



Australian Government

Department of Education, Employment and Workplace Relations

BSBEDU505A Manage international client accommodation services

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to manage and support the provision of accommodation services for a range of international clients, ensuring compliance with relevant legislation and regulations in relation to accommodation services.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals managing client accommodation services for a range of international clients in an international education provider context. They could work in the administration of education programs and projects in organisations from one or more international education sectors (schools, English language training organisations, vocational education and training, higher education, postgraduate education). These organisations could be onshore or offshore and could be public or private.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<p>1. Manage communication and information in relation to accommodation for international clients</p>	<p>1.1. Define and document roles and responsibilities in relation to accommodation services for <i>international clients</i> in an international education organisation</p> <p>1.2. Identify <i>appropriate accommodation options</i> for international clients</p> <p>1.3. Identify and communicate accommodation services policy and procedures to international clients and other stakeholders</p> <p>1.4. Consult with international clients and other stakeholders about accommodation needs</p> <p>1.5. Identify and record details of accommodation needs of individual international students</p> <p>1.6. Make available current information on appropriate accommodation options including details of facilities and services of accommodation providers</p> <p>1.7. Establish and implement processes for dissemination, review and update of accommodation-related information</p> <p>1.8. Evaluate changing needs and lifestyles of international clients and associated accommodation requirements, and provide appropriate advice</p>
<p>2. Implement organisational policies and procedures for managing accommodation for international clients</p>	<p>2.1. Examine and evaluate accommodation policies</p> <p>2.2. Establish procedures for managing accommodation in view of trends in international client demand</p> <p>2.3. Establish procedures for determining and reviewing suitability of appropriate accommodation options to meet the needs of a range of international clients</p> <p>2.4. Identify and implement improvements for policies and procedures, as approved in line with organisational procedures</p>
<p>3. Manage accommodation placements for international clients</p>	<p>3.1. Establish and implement processes to compile and maintain accurate information about appropriate accommodation options to meet the needs of a range of international clients</p> <p>3.2. Discuss options with clients and colleagues, and arrange visits to accommodation providers including pre-placement visits</p> <p>3.3. Establish processes for feedback from international clients, providers and staff on suitability and quality of accommodation services and facilities</p> <p>3.4. Implement procedures to monitor and supervise</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>accommodation facilities as applicable</p> <p>3.5. Receive and act on reports on accommodation services and facilities, and disseminate reports according to organisational policies and procedures</p>
<p>4. Facilitate legislative compliance by staff, providers and clients regarding accommodation for international clients</p>	<p>4.1. Make available <i>relevant legislative documents</i> to accommodation providers, international clients and staff as required</p> <p>4.2. Prepare presentations to accommodation providers in relation to their obligations under relevant legislation</p> <p>4.3. Establish processes for assessing accommodation provision for clients under 18 years of age</p> <p>4.4. Ensure policy and grievance procedures are compliant with <i>relevant legislative and regulatory compliance requirements</i>, and clearly communicated to international clients, accommodation providers and staff</p> <p>4.5. Establish strategies for the continuous improvement of accommodation services</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to interact effectively in an intercultural context with clients, co-workers and stakeholders
- initiative and enterprise skills to:
 - contribute to improvement of organisational procedures and policies
 - work within relevant legislative and regulatory frameworks
 - make appropriate referral to external agencies and groups
 - follow complaints procedures, deal sensitively with clients and participate in complaint and conflict resolution processes, ensuring that the processes comply with legislation and organisational policies
 - effectively liaise with external and internal, clients and stakeholders
- learning skills to interpret relevant legislation, codes and regulations
- literacy skills to prepare reports and documents for relevant stakeholders
- negotiation and conflict management skills
- planning and organising skills to develop, review and disseminate accurate accommodation provider lists; to facilitate regular effective visits to providers
- problem-solving skills to resolve problems in managing and providing accommodation services
- self-management skills to manage own work and the work of others for accommodation services provision; to manage time and client appointments
- teamwork skills to lead a team and to review procedures in cooperation with other team members
- technology skills to manage accommodation information databases.

Required knowledge

- culturally appropriate requirements in accommodation options to meet cultural preferences in food preparation, hygiene and lifestyle
- insurance needs appropriate to accommodation options
- legislation governing welfare for students under 18 years of age
- management principles and practices and client services standards in an international education organisation context
- processes for dealing with accommodation issues and conflict
- range of accommodation options appropriate to particular international clients
- responsibilities of supervisors of accommodation and institutional managers
- sources of cultural or language-based assistance
- tenancy legislation.

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • informing clients about and providing appropriate accommodation options for international clients • ensuring culturally appropriate provision of accommodation • demonstrating protocols for client advocacy, privacy, confidentiality and dealing appropriately with grievances and conflicts • knowledge of legislation governing welfare for students under 18 years of age and tenancy legislation.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to opportunities to participate in a range of practical exercises and projects • access to relevant documents.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • evaluation of supervisor's reports on how the candidate manages international client accommodation services • analysis of projects, case studies, completed records and reports developed by the candidate • review of documentation recording accommodation needs of individual international students • oral or written questioning to assess knowledge of culturally appropriate requirements in accommodation options to meet cultural preferences in food preparation, hygiene and lifestyle • review of procedures established for managing accommodation

EVIDENCE GUIDE	
	<ul style="list-style-type: none">• review of documentation outlining action taken on reports received on accommodation services and facilities• evaluation of strategies established for the continuous improvement of accommodation services.
Guidance information for assessment	<ul style="list-style-type: none">• Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:• other educational administration units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>International clients</i> may include:	<ul style="list-style-type: none"> • accommodation providers • dependants of international students • international student recruitment agents • international students • visiting staff in colleges, schools and universities • visiting parents or significant others of international students
<i>Appropriate accommodation options</i> may include:	<ul style="list-style-type: none"> • accommodation provided and managed by education providers • boarding house accommodation • homestay accommodation • hostel accommodation • independent rental accommodation • other options e.g. short-term volunteering by accommodation hosts • supervised accommodation for international students under 18 years of age
<i>Relevant legislative documents</i> may include:	<ul style="list-style-type: none"> • copies of, or documented hyperlinks to, relevant legislation, regulations and codes listed below • plain English summaries of requirements of legislation and regulations
<i>Relevant legislative and regulatory compliance requirements</i> may include:	<ul style="list-style-type: none"> • current relevant legislation, regulations, industry codes of practice and policy (commonwealth and state/territory) relating to: <ul style="list-style-type: none"> • anti-discrimination including equal opportunity and equal employment opportunity, disability discrimination, racial intolerance • business compliance relevant to work roles • child protection legislation and regulations • Education Services for Overseas Students (ESOS) Act 2000, and subsequent

RANGE STATEMENT	
	<p>amendments and related legislation</p> <ul style="list-style-type: none"> • employment, education and training - relevant to onshore and offshore provision • environmental issues • ESOS Assurance Fund requirements • immigration related policies and procedures for example from commonwealth government departments such as Department of Education, Science and Training (DEST), Department of Immigration and Citizenship (DIAC), Department of Health and Ageing (DOHA), Department of Foreign Affairs and Trade (DFAT) • National Code of Practice for Registration Authorities and Providers of International Education and Training • occupational health and safety • privacy and confidentiality • relevant state/territory tenancy Acts • relevant state/territory education legislation and regulations pertaining to overseas student accommodation for students under 18 years of age • Transnational Quality Strategy (2005) • workplace employment practices and industrial relations • quality assurance guidelines set by particular organisations e.g. cultural diversity, equity and access, critical incidents and workplace practices

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Administration - Educational Administration
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Co-requisite units

Co-requisite units		