Update

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Student Enrolment & Marks Lead

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

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Student Enrolment & Marks Lead manages and ensures the accurate and secure collection, processing and maintenance of student demographic data, enrolments, 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. In addition, the position manages the assignment and maintenance of the Alberta Student Number (ASN).

Major responsibilities of the position include:

- Managing of the Student Enrolment and Marks business function;
- Managing of daily operations;
- Managing the Alberta Student Number;
- Managing student enrolment records;
- Managing student achievement records;
- Providing Alberta Student Number enrolment, marks subject matter expertise, and;
- Managing communication activities of Student Enrolment and Marks.

The Student Enrolment & Marks Lead reports directly to the Director, Red Tape Reduction and Student Records.

Responsibilities

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

1. Manage the Student Enrolment and Marks business function within Red Tape Reduction and Student Records.

   - Determine and recruit resources to ensure operational schedules, publicly published schedules and resource requirements for special projects and system enchantments including user acceptance testing activities are met.
   - Establish, monitor and improve service standards in compliance to Service Alberta.
   - Establish service levels for the provision of client service to students, the public and internal and external stakeholders.
   - Monitor production schedules and activities, coordinate roles and responsibilities, assign leadership roles and perform work assignment adjustments to overcome operational issues, system problems and staff shortages.
   - Establish staff development plans and foster staff training and developmental opportunities.
   - Facilitate and approve staff productivity plans, conduct performance reviews and initiate appropriate staff development.
   - Promote and facilitate the practice of the Government of Alberta core competencies, values and principals.

2. Manage and administer the daily operational activities of Student Enrolment and Marks business function to meet the approved annual operating budget ensuring Branch and Ministry polices, standards, practices and objectives are met.

   - Ensure efficient cost controls in all programs are in place.
   - Review previous year actual expenditures to advise management of additions, deletions, or modifications required for preparation of the new year's budget.
   - Review current fiscal year actual expenditures on a monthly basis to advice management of forecast changes for manpower, processing, and materials and supplies.
   - Coordinate with Branches and external stakeholders to develop and establish production annual schedules.
   - Manage and monitor access and security to all Student Enrolment and Marks acceptance and production system applications and when required for Transcript & Diplomas as well.
   - Develops user operational procedures and policy manuals, guides, checklists and process control documents.

3. Manage the Alberta Student Number (ASN) for all ECS to grade 12 and post secondary students in the Province of Alberta on behalf of Alberta Advanced Education and Alberta Education in compliance with the Education Act.

   - Manages within Alberta Education and for Alberta Advanced Education with all ASNs processing and reporting and ensures accuracy and confidentiality of information in compliance to the FOIP and PIPA Acts.
   - Establishes and implements quality assurance measures for data inputs, processes and outputs to internal and external stakeholders.
   - Administers and controls access and information related to "Protected Students" under court or police protection, etc.
   - Investigates multiple ASNs affecting students and student records and communicates resolution and findings within the Ministry and with the Ministry's stakeholders.

4. Manage ECS to grade 12 student enrolments and grant codes received from approved Alberta and out-of-province schools and school authorities for the registration of students and funding of schools in compliance to the Education Act and various Alberta Education Regulations, policies, standards and published documents on behalf of Alberta Education.

- Manages within Alberta Education all student enrolment processing and reporting in accordance to the Education Act.
- Ensures accuracy of information in accordance to the various Alberta Education Regulations, policies, standards and published documents and confidentiality of information in compliance to the FOIP and PIPA Acts.
- Establishes and implements quality assurance measures for data inputs, processes and outputs to internal and external stakeholders.
- Investigates data submission issues and communicates resolution and findings internally and with schools, school authorities, School Finance, Learner Assessment and other stakeholders.
- Administers internal stakeholders and third party requests for attendance records.

5. Manage Grades 10 to 12 high school and mature (adult) student achievement received from approved accredited Alberta and out-of-province schools, the Ministry's diploma examination process and Alberta Education approved adult education programs in compliance to various Alberta Education Regulations, polices, standards and documents.

- Manages within Alberta Education all Grades 10 to 12 high school and mature (adult) student achievement processing and reporting in accordance to the various Regulations, polices, standards and docuemnts as well as to the Guide to Education: ECS to Grade 12.
- Ensures accuracy of information and confidentiality of information in compliance to the FOIP and PIPA Acts.
- Establishes and implements quality assurance measures for data inputs, processes and outputs to internal and external stakeholders.
- Investigates data submission issues and communicates resolution and findings internally and with schools, school authorities, School Finance, Assessment and others stakeholders.
- Interprets and clarifies legislation, regulations, policies, and procedures for clients, partners and stakeholders as it applies to the maintenance of 3.5 to 4 million Alberta student records stored in 2 different mediums (digital, microfilm).

6. Provide student enrolment and achievement subject matter expertise (SME) to identify system enhancements, analyse business and application problems, investigate business alternatives, access business feasibility and recommend solutions for the implementation of Alberta Education policy, information technological changes and initiatives as well as for cross ministry initiatives and projects.

- Improves operational efficiency and effectiveness by identifying and recommending process changes, application changes and enhancements for all systems and applications.
- Identifies, analyses and documents business process, business application system and data problems.
- Participates on Working Committees as a subject matter expert in the analysis, evaluation, development and implementation of SR, Ministry, and cross-ministry projects and initiatives, such as; Province of Alberta Student Information (PASI), Alberta Post Secondary Application (APAS).
- Prioritizes service orders for all Student Enrolment and Marks system applications to ensure that identified problems and changes are resolved and implemented to meet key Ministry business processes and peak production periods.
- Develops, coordinates, and reviews the development of user acceptance test (UAT) strategies, plans, test cases and test data for SR.

7. Manage communication activities within Student Enrolments and Marks providing ECS to Grade 12 enrolment and marks information to students, parents, schools, school authorities, post secondary institutions and the public on behalf of the Ministry.

- Respond to Minister, Deputy Minister and Assistant Deputy Minister Action Requests (ARs) affecting student

enrolments and marks.
- Coordinate the preparation of communication material and prepare notices, announcements and correspondence for distribution to schools, school authorities, post secondary institutions and the public.
- Prepare and update student enrolments and marks information and documents on Alberta Education websites.
- Prepare and update "Help" text for the various Extranet, Intranet and internal system applications.
- Prepare the message text for the Student Records, SEAM phone line.
- Recommend and participate in the review, revision and development of Ministry policies, standards, processes and procedures for the collection and processing of student demographic, enrolment, and course and mark data.
- Liaise with Branch and Program Heads regarding announcements and information notices highlighting changes or additions to student data requirements resulting from approved management or operational decisions.

8. Assume the additional responsibilities and role of the Transcripts and Diplomas Lead.

Problem Solving

Typical problems solved:

Student Records manages all current and historical ECS to Grade 12 student enrolment and achievement records in the Province of Alberta since 1930 as well for those students from approved international and out-of province schools offering the Alberta Program of Studies and those students form schools in Saskatchewan, Nunavut and Northwest Territories writing Alberta Education diploma examinations and Provincial Achievement Tests (PATS).

In addition, Red Tape Reduction and Student Records manages the assignment of the Alberta Student Number (ASN) for all post secondary students registering in Post Secondary Intuitions throughout the Province of Alberta. Within this vast and complex framework of student records governed by the Education Act, Regulations and policies, the position in compliance with the FOIP Act and PIPA Act:
- Interprets and clarifies current and past legislation, regulations, policies, and procedures for clients, education partners and stakeholders as it applies to the maintenance of 3.5 to 4 million Alberta student records stored in 3 different mediums digital, microfilm.
- Collects, creates, maintains, and verifies annually the ASNs, and demographic and enrolment records for 610,000 plus Alberta students in Grades ECS-XII and approximately 100,000 plus students registered in post-secondary and Apprenticeship and Training Programs.
- Collects, processes, maintains and verifies annually 1,800,000 plus Alberta high school course, credit and mark records during 3 scheduled high school reporting terms, 5 scheduled diploma examination administrations and 26 plus General Education Development (GED) test battery administrations.
- Collects, processes, and verifies annually numerous out-of-province high school course evaluations, course corrections, waived prerequisites, challenge assessments and the awarding of high school retroactive credits and mature retroactive credits.

The position is required to manage the business function and train staff in an environment of highly integrated, extremely complex and tightly coupled network of applications and technologies using a variety of computer platforms.

The Lead is continuously challenged to ensure sufficient and appropriate resources at all time, fully trained resources and resources having an adequate knowledge of applicable Acts, Regulations, policies and procedures, in particular, the FOIP and PIPA Acts.

In conjunction with the Director, Red Tape Reduction and Student Records, this position consults and works closely with other Branches, Ministries and external stakeholders to plan, develop and publish annual school year operational schedules and processing plans for the upcoming school year in the collection, processing and distribution of student records. The key stakeholders who are highly dependent on successful execution of the published school year operational schedules include schools, school authorities, post secondary institutions, Information Services, Learner Assessment, School Finance, Alberta Advanced Education and other provinces.

The Student Enrolment & Marks Lead ensures accurate and timely information is available when required by other branches, departments, educational partners and the public so as to ensure that Alberta students receive equal consideration and opportunities for funding, admission, scholarship, employment or counselling purposes and that students are not disadvantaged due to late, incomplete or inaccurate records or documents.

In conjunction with the Director of Red Tape Reduction and Student Records, this position ensures all related legislation, policies and procedures are translated into the operational objectives and system application requirements so that accurate and timely information is available when required by:

- Learner Assessment to produce personalized Diploma Examination and Achievement test materials;
- Planning in conducting departmental surveys of individual students;
- Information Services in the analysis of aggregate data and the production of departmental statistics, annual report and information for use by Alberta Education Branches and senior management, our educational partners and the public.

The Student Enrolment & Marks Lead must ensure the successful and timely completion, throughout the school year, of many complex, and high volume operational activities within rigid timelines. Many of these activities have a high visibility with external clients, such as the general public, students, schools, school authorities, post secondary institutions, employers and other federal and provincial government departments.

Interacts and consults with school authority and school management and staff to identify external system-related problems that affect the completeness and accuracy of incoming student information, resolve issues affecting student records and to clarify Alberta Education Legislation, polices and standards.

Consults with other Ministry branches and divisions to ensure all internal systems are processing student information in accordance with legislation, regulations, and policies and to identify opportunities of change and improvement.

Works with federal, provincial and municipal law enforcement personnel and senior School Authority and School personnel in the designation and handling of records for children/adults under the protection of the courts.

Interacts and consults with governmental representatives from other provinces to research student and enrollment systems, procedures and processes in the improvement of Student Records operations.

Types of guidance available for problem solving:

Legislation, regulations, policies, procedures and guidelines.
Manager as needed.

Direct or indirect impacts of decisions:

The work of this position has major consequences for departmental systems and consequently an impact upon electronic communication being received by stakeholders, the prompt and efficient processing of student registrations, diploma examination registrations and course/ mark transactions, as well as funding payments to schools and jurisdictions.

Key Relationships

Major stakeholders and purpose of interactions:

- Considerable and ongoing contact with school and school authorities staff such as superintendents, principals, counsellors and administrators in the maintenance and processing of student records and administration of legislation, policies, standards and other publish documents.
- Considerable and ongoing contact with Education branches and divisions staff and consultants as a business user and subject matter expert in the support, maintenance and develop of the PASI system application.
- Considerable contact with internal Branches such Legislative Services, School Finance, Curriculum, French Language Services, Special Education, Assessment and Service Alberta regarding FOIP, in the collection, processing and maintenance of student records, administration of Alberta Education programs and examination and the development of operational schedules affecting the Ministry and external education stakeholders.
- Ongoing contact with students, parents and third parties such as law firms, courts and public workers with respect to student attendance and achievement.
- Ongoing contact with the Minister's Office and Assistant Deputy Minister's Office in the handling of Action Requests.
- Ongoing contact with other government ministries such as Health, and Advanced Education with respect to student attendance and achievement and the creation and maintenance of ASNs.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

In order to manage and administer the processing, maintenance and reporting of all various aspects of students, the position must have an excellent understanding and thorough working knowledge of:

- The Government of Alberta ministries, operations and practices with particular emphasis on Human Resources, Advanced Education, Health, and Justice.
- The education system and processes within the Province of Alberta, operations of public, separate, francophone, chartered and private schools and school authorities, and the operations of post secondary institutions and professional associations within the province as well as out of the province.
- The roles and responsibilities in the processing of student records of internal and external stakeholders, such as; School Finance, Assessment, Field Services, Legislative Services, Curriculum, Language Services, Information Services, schools, authorities and post-secondary institutions.
- Specific legislation, in particular; a) The Education Act, b) Freedom of Information and Protection of Privacy (FOIP) Act, and c) Personal Information Protection Act (PIPA).
- Specific Alberta Education Regulations and policies, in particular; a) Student Record Regulation, b) Student Evaluation Regulation and c) Private School Regulation.
- Specific Alberta Education policies, in particular; a) English as a Second Language Policy, b) Student Evaluation Policy and c) Use and Reporting of Results on Provincial Assessments Policy.
- Specific Alberta Education guides, manuals, bulletins and documents, in particular; a) Guide to Education: ECS to Grade 12, b) High School Course/Mark User Guide, c) Funding Manual for School Authorities d) Quick Reference Code Table - High School Courses and Marks, e) Student Information System (SIS) User Guide, f) Diploma General Information Bulletin, g) Information for Parents About Writing Diploma Examinations, f) Information for Students Planning to Write Diploma Examinations.
- PASI and other systems that integrate throughout Education and Advanced Education.

The Student Enrolment & Marks Lead requires an understanding and applied knowledge of:

- Mainframe, personal computer, client/server, web, ftp, network, Internet, Extranet and Intranet technologies, integration, applications and user interfaces.
- Information technology system development and enhancement processes to define user requirements, provide user input throughout the development/enhancement cycle, develop user acceptance test plans, coordinate the development of user acceptance test data and user acceptance testing, and implement technology changes in the most effective and efficient manner possible.
- PASI functions, related interfaces and information technology used in schools, school authorities and post secondary institutions.
- Data communications and the ability to use communications software, file utilities and programming tools to receive, process and send student data electronically.

The Student Enrolment & Marks Lead must possess:

- The ability to interact with management, senior school and authority representatives, senior post-secondary representatives, senior branch and department personnel to resolve unusual problems.
- The ability to communicate and handle sensitive and confidential matters in a professional manner and use considerable judgment in interpreting the regulations necessary to assess information and determine a suitable course of action.
- Very strong interpersonal communication and supervisory skills and abilities.
- Very strong written and verbal communication skills.
- Excellent problem analysis and resolution skills

- Excellent conflict resolution skills.
- Strong resource and activity planning and organizational skills.
- Strong priority setting skills.
- Leadership skills.

Typically a relate degree in Education or Business Administration is required or an equivalency of several years of directly related experience or other equivalent combinations of relevant coursework and experience.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	○ ◉ ○ ○ ○	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	**Example:** Providing Student Marks and Enrolment support to School Authorities, Schools, Divisions, Sectors, Branches and work units; performing problem and change management activities related to the operational support of PASI.
Drive for Results	○ ◉ ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	**Example:** In view of the nature of the interaction between ministry staff in other divisions, sectors, branches, school system administration and the general public, the position must perform all duties with a great deal of tact, skill and in a highly professional manner with minimal supervision.
Develop Networks	○ ◉ ○ ○ ○	Works on maintaining close relations with all stakeholders: • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques	**Example:** This position has significant contact with School Authorities and Schools throughout Alberta and the Divisions, Sectors and Branches within Alberta Education and Advanced Education.

Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	**Example:** During all times and especially during peak periods or tight timelines, the Student Enrolment & Marks Lead is required to train the staff, schedule and assign work and provide supervision.