

Class No.:	
Original Date:	
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Pay Grade	22

CLASS SPECIFICATION

CREDIT AND GRADUATION FACILITATOR

NATURE AND SCOPE OF WORK:

This is complex technical work in the Registrar's Office to recognize students' academic and non-academic work and verify the completion of graduation requirements. This position is primarily responsible for the processes around transfer credit, prior learning assessment and recognition (PLAR) and graduation. The incumbent will communicate existing processes and changes to stakeholders and recommend new procedures to meet related goals. Duties also include liaising with internal and external stakeholders who work with transfer credit, PLAR and graduation. An incumbent reports to the Associate Registrar, Curriculum and Transfer Credit and Graduation and receives direction from the Supervisor, Transfer Credit and Graduation.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Communicates policy and procedures for the transfer credit, prior learning and recognition, graduation processes.
- Under the direction of the Associate Registrar and guidance of the Supervisor, plans, develops and implements the transfer credit, prior learning assessment and recognition (PLAR) and graduation process.
- Evaluates and processes transfer credits, prior learning assessments, substitutions and exemptions for the purpose of graduation, or as requested by students. Assigns transfer credit as appropriate. Communicates with program areas/departments, other institutions and students regarding transfers/equivalencies.
- Acts as a resource to students, staff and faculty on the transfer credit, PLAR and graduation processes.
- Assesses and evaluates student applications for graduation.
- Maintains a central repository of information regarding exemptions and substitutions for specific programs and credentials.
- Updates the transfer credit and graduation compliance functions in student information systems.
- Keeps current on Capilano programs, policy and practice, other institutions programs, policy and practice, transfer agreements and equivalencies.
- Creates and maintains transfer credit, PLAR and graduation databases.
- Analyzes and reports on the transfer credit, PLAR and graduation processes.
- Creates graduate lists for presentation to senate
- Administers the University's policies and procedures as they govern the transfer credit, PLAR and university graduation processes.
- Maintains the integrity and confidentiality of sensitive information and systems
- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Communicates specific graduation requirements and the graduation process via individual meetings and group presentations to stakeholders.

- Identifies and makes recommendations on award winners based on GPA.
- Identifies, implements and maintains best practices.
- Liaises with internal and external stakeholders (eg. BCCAT, EducationPlannerBC, etc.) to facilitate course and block transfer articulation agreements and PLAR.
- Evaluates, processes and tracks Letter of Permission (LOP) requests and conditions.
- Liaises with students and faculty to meet transfer credit and PLAR timelines expectations.
- Holds group presentations and individual meetings to communicate processes, agreements and policies.
- Updates and maintains Registrar's Office information.
- Participates in the planning, design, testing and implementation of new systems or upgrades used by the Registrar's Office.
- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Sets service and outreach priorities as determined by collected data.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of Banner or other student information system.
- Thorough knowledge of the University's programs, courses and activities offered and of viable alternatives available for programs not offered by the University
- Thorough knowledge of the University's policies and procedures governing prior learning assessment and recognition, graduation and transfer.
- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of certificate, diploma, degree and graduate degree programs in British Columbia post-secondary educational institutions.
- Considerable knowledge of word processing, spreadsheet and database applications.
- Considerable knowledge of freedom of information and protection of privacy provisions.
- Considerable knowledge of the principles and practices of record-keeping and statistical reporting.
- Ability to learn in-house and other software applications, and to apply technical knowledge.
- Ability to provide input to the development of business practices, policies and procedures.
- Ability to interpret and explain the applicable rules and regulations that govern Registrar's Office activities.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to prepare operational and statistical reports.
- Ability to compose letters, memoranda and materials related to the subject matter and of a non-routine nature.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to keep accurate records and archives.
- Ability to use resourcefulness and creativity in solving unique problems.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a Bachelor's degree.
- Two years of relevant administrative work experience, including experience in a Registrar's Office or student services related function, customer service and experience with student information systems. Experience must include transfer credit, graduation, PLAR work or related experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.