Assessment Requirements for BSBEDU303 Assist with the provision of international education information

Release: 1

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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 to client requests for information according to international education organisational policy and client services procedures
- provide information packs, and maintain stocks of materials, according to organisational procedures and legislative requirements
- monitor client satisfaction and use results to improve own work and as input to the team to improve information provision services.

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:

- describe client services information provision job roles in an international education organisation
- explain methods of information organisation, maintenance and provision in international education organisations, including legislative and regulatory compliance issues
- identify relevant organisational policies and procedures
- explain quality client services policy, principles and practices for providing information to internal and external clients of an international education organisation
- outline common types of client information requests.

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 documents.

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