Australian Government

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

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Modification History

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

Application

This unit describes the skills and knowledge required to contribute to the resolution of issues and incidents in an international education environment. It emphasises applying processes to appropriately deal with day-to-day issues and incidents, as well as serious issues and critical incidents, including providing support to clients and others.

It applies to individuals carrying out administration work, with some supervision and guidance, in an international education environment. They may work in the administration of education programs and projects in organisations from one or more international education sectors.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – Educational Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Contribute to issue resolution and incident response processes	1.1 Deal effectively with day-to-day issues and day-to-day incidents
	1.2 Identify and follow organisational policies and procedures for dealing with critical incidents
	1.3 Contribute to the resolution of serious issues
	1.4 Contribute to response processes in the event of critical incidents

ELEMENT	PERFORMANCE CRITERIA
	1.5 Assess own responses and seek assistance if needed and as guided by supervisor, manager or external parties/professionals
	1.6 Use appropriate initiative in the event of a critical incident, with due regard for own health and safety and that of others, and organisational requirements
	1.7 Contribute to debriefing procedures after an issue/incident
2 Contribute information for distribution to those affected by issues and incidents	2.1 Identify types of information required to resolve issues and incidents
	2.2 Collect and collate current, relevant information from appropriate sources
	2.3 Maintain accessible files of current, relevant information
	2.4 Develop and maintain an accessible comprehensive network contacts list
	2.5 Review and update information on a regular basis
	2.6 Record and report information, in accordance with legislative and regulatory compliance requirements and organisational procedures
3 Communicate effectively with those affected by issues and incidents	3.1 Assess situation according to organisational policy
	3.2 Use communication strategies appropriate for individual situations, in line with organisational requirements
	3.3 Communicate effectively with clients of the organisation and other relevant stakeholders when dealing with issues and critical incidents
	3.4 Arrange access to counsellors or other support people if and when required
4 Contribute to records and team reports on issues and incidents	4.1 Establish sensitivity of information and level of confidentiality required, in reporting issues and incidents
	4.2 Participate in team activities for assessing details of progress and outcomes of issues and incidents
	4.3 Interact and consult with team members to record and report issues and incidents
	4.4 Contribute to the debriefing process with teams and individuals including referring to network contacts as applicable
5 Contribute to development of organisational policies and procedures for the	5.1 Apply relevant organisational policies and procedures for the resolution of issues and incidents
	5.2 Review organisational policies and procedures relevant to

ELEMENT	PERFORMANCE CRITERIA
resolution of issues and incidents	specific issues and incidents, with appropriate organisation officers
	5.3 Suggest adjustments to organisational policies and procedures based on outcomes reports
6 Provide advice to clients in resolving issues and incidents	6.1 Establish or contribute to protocols and processes for resolving issues and dealing with incidents
	6.2 Apply appropriate advisory processes according to individual client needs
	6.3 Communicate processes to relevant stakeholders
	6.4 Consult with relevant stakeholders to evaluate process outcomes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 2.1-2.6, 4.4, 5.2, 5.3, 6.1	• Gathers and interprets a variety of textual information from a range of sources and identifies relevant and key information
Writing	1.3-1.5, 1.7, 2.2-2.6, 3.2, 3.3, 4.2-4.4, 5.3, 6.1, 6.3, 6.4	• Develops material to convey explicit information using clear and detailed language and other terminology appropriate to different audiences • Prepares recommendations which convey an understanding of outcomes and alternatives
Oral Communication	1.3-1.5, 1.7, 2.2, 3.2-3.4, 4.2-4.4, 5.2, 5.3, 6.1, 6.3, 6.4	• Participates in verbal exchanges using appropriate tone, language and syntax • Uses active listening and questioning skills when seeking assistance and confirming information
Navigate the world of work	1.2, 1.6, 2.6, 3.1, 3.2, 5.1-5.3	• Takes personal responsibility for adherence to legal and regulatory responsibilities relevant to own work context and draws attention to any issues that may affect self or others • Adheres to organisational policies and procedures • Considers own role in terms of its contribution to the broader goals of the work environment • May amend workplace protocols to ensure better

		outcomes
Interact with others	1.3, 1.5, 4.2-4.4, 6.2	• Seeks to cooperate with others to achieve results in immediate work context • May seek guidance from supervisors when required • Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.1, 1.3, 1.4, 1.6, 2.1, 2.3, 2.4, 3.4	• Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding timing and sequencing • Recognises and responds to predictable routine problems related to role in the immediate work context • Identifies and adapts ideas being used in similar contexts • Uses familiar digital systems and tools to access, organise, analyse and display information relevant to role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBEDU302 Assist in resolution of issues and incidents in an international education environment	BSBEDU302A Assist in resolution of issues and incidents in an international education environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

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