

Update

Ministry

Advanced Education

Describe: Basic Job Details

Position

Position ID

[Redacted]

Position Name (30 characters)

Senior Licensing Officer

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

[Redacted]

Agency (ministry) code

[Redacted]

Cost Centre

[Redacted]

Program Code: (enter if required)

[Redacted]

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

PCCSA Division/PCC Branch/PCC Unit

Current organizational chart attached?

Supervisor's Position ID

[Redacted]

Supervisor's Position Name (30 characters)

Manager, Licensing

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-01-15

Responsibilities Added:

No responsibilities added since previous ADM approval in March 2023

Responsibilities Removed:

No responsibilities removed since previous ADM approval in March 2023

Job Purpose and Organizational Context

Why the job exists:

The Private Career Colleges unit (PCC) is responsible for the regulation of career training programs offered by private institutions in Alberta in accordance with the *Private Vocational Training Act* and Regulation. This responsibility includes ensuring programs licensed in Alberta comply with requirements set out the Act and Regulation, interpreting legislation, and ensuring that licensees and operators are aware of licensing and compliance requirements. This

regulatory oversight role ensures an accessible, accountable, and affordable career training sector exists and students obtain the skills and knowledge required to find employment.

The Senior Licensing Officer manages a portfolio of licence applications, typically those that are more complex. The incumbent provides coaching and guidance to Licensing Officers to enhance the efficiency and quality of licencing and processes.

This position plays a central role in the evolution of PCC operational policy, procedures, and processes, and maintaining integrity in the robust PCC system across Alberta. The Senior Licensing Officer provides licensing perspectives in the development of recommendations and strategies to modernize service delivery (e.g., development of quality assurance program and education program, utilization of technology in appropriate processes). The Senior Licensing Officer is the branch lead for system communications and stakeholder engagement.

Positive and professional working relationships are maintained with other stakeholders such as other department branches and divisions, other Ministries within the GoA (e.g., regulatory/governing bodies), the Alberta Association of Career Colleges (AACC), and the National Association of Career Colleges (NACC). The Senior Licensing 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 PCC branch operational plans.

Responsibilities

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

Lead a portfolio of licensing files to effectively implement existing legislation and policy and contribute to a robust PCC system across Alberta.

- Assess licensing application files and provide recommendations to inform formal Director approval.
- Review licence application recommendations completed by Licensing Officers prior for submission to Manager and Director for approval as part of the unit's quality assurance process.
- Lead processes to address school closures (e.g., financial security, determine how best to support students).
- Work collaboratively in the unit to ensure consistency in the interpretation of legislation and policy.
- Build and maintain strong working relationships with private institutions and other stakeholders throughout the license application process (e.g., through conversations and site visits as required).
- Provide coaching and guidance to Licensing Officers and the Licensing Analyst.

Shape program, policy and process improvement through research and strategy recommendations.

- Plan and lead review and evaluation of licensing processes to assess efficiency, effectiveness, and value to PCC sector stakeholders and the department.
- Support the ongoing maintenance of the branch risk assessment tool to identify and appropriately address institutions with varying levels of licensing and compliance risk.
- Develop strategies to streamline processes, improve quality of licensing recommendations, and mitigate program-level risk while maintaining alignment with legislation.
- Provide subject-matter-expertise to inform management decision-making, plans or shifts in policy and legislation.

Stakeholder Engagement

- Develop communication and engagement with stakeholders to proactively raise awareness of institutions' obligations related to licensing (e.g., information bulletins and delivery of licensing information sessions).
- Respond to escalated queries, working with applicants as needed to resolve issues, and advise Manager of risk.
- Liaise and consult with regulatory bodies, professional associations, industry groups, and PCCs as required to gain business intelligence and inform innovation in licensing processes, interpret policy, and/or to support adjustments to PCC regulatory or policy changes.
- Liaise with department colleagues and other ministries to share information about licensing processes and their connection to the broader adult learning system.
- Maintain effective working relationships with PCC institutions to consult and communicate on multiple PCC topics.

Support the Manager in achieving the mandate and goals of the unit.

- Plan and lead ad hoc assigned projects, including contributing to IT renewal initiatives.

- Coordination with the Manager about coordinating the distribution of resources within the Licensing Team (e.g. regional distribution).
- Translate common licensing issues into professional development/training content and coach the Licensing Team and other department staff as needed.
- Provide the Manager and Director with advice and recommendations for emerging issues, opportunities, and challenges.
- Develop action requests, briefing materials, presentations, speeches, and correspondence to ensure branch, division and department leadership have appropriate input for decision-making.
- Provide input into operational planning and reporting.

Problem Solving

Typical problems solved:

- Process and function reviews and re-imagination (e.g., what is the value of the licensing processes and risk to the overall integrity of the PCC system in Alberta? Can they be streamlined? How might technology be leveraged? What are the broader impacts of changing licensing functions?). There are multiple factors and inputs to consider as well as short- and longer-term program impacts. Reviews must provide robust evidence and recommendations to the Manager and sustain consumer protection in line with legislation and policy while maintaining quality service delivery to all stakeholders.
- Determining licensing decisions in higher-risk applications. The Senior Licensing Officer independently determines if licensing is required for a program and/or if changes to existing licenses are required. Licensing decisions and recommendations are based on factors such as the proposed program's ability to meet labour market demands, assessment of industry professionals' analysis of curriculum relevance, and other key considerations such as instructor qualifications and program admission requirements.

Types of guidance available for problem solving:

Guidance for problem solving includes direction from management, inputs from unit staff or licensing and compliance communities of practice, as well as guidance from branch legislation, policy and established procedures. In-depth professional knowledge, experience and precedent also inform problem-solving. Attention to detail, critical thinking, communication skills, the ability to multitask and the ability to interpret and apply legislation are all necessary skills required to deal with the complexities of this position. For more complex issues the incumbent assesses the issue from different perspectives and considers the long-and short-term impacts of various options before recommending a path forward. Solutions might require the creation or reorganization of information, or clarification of existing requirements.

As the Senior Licensing Officer, guidance and support are provided to Licensing Officers to support their problem-solving.

This position works within the parameters of established legislation, policies, and plans with significant discretion in determining workload priorities and how responsibilities are performed. There is independence to determine how best to structure research and review projects. The Manager provides general direction and guidance to the Senior Licensing Officer.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- licensing decisions - the incumbent ensures that application 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. These activities directly impact institution applicants, as well as prospective students looking for pathways to employment. The availability of new or innovative licensed career training programs directly and indirectly benefits Albertans by providing pathways for meaningful employment through training and education. Students are provided with a measure of protection through robust licensing assessment and decision-making.
- perception and reputation of the PCC system - licensing is often the first point of contact between the government and a private career college. Relationships and positive experiences created at this stage of the overall regulation of the industry in Alberta impact the ongoing interactions with that institution. Delays, errors, or incomplete reviews and site visits have impacts on the integrity of the process which has a direct impact on stakeholders, especially students and their experience at private career colleges.
- modernization and evolution of PCC system through licensing and compliance policy, which are closely connected. The Manager and Director rely upon the recommendations provided by this position to determine the

program direction.

Internally, the work of this position impacts:

- competency and consistency in service delivery by providing coaching and guidance to Licensing Officers.
- improvements to program functions, processes and standards that sustain consistency and alignment to legislation and enhance program integrity and efficient service delivery.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Manager and Director - provide project updates; develop specific documents for the Manager's review (e.g., briefing notes or ARs); provide recommendations to inform decision making; proactively plan projects that will review and potentially improve or modernize unit functions; support the Manager or Director's involvement on their committee or projects.
- PCC unit staff - work collaboratively with team members to ensure consistency in the interpretation of, and communication about legislation and policy; provide coaching and guidance as the senior role; integrate analysis and research completed at an individual level to a program level.
- Other branches/units (e.g., Student Financial Services, International and Industry Collaboration unit, etc.) - address queries, request information and work collaboratively with other branches to resolve issues related to licensing applications; represent PCC licensing perspectives.

External

- PCCs (owners or designated responsible authority) - work with PCCs to facilitate the licensing application process.
- PCC counterparts in other provinces - on a regular and as-needed basis, share information about emerging PCC trends and issues.
- Professional Regulatory Bodies and Associations 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.
- Industry based associations such as the Alberta Association of Career Colleges and the National Association of Career Colleges - work with these associations to share best practices in the private career college sector and discuss emerging trends, opportunities, and challenges; explore educational opportunities and communities of practice to benefit the system; test new processes.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Arts

2nd Major/Minor if applicable

Public Administration

Designation

If other, specify:

Related fields such as Business, Economics, Education, or Science is an equivalent

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

Education and Experience

- Bachelor's degree in a related field plus minimum of four years' experience; or equivalent combination of education and experience
- Experience managing issues in a fast-paced setting
- Experience building and maintaining stakeholder relationships is an asset
- Experience planning and leading projects is an asset (e.g., process review and improvements, leading practices)

Technical Competencies, certification and/or training

- Thorough knowledge of and ability to interpret and consistently apply legislation and policy (e.g., *Private Vocational Training Act* and Regulation)
- Knowledge of the private career college sector and its position and impact within the broader post-secondary learning system in Alberta
- Well-developed research project planning and management skills
- Strategic and system thinking skills to link discrete licensing processes and potential changes to impacts on career training programs
- Strong conflict resolution and negotiation skills to address deficiencies and non-compliance matters

- Strong verbal and written communication skills with a variety of audiences, and the ability to exercise diplomacy and political acumen
- Sound relationship building skills
- Advanced research, analysis, and evaluation skills
- Ability to generate strategy and process improvements
- Well-developed presentation skills to prepare materials and approaches to different audiences
- Organization, time management, and coordination skills to successfully handle the variety and volume of work
- Critical thinking and problem-solving skills
- Attention to detail
- The ability to conduct investigations in situations with greater complexity
- Ability to work independently as well as lead and contribute to a team environment
- Proficiency in Microsoft Office (Word, Outlook, PowerPoint, Excel) and other business productivity tools and programs
- Knowledge of and ability to apply the principles of administrative fairness
- Knowledge of government and industry regulators in the province that impact, or are impacted by, branch decisions and recommendations

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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>Considers multiple inter-relationships; anticipates outcomes and potential impacts of different paths; considers longer-term opportunities and risks prior to presenting recommendations and various content documents.</p>
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>Engages different perspectives in seeking out root causes and identifying solutions; seeks ways to improve processes and functions to better meet business goals; critically analyzes options and issues.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the</p>	<p>Works creatively within existing policies and</p>

		<p>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>processes to proactively meet goals; anticipates obstacles to change and thinks ahead about next steps; supports others to identify, assess and use alternative approaches; prepares to mitigate reactions and maintain productivity and composure in conflicts or challenging situations.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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>Actively engages stakeholders; considers how changes will impacts colleagues, clients and other stakeholders; seeks multiple inputs when developing recommendation or strategies that lead to change in functions or processes.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

024PS56 Senior Investigator
 024PS11 - Senior Technical Advisor
 024PS06 - Housing Advisor

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature