

Digital Services Hub

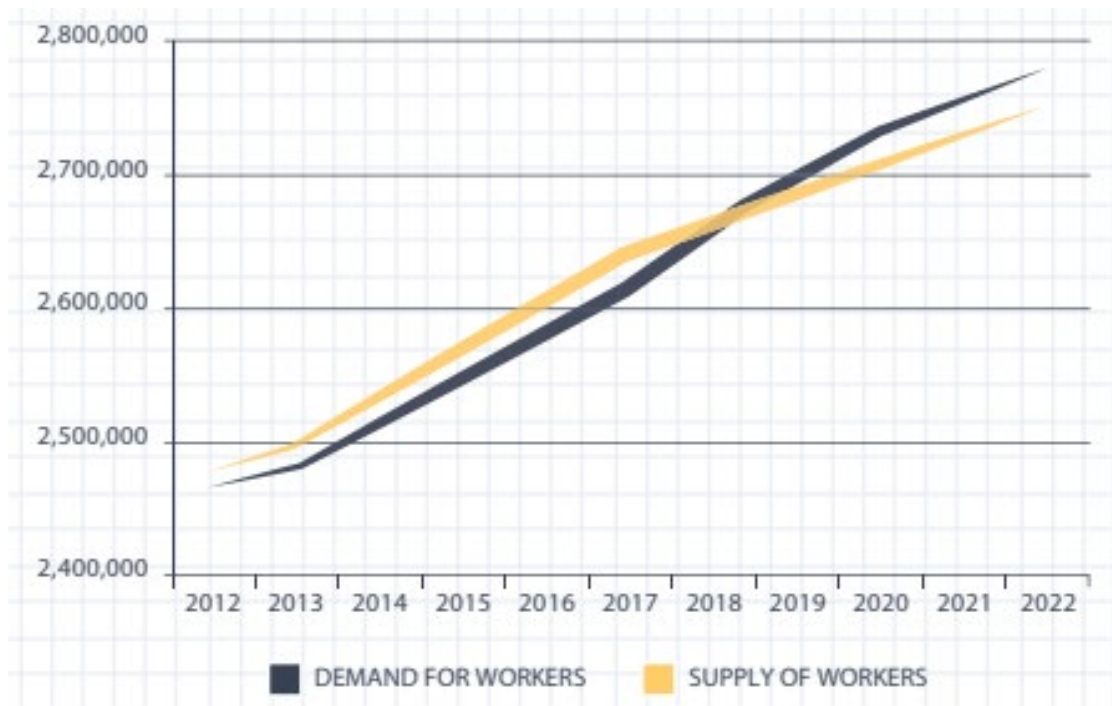
BCCAT JAM 2022

AEST Post-Secondary Digital Policy & Programs Branch



Strategic Context

The Canadian and global economic landscape is shifting its focus from immediate recovery post-pandemic to addressing the long-term constraints on the economy.



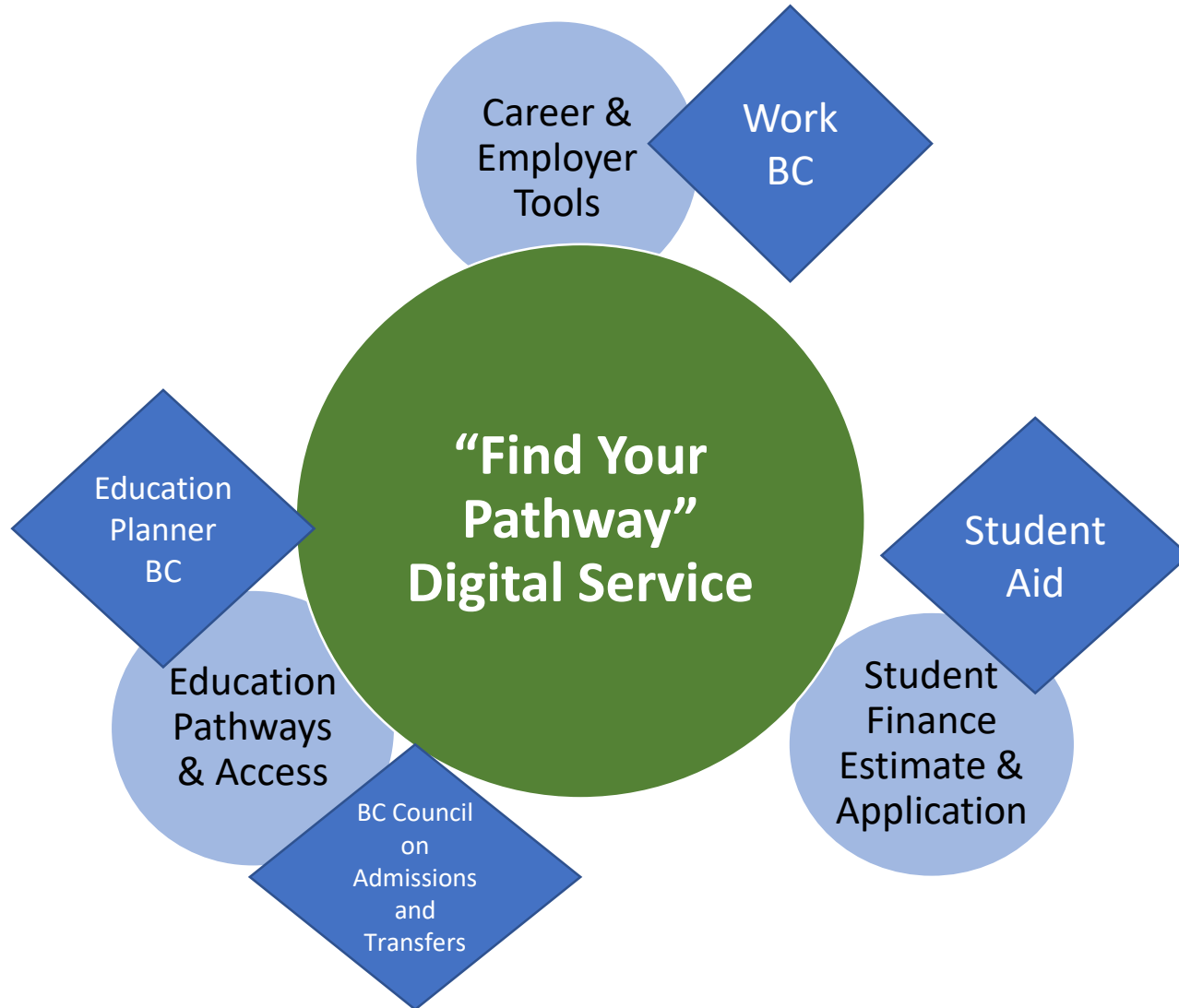
- Labour and skill shortages in B.C. continue to grow while the number of new workers entering the labour market is declining.

Strategic Context

The **Future Ready Skills Plan** is responding to this changing labour market and economy:

- BC's Economic Plan identifies the need for a “**digital services hub so British Columbians can more easily access education and training for in-demand jobs.**”
- AEST's Micro-Credential Framework and Digital Learning Strategy are guiding changes occurring within the post-secondary system.
- Funding is being targeted to post-secondary programs in health care and digital technology in response to growing demand from the public and the economy.

What is the Digital Services Hub



An initiative to develop a **common front door** for education & career planning services.

The MVP '**Find Your Pathway**' tool will map the education and skills training pathways for high priority occupations

Why now, why a Digital Strategy

- Covid-19's Digital Shift has made digital service platforms essential to accessibility
- Navigating complex online services requires digital literacy
- Multiple siloed services widen the digital divide

Why now, why a Digital Strategy

To deliver a **coordinated and strategic approach to the design and development of digital experiences** for the public that is:

- Founded on a shared vision for a digital service experience supporting post-secondary education, skills training, and career pathways.
- Informed by the needs and priorities of the public and reflecting its diversity.
- Guided by ongoing research, measurement, and evaluation.

Two perspectives, one vision

Service Delivery Perspective

A digital service experience that delivers information and services to connect education and skills training programs and pathways to high opportunity occupations and careers.

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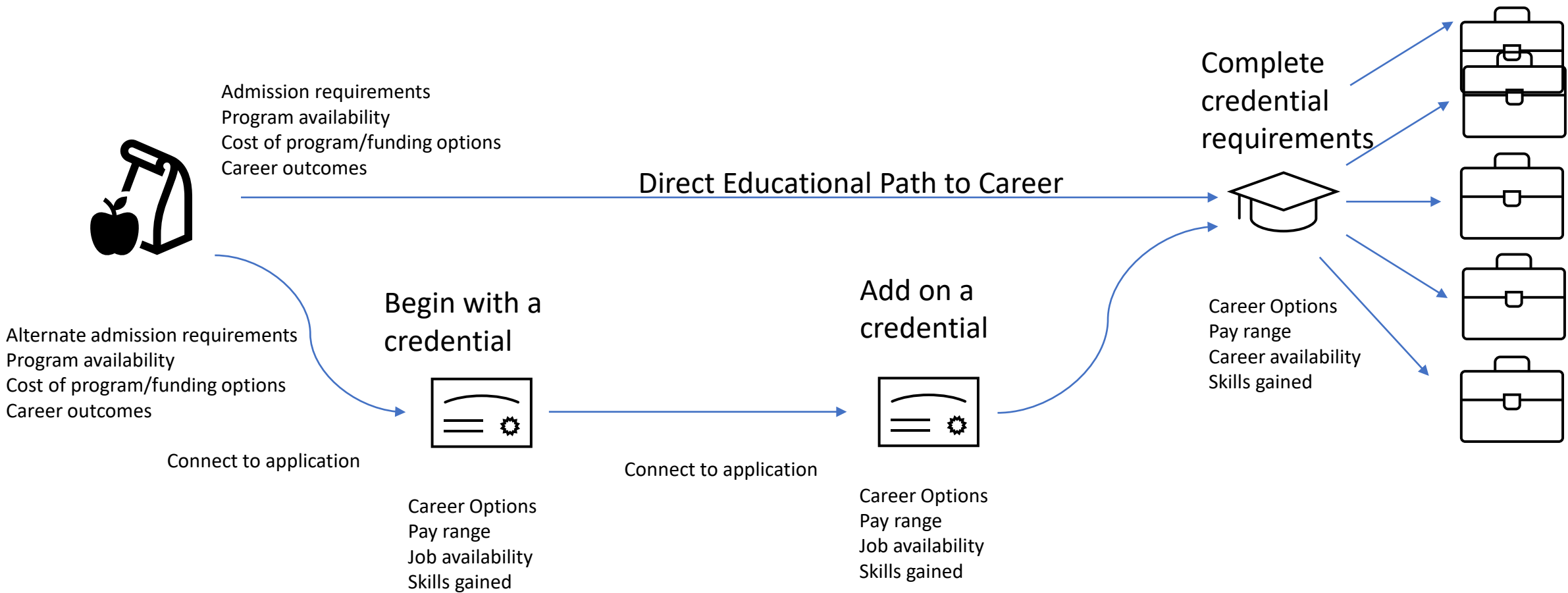
User Perspective

The place you go at any stage of life for trusted and high-quality services connecting your career goals and opportunities to relevant education and skills training pathways.

Initial MVP Development

- Building on the strengths and brand awareness of WorkBC and EducationPlannerBC
- EducationPlannerBC tasked with MVP development and management
- Proof-of-concept interactive journey map connecting education and skills training to high priority occupations
- Inclusion of key decision & influence data points

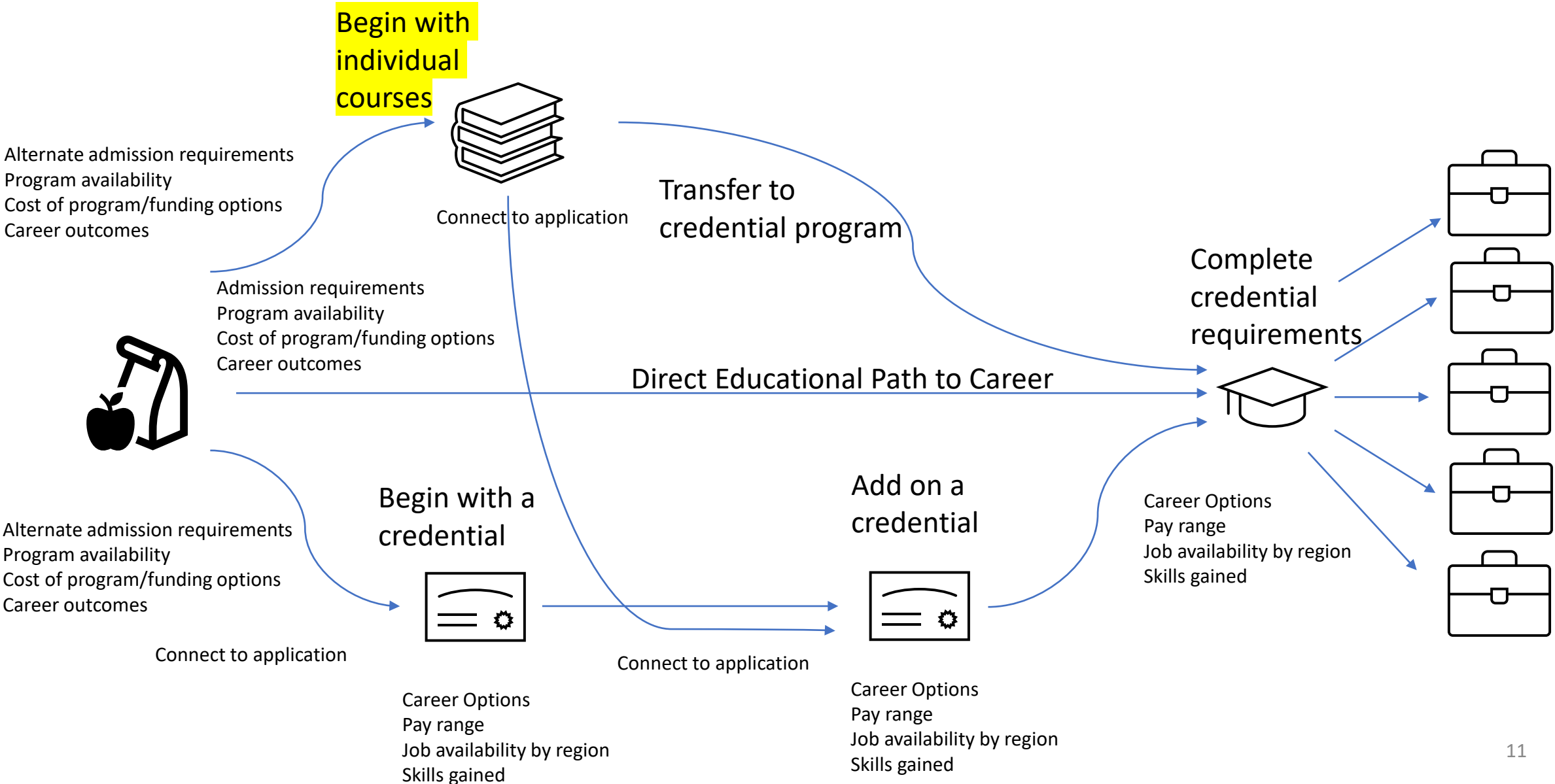
Initial MVP Concept



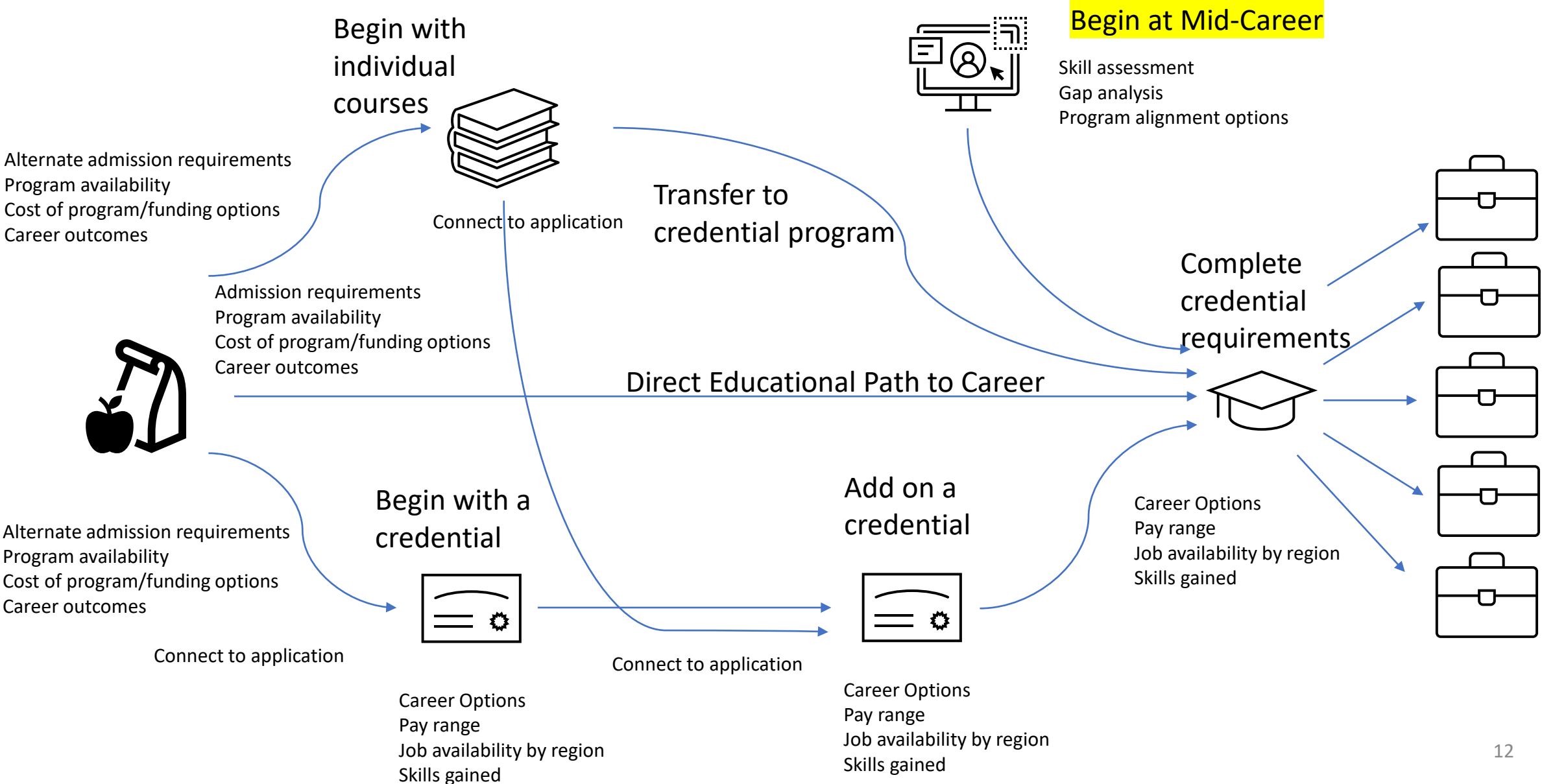
Longer Term Opportunities

- Incremental development approach incorporating:
 - Broader connection to WorkBC including
 - Occupation & skills assessment
 - Shared accounts WorkBC/EducationPlannerBC
 - Connections to funding supports (e.g. StudentAidBC)
 - Program pathway assessment tool in collaboration with BCCAT
 - Mid-career transitions, and up-skilling and re-skilling options

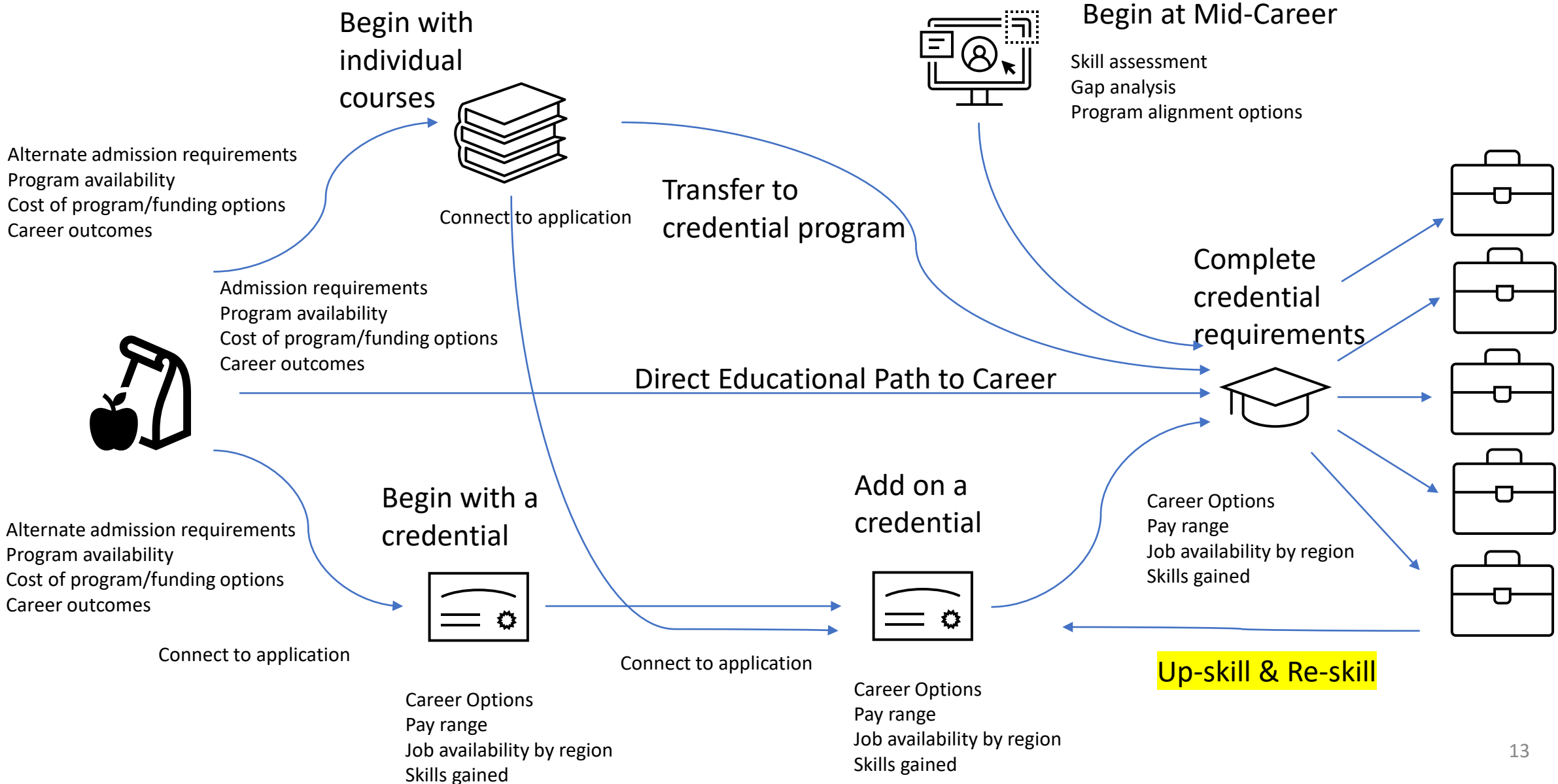
Longer Term Opportunities



Longer Term Opportunities



Longer Term Opportunities



Initiative Timeline



Thank You

Questions & Discussion

AEST Post-Secondary Digital Policy & Programs Branch

Contact us: aest.dpp@gov.bc.ca