

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

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:

licensing.

Reporting to the Manager of Compliance, Private Career Colleges, the Compliance Officer is responsible for conducting reviews and inspections in accordance with their authority as inspectors under the *Private Vocational Training Act*. The Compliance Officer reviews records and collects evidence to support recommended compliance actions and presents information for decision by the Statutory Director. The Compliance Officer adheres to branch policies, procedures and standards, while applying the principles of administrative fairness.

The Compliance Officer also maintains positive and professional working relationships with external stakeholders, including private career colleges, regulatory bodies, and professional associations such as the Alberta Association of Career Colleges (AACC), and internal stakeholders such as other units, branches and divisions within the Advanced Education Ministry, and other Ministries within the Government of Alberta.

The Compliance Officer researches and compiles information related to emerging issues and trends related to licensing and compliance, and works collaboratively within the branch to recommend proactive strategies for improvements to process and policies. The Compliance Officer works closely with the licensing team to help inform licensing decisions.

The Compliance Officer operates in accordance with the *Private Vocational Training Act* and Regulation, government administration processes and procedures (e.g. for records management, Action Requests), and PCCC branch operational plans.

Responsibilities

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

1. Research programs offered by institutions applying for exemptions from licensing under the Act and Regulation.
 - Review and determine if licensing is required and provide a summary detailing the research conducted and findings.
 - Provide exemption letter to the institution, if required.
2. Coordinate and review ongoing changes.
 - Evaluate documentation submitted by licensees regarding institution relocations, asset and share sales/transfers, name changes, cancellations and program changes, providing recommendations to management.
 - Communicate licensing changes to other areas of government that may be impacted by program licensing changes (e.g. Alberta Student Aid, International and Industry Collaboration unit, Community and Social Services, Alberta Health, Apprenticeship and Industry Training).
 - Review information and documentation submitted by applicants and licensees relating to financial security ensuring that branch security requirements are being met; this activity includes tuition revenue reporting and financial security.
3. Identify and develop plans to address non-compliance issues with licensees in accordance with existing legislation.
 - Work with licensees and their staff to increase their level of awareness of compliance requirements including conducting compliance information sessions when requested or as required.
 - Address matters of non-compliance with licensees and make recommendations for compliance actions to the Manager, Compliance, in accordance with the progressive enforcement model.
 - Work with licensees to resolve matters of non-compliance conducting follow-up inspections or reviews to ensure that compliance issues are rectified.

4. Participate in compliance review/inspection planning.
 - Supports Manager, Compliance, in the coordination of planned inspections and/or reviews.
 - Conduct in person and desk based inspections and reviews of licensees.
 - Create compliance review reports based on findings related to compliance inspections/reviews.
 - Schedule follow-up inspections/reviews to confirm ongoing compliance.
5. Research trends and opportunities across the private career college sector to inform branch strategies and processes.
 - Research new emerging fields, best practices, and trends in other jurisdictions, summarize information and provide recommendations as required.
 - Provide input into draft policies (including amendments to policy) ensuring that applicants and licensees have sufficient information relating to licensing of programs and ongoing compliance.
 - Provide input into draft procedures ensuring that there is sufficient rigour in the process and that the principles of administrative fairness are considered.
 - Work with the Manager, Compliance, to liaise with regulatory bodies to incorporate regulatory approvals and/or requirements into branch policies and processes. This activity ensures alignment between the requirements of regulatory bodies (e.g., Alberta College of Paramedics or the College and Association of Acupuncture of Alberta) and PCCC branch licensing requirements.
6. Review and evaluate license application documentation/information to determine whether the program meets the regulatory requirements for licensing in accordance with existing legislation.
 - Consult with other branches concerning labour market demand and public post-secondary offerings.
 - Build and maintain strong working relationships with private institutions and other stakeholders throughout the application process through conversations and site visits (as required).
 - Make recommendations regarding program licensing to the Manager, Licensing.
 - Identify opportunities for developing and enhancing licensing procedures.

Problem Solving

Typical problems solved:

Based on interactions with stakeholders, previous experience and knowledge, and the availability of data and current information, the Compliance Officer independently determines if licensing is required for a program. They also independently determine if changes to existing licenses are required. They use their problem solving ability to provide alternate options to stakeholders regarding the submission of compliance documentation. The Compliance Officer demonstrates the ability to extrapolate information provided by private career colleges to determine compliance with legislation and policy. They also have to, on a regular basis, independently interpret branch legislation and policy when advising stakeholders, to ensure compliance.

Types of guidance available for problem solving:

Guidance for problem solving includes support from management, support from Compliance Officer peers (licensing and compliance communities of practice), as well as guidance from branch legislation, policy and established procedures.

Direct or indirect impacts of decisions:

The Compliance Officer's decisions and recommendations have significant direct impacts on potential and current licensees and students, as well as direct and indirect impacts on Alberta's economy and labour market.

The Compliance Officer ensures that application and compliance reviews, and related decisions and recommendations, are thorough, fair and transparent, well-researched, supported by the consistent

interpretation of legislation and policy, being mindful of precedence. The Officer ensures the timely and respectful communication of decisions and recommendations.

The Compliance Officer's licensing decisions and recommendations are based on factors such as the program's ability to meet labour market demands, a qualified assessment of program curriculum, and program duration. These activities directly impact institution applicants, as well as prospective students looking for pathways to employment. Compliance decisions and recommendations are made based on the severity of the contravention as well as the number of compliance issues found during an inspection or review. If any deficiency or compliance issue is found the officer must follow-up as soon as possible with the institution to clearly communicate any corrective actions for the benefit of current and prospective students.

Delays, errors, or incomplete reviews and inspections have impacts on the integrity of the process which has a direct impact on stakeholders, especially students and their experience at private career colleges. Students are provided with a measure of protection through compliance initiatives, as the legislation ensures that students are provided with a quality education that leads to training-related employment. The availability of new or innovative licensed vocational training programs directly and indirectly benefits Albertans by providing pathways for meaningful employment through training and education.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders:

- PCCC branch members - on a daily basis, work collaboratively with team members to ensure consistency in the interpretation of, and communication about, legislation and policy.
- Other branches (e.g., AIT, Student Aid, International and Industry Collaboration unit, etc.) - on a regular, as-needed basis, address queries, request information and work collaboratively with other branches in order to resolve issues related to applications and matters of non-compliance.

External Stakeholders:

- PCCs (owners or designated responsible authority) - on a daily basis, work with PCCs to facilitate the licensing application process, to coordinate and review ongoing changes to licences, and to identify and remedy deficiencies and matters of non-compliance.
- Public (e.g., institutions, students, potential license applicants) - on a regular basis, receive reports and queries about compliance and investigate complaints as a result of referrals.
- PCC counterparts in other provinces - on a regular and as-needed basis, share information about emerging licensing, compliance, or other PCC trends and issues.
- Professional Regulatory Bodies in Alberta - on a regular (often monthly) basis, work with regulatory bodies to ensure that requirements of these bodies are included in reviews of licence applications and share information regarding compliance requirements.
- Industry based associations such as the Alberta Association of Career Colleges and the National Association of Career Colleges - on a monthly basis, work with these associations to share best practices in the private career college sector and discuss emerging trends, opportunities, and challenges.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Business	

If other, specify:

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

- The ability to interpret legislation and policy.
- Knowledge of legislation governing private career colleges in Alberta: *Private Vocational Training Act* and Regulation.

- Compliance in a government or regulatory setting.
- Strong conflict resolution and negotiation skills to address deficiencies and non-compliance matters.
- Excellent communication skills, including verbal, written, and presentation skills.
- Effective relationship-building skills.
- Critical thinking and creative problem solving skills, including the ability to identify opportunities to improve branch processes.
- The ability to conduct compliance investigations of varying degrees of complexity.
- Ability to work independently as well as collaboratively in a team environment.
- Organization, time management, multi-tasking, and coordination skills to successfully handle the variety and volume of work with close attention to detail.
- Sound research and analysis skills, including the ability to research and synthesize emerging trends and identify how they might impact licensing and compliance related to career training programs.
- Strong understanding of the principles of administrative fairness.
- Proficiency in Microsoft Office (Word, Outlook, PowerPoint, Excel).

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>The Compliance Officer relies on knowledge of legislation, policy, branch procedures, and previous experiences with licensing and compliance, to address and resolve emerging issues.</p> <p>The Compliance Officer also actively seeks to find creative solutions to licensing and compliance issues by incorporating new technology.</p> <p>As the branch explores efficiencies to existing processes, the Compliance Officer's creative suggestions are critical to team success.</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>The Compliance Officer is required to adapt to changing work priorities in a fast-paced, high-volume work environment and demonstrates emotional resilience in doing so.</p> <p>The Officer demonstrates significant adaptability in balancing the demands of licensing and compliance activities, and pressures from external stakeholders for decisions and information.</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 Compliance Officer considers the broader adult learning system as they engage in both licensing and compliance processes. In this way, the Compliance Officer facilitates the comparison of post-secondary education delivered at publicly funded institutions and private career colleges.</p>
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>The Compliance Officer builds strong working relationships with sector stakeholders using effective communication strategies, to foster understanding of, and compliance with, relevant legislation, policies, and procedures.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<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 	<p>The Compliance Officer regularly brings stakeholders together, including internally within the department (for example, with Alberta Student Aid on joint compliance</p>

