



Australian Government

**Assessment Requirements for BSBEDU302
Assist in resolution of issues and incidents
in an international education environment**

Release: 1

Assessment Requirements for BSBEDU302 Assist in resolution of issues and incidents in an international education environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- respond effectively and appropriately to issues and critical incidents in an international education environment, in accordance with all legislative, regulatory and organisational requirements
- work constructively in a team environment
- update organisational policies and procedures to contribute to ongoing improvements in the workplace
- contribute to organisational capacity to respond to critical incidents.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the international education environment and student services requirements
- identify relevant legislative and regulatory requirements
- outline own role and responsibility in relation to incidents.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the educational administration field of work and include access to:

- opportunities to participate in a range of practical exercises and projects
- relevant documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>