student records.

Job Purpose and Organizational Context

Why the job exists:

The Student Records Representative ensures that student information is appropriately executed to ensure accuracy and privacy of information management and to prevent breach of information.

This position collects, processes, and maintains student demographic data, enrollments, grant codes, school marks, diploma exam school marks and diploma examination registration from schools and school authorities throughout province as well as out of province. Liaise and problem solve with public, schools, authorities to provide information regarding high school completion. Facilitate Education Verifications for employment and higher education globally. This position also processes the assignment and maintenance of the Alberta Student Number (ASN).

The branch leads the business management of the Provincial Approach to Student Information (PASI) system, which is an Alberta Education shared data repository that provides the ministry, schools, and school authorities in the province with an online, real-time, shareable single source for Alberta student information, school enrolment, and high school achievement. The branch manages all K-12 enrolments that are registered in Alberta accredited schools and is connected to over 160 systems internally and external to Alberta Education.

PED responsibilities include administration, coordination and processing of the collection and maintenance of School Authority and School information contained in the system, ensuring compliance, accuracy and completeness.

Student Records and Operations Branch is responsible for the PED system and providing Alberta transcripts and diplomas, ensuring the collection and accuracy of student enrolment and marks data, and managing and coordinating the collection of school authority information for use within the department.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. As the first point of contact, the position exercise judgment and do research to provide the most appropriate procedure or course of action to follow during email and phone inquiries from various stakeholders using applicable legislation, policies, procedures, regulations, and precedents such as: The School Act; Education Act; Guide to Education; PASI Operation Guide, and PASI Community Site.
 - Provides guidance to mature students using Guide to Education on how to achieve the High school diploma due to missing requirements. Referencing alternative paths to the Canadian Adult Education Credential or challenge diploma exam to meet requirements.
 - Identify relevant information/policies/acts/training materials in support of client requests and division/department. This includes working with others within the department including gathering information with external contacts to fulfill needs of the clients.
 - Provides specialized knowledge of the PASI system to schools and school authorities by making use of the PASI Operation Guide and reference materials in the PASI Community Site. This includes navigating and managing student information.

- Using knowledge of available information, and directly provide or advise clients where to access (i.e., Internet) needed information. May usually refer to different websites or correct department to contact e.g., Help Desk, IQAS, Advanced Education, Special Cases, Home Education etc.
2. The position must have a broad knowledge of any PASI enhancements and data fixes done to be able to support school and school authorities on school enrollments, courses and marks, student documents and appropriate codes.
- Investigates, identifies, and troubleshoot root cause of warnings and advises to support schools and authorities to clear/resolve the issues. Warnings needs to be resolved as this impacts funding provided to schools. Unresolved warning for courses and marks will result to students not earning the required credits.
 - Participates in the User's Acceptance Testing (UAT) activities. It involves developing test case, test data, test scenarios, identifying, documenting, and reporting problems to Business Support and PASI operations support units.
 - Reviews, verify, confirm, and clarifies with Business Support or Business Operations for any latest PASI releases, enhancements, and data hot fixes. Contact internal stakeholders to resolve problems and investigate alternatives for resolution and recommends solutions for implementing business process and systems changes. links.
 - Thorough knowledge of PASI usage to be able to support users on how to navigate the different screens, manage enrollments, courses and marks, customize views, and to generate reports. Provides responses to inquiries related to student data elements, coding instruction (ex. Error codes on MyPass), file submission process and procedures, data exchange facilities (ex share data with its suppliers who would want to share it with their customers) , data validation utilities (checking the accuracy and quality of source data before using, importing or otherwise processing data), and student record policy information.
3. The position must have a technical knowhow of the different emerging technology trends on acceptable browsers, device, and software to be able to provide support to external stakeholders.
- Identify user's difficulties in navigating the website, uploading in the on-line document submission portal, provide forms in a readable, printable form such as Adobe Acrobat.
 - Assist schools and authorities in the uploading of digital documents to PASI. Where schools will ask about zip file, naming convention, allowable file size, bulk, and individual uploads.
 - Follow department standards for encrypting, protecting, and forwarding emails and documents.
 - Manage, redact or convert PDF or Word documents to be entered to the on-line records repository called 'Documentum'.
4. Student Record representatives steward all Alberta students enrollment data and achievement data for high school (Grades 10 to 12) students using the PASI System. Produce and coordinate high school transcripts and diplomas documents to be used for gainful employment and higher learning. Support Albertans and stakeholders regarding student educational record-related inquiries through myPass and PASIprep.
- Manually award achieved diplomas that were missed by the system during bulk runs.
 - Investigate and rectify discrepancies on undelivered documents requested manually and electronically.
 - Provide assistance on how to expedite document orders, request verification documents and historical student records.
 - Provide cover-off duties to transcripts and diplomas unit as required.
 - Facilitates user beginning to end experience through the myPass application.

PED responsibilities:

- Administer annual operating schedules, operational plans and authority and school information;
- Setting up new school authorities and schools, amalgamating school authorities and administering school closures as directed;
- Provide operational support to school authorities, schools; and
- Ensure data quality.

Problem Solving

Typical problems solved:

1. Multiple Alberta Student Number issue - Investigate and resolve mismatch of information (e.g., date of birth and name). Mismatch of information can prevent students in applying for student loans, and accessing online applications like Apply Alberta, Alberta digital ID and My Trades Secret accounts.

The representative identify, cleans and updates data of ASNs which were merged inadvertently (e.g., Contact information, School Enrollment, Course Enrollment and Marks etc.). Job requires the representative to be thorough and have attention to detail regarding accuracy as records might be attached to the wrong student.
2. Support schools to resolve work items on school and course enrollments - Investigate the root cause of the work item(s). This may include data issues of course codes, missing marks, enrollment dates, overlapping enrollments, operational schedules, prerequisites etc.
3. Provide guidance on the accepted identity and citizenship documentation and how to reflect the proper Citizenship status and enrollment code in PASI. Manage the student Identity document in PASI upon request from the school. School is unable to manage if identity document on file is of lower level.
4. Provide consultative advice to mature students on how to achieve requirements to be awarded an Equivalency diploma or GED as per Guide to Education.
5. Inform high school student(s) past and present missing credential requirement(s) the direction towards meeting requirements for completion, to be able to meet employment or seek the eligibility of post secondary entrance.

Types of guidance available for problem solving:

1. Position applies legislation, regulations, policies, and procedures from Guide to Education, General Information Bulletin, PASI community site, Education Act, Funding Manual for School Authorities and Alberta Education website.
2. Capability to reference other applications for enrollment data reconciliation are Learner Registry, PASIprep, PASIprep UAT, Documentum, myPass and Microfiche.
3. Liaising with internal and external stakeholders such as schools and authorities in Canada and International Canadian schools, Advanced Education, Post Secondary Institutions, Third Party Organizations, PASI Business Support, Internal Alberta Education Branches, Service Alberta, PASI Technical Ops Team, PASIUATContacts, GOA Communications and Minister's Office.

Direct or indirect impacts of decisions:

1. Accuracy of the ASN is essential because it is linked as an identifier to each individual student; for example, this number is used to register individuals into post-secondary institutions. If two ASNs are

provided to one student, then marks will not be released to the student, or the Post Secondary requester.

2. Accuracy of enrollment data is important because it impacts student and school funding, identifies individual students, records marks, and register for exams for the student. For the schools and authorities, it ensures transparent data collection for research, statistical reports and studies engaged by Alberta Education.
3. This position is responsible for accurate and timely information completion, throughout the school year, of many complex, and high-volume operational activities within rigid timelines. Many of these activities have high visibility with external clients, such as the public, students, schools, school authorities, post secondary institutions, employers, and other federal and provincial government departments to advance higher level learning or to provide gainful employment.
4. Authentication of enrollment information impacts public further processing of other government identification, taxes, funding and or employment opportunities.
5. This position is expected to resolve issues based on applied knowledge of policies, standards and legislation and collect information from various sources to develop the best option for resolution; more complex issues are forwarded to the Team Lead

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Special Cases - Investigate and process request to award high school diploma, exemptions, and Equivalency diploma.
- Exam Admin - Address forwarded phone messages and liaise between Students, Schools, and Authorities on issues regarding diploma registrations, exemptions, course, and marks.
- Business Operations Stakeholder Support - Collaborate on Citizenship documents to support schools on how to properly code the Citizenship status, whether Permanent Resident, Temporary Resident or Refugee.
- PASI Business Support and PASI Ops - Liaise between Schools, and Authorities on PASIprep related system issues. Identifying changes and updates to website, myPass and PASIprep.
- Help Desk - Provide support on ASN management, school or authority inquiries with PASIprep, student concerns on myPass orders, other public educational related issues.
- Communication and Public Engagement - responds to inquiries sent through Alberta Connects -it is a system developed for Albertans to use to email government questions and comments. Each department has individuals responsible for responding to these messages. You are being asked to help contribute to a response being prepared for an Albertan. The government standard is to respond to on-line requests in under 72 hours.
- Service Alberta - Coordinating print jobs ordered through myPass made by external stakeholders.
- Deputy Provincial Secretary Office - Coordinate Certifications for additional authentication before requisition completion directives.
- Field Services - Communicate on issues to clarify with school(s), authority, public or stakeholder(s) concerns regarding education policy, PASIprep, Alberta High School transcript, diploma an or legislation.

External:

- Schools and Authorities - Support schools and authorities on PASI Prep concerns, legislation and policy updates.

- Students, Parents/Guardians - Support public on student enrollment, courses, marks, transcripts, detailed academic report, diploma achievements and myPass order inquiries. Position interacts with all levels of stakeholders to a high degree, typically to provide and exchange information.
- Advanced Education (AE) Ministry - Support Advanced Education in the management of Alberta Student Number, transcript requests through APAS and SFS.
- Intake Workers at Provincial and Federal levels- Support request for student enrollment or high school transcript information.
- Foreign post secondaries - To certify or verify diploma status for higher level learning.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Arts		

If other, specify:

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Job-specific experience, technical competencies, certification and/or training:

- Experienced in providing in depth knowledge of student information management to external and internal stakeholders with accountabilities to the branch.
- Experienced with the development, implementation and operations, practices, process, and controls of system quality assurance.
- Experienced with Microsoft Office suite and information management.
- Experienced with privacy or disclosure related activities would be an asset.
- Experienced in following legislation, regulations, policies, standards, and guidelines.
- Experienced in FOIP and PIPA best practices.
- Experience with records retention management policy and best practices
- Experienced in several modes of communication including verbal and written response.
- Experienced in applying application systems, problem management practices, process, and procedures.
- Experienced in applying change management practices and processes.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	As first point of contact in the Student Records area, position is expected to make decisions on a regular basis regarding inquiries on demographic updates, enrollment, courses, marks and document orders etc. Applicable legislation, policies and procedures

			<p>and guidelines may not be defined in some areas, hence the position must exercise judgment in interpreting the regulation in order to access information and determine appropriate courses of action. Approaching supervisor or referring an inquiry to the next level of expert support when necessary</p> <p>Decisions are also made to evaluate diploma eligibilities, resolution of work item, fixing data rejection errors basing on various education guidelines and some require interpretation of the Guide to Education (past and present).</p>
Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>The work done of the Student Record Representative is part of a larger integrated and inner-related environment.</p> <p>The position utilizes knowledge and expertise of applicable FOIP, legislation, policies, procedures, regulations, and precedents obtained through communication with internal and external stakeholder groups to assist management in monitoring student data administration and submission to ensure the adherence to departmental program policies.</p>

			<p>Representatives anticipate outcomes and potential impacts and provide feedback to management on identified constraints.</p> <p>Example scenario is how to handle students who are displaced/affected by floods and wildfires including those who are coming to Canada as Refugee.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Position interacts with all levels of stakeholders to a high degree, typically to provide and exchange information. Team members work together in identifying discrepancies and protecting quality of data.</p> <p>Participates in the branch huddle and aims to implement targeted strategies to enhance collaboration within the team and ultimately contributes to the effective management of student records.</p> <p>Position engages other units/departments on how to best handle a complex and difficult situation and come up with the best solution or recommendation.</p> <p>The unit has set-up physical and online workspace (shared folders) where team members can collaborate on projects, share updates, and</p>

			<p>communicate in real time.</p> <p>Gives appreciation and recognition during meetings for team members' contributions.</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Representatives possesses strong public relations and interpersonal skills and ability to communicate clearly and effectively, both verbally and in writing.</p> <p>Representatives possess an ability to create an adaptable environment and overcome barriers through proactive and flexible approach to work. Incumbent organizes tasks, set priorities, respond to changing priorities and work under deadlines.</p>
Develop Self and Others	○ ○ ● ○ ○	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	<p>A combination of personal and professional development contributes to a well-rounded and effective Student Records Representative and team. Continuous improvement and a commitment to learning are key in this dynamic position. For instance on Documentation- Creates comprehensive documentation and training materials for student records procedures and software usage.</p> <p>Encourages cross-training within the team to ensure that everyone has a basic</p>

			<p>understanding of different aspects of student records.</p> <p>Representative attend workshops, webinars, and conferences related to student records management and relevant technologies. Enrolls in on line courses to acquire new skills and stay updated on industry trends</p>
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