Australian Government

Department of Education, Employment and Workplace Relations

BSB30507 Certificate III in Business Administration(International Education)

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSB30507 Certificate III in Business Administration(International Education)

Modification History

Not applicable.

　　　　　　　　　　　Innovation and Business Skills Australia

Description

Descriptor
This qualification reflects the role of individuals working in international education administration who apply a broad range of competencies using some discretion and judgement, and relevant theoretical knowledge. They may provide technical advice and support to a team.

International education work contexts include international onshore education, transnational offshore education, international projects and exchange or study abroad programs. A range of education sectors and organisations (public and private) provide international education. Sectors include higher education, vocational education and training, schools, English Language Intensive Courses for Overseas Students (ELICOS) and preparatory (foundation, bridging and enabling courses).

Job Roles

- Administration Officer, TAFE International Marketing Office (offshore programs)
- Administration Officer, University International Education Information Services
- Administrative Assistant, International Office of University
- Administrative Assistant, International Pastoral Care Services, secondary school
- Assistant Administrative Officer
- Education Program Support Worker, TAFE International Education Department
- Information Services Assistant/Officer, International Education Office of a school
- International Education Agent
- Receptionist, Registered Training Organisation providing ELICOS
- Student Recruitment and Admissions Assistant
- Student Services Officer
- Student Support Assistant.
-

Pathways Information

Qualification Pathways

Entry requirements
There are no entry requirements for this qualification.

Pathways into the qualification
Preferred pathways for candidates considering this qualification include:

- BSB20107 Certificate II in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

This breadth of expertise would equate to the competencies required to undertake this qualification.

Pathways from the qualification
After achieving this qualification candidates may undertake:

- BSB40507 Certificate IV in Business Administration.
-

Licensing/Regulatory Information

Licensing, **Legislative**, **Regulatory or Certification Considerations**
There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Qualification Code and Title The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	• clearly communicating workplace information to others (verbal and non-verbal) • communicating sensitively in a cross-cultural context • communicating with people who speak languages other than English • interpreting needs of customers (internal or external) • reading and interpreting workplace related documentation • writing to audience needs
Teamwork	• applying knowledge of own role as part of a team • working as an individual and as a member of a team • working with diverse individuals and groups
Problem-solving	• developing practical responses to workplace related functions • taking action to resolve concerns
Initiative and enterprise	• adapting to new and emerging situations • being creative or proactive in response to workplace problems, changes and challenges
Planning and organising	• allocating resources to workplace tasks and requirements • collecting, analysing and organising workplace data • identifying risk factors and taking action to minimise risk • planning for contingencies • utilising or determining required resources
Self-management	• following workplace documentation such as codes of practice or operating procedures • managing own time and priorities • projecting a professional image when representing the organisation • taking personal responsibility at the appropriate level
Learning	• maintaining knowledge of products and services • participating in ongoing learning (formal or informal) • seeking assistance and expert advice

Innovation and Business Skills Australia

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Technology	• applying business related technology skills in organising and using workplace information • using business related technology and equipment • using business related technology safely (OHS)

Packaging Rules

Packaging Rules
Total number of units = **12** **5 core units** plus **7 elective** units **5 elective units** must be selected from the elective units listed below. The remaining **2 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **1 unit** may be selected from a Certificate II or Certificate IV qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level. **Core units** **Diversity** BSBDIV301A Work effectively with diversity **Educational Administration** BSBEDU301A   Assist with monitoring compliance in international education* BSBEDU302A   Assist in resolution of issues and incidents in an international education environment* **Industry Context** BSBIND302A Work effectively in the international education services industry* **IT Use** BSBITU306A Design and produce business documents **Elective units** **Customer Service** BSBCUS301A   Deliver and monitor a service to customers **Educational Administration** BSBEDU303A   Assist with the provision of international education information* BSBEDU304A   Assist with the provision of pastoral care services to international students* BSBEDU305A   Assist with international education events and programs* **Financial Administration**

Packaging Rules

BSBFIA301A Maintain financial records
General Administration
BSBADM307B   Organise schedules
BSBADM311A   Maintain business resources
BSBADM405B   Organise meetings
BSBADM406B   Organise business travel
Information Management
BSBINM301A   Organise workplace information
IT Use
BSBITU202A Create and use spreadsheets
BSBITU301A Create and use databases
BSBITU302B Create electronic presentations
BSBITU307A Develop keyboarding speed and accuracy
BSBITU309A Produce desktop published documents
Marketing
BSBMKG401B   Profile the market
Occupational Health and Safety
BSBOHS301B   Apply knowledge of OHS legislation in the workplace
Recordkeeping
BSBRKG402B   Provide information from and about records
Sustainability
BSBSUS301A Implement and monitor environmentally sustainable work practices
Writing
BSBWRT301A   Write simple documents
Imported Units
CHCAD2C   Support the interests, rights and needs of clients within duty of care requirements
HLTFA301B   Apply first aid
ICAU1204B   Locate and use relevant on-line information

* Note: These units are based on modules from the accredited courses 30511QLD Certificate III in International Education Services, 30512QLD Certificate IV in International Education Services and 30513QLD Diploma of International Education Services; permission to adapt the modules was granted by the copyright holder, International Education Services Ltd.

Selecting Elective units for Different Outcomes
The context for this qualification varies and this must guide the selection of elective units. An example of appropriate elective units for a particular outcome follows.

Administration Officer, **University International Education Information Services**
5 core units plus
5 elective units from above list plus

- BSBCUS301A   Deliver and monitor a service to customers
- BSBEDU303A   Assist with provision of international education information
- BSBEDU305A   Assist with international education events and programs
- BSBINM301A   Organise workplace information

Packaging Rules

- BSBITU301A   Create and use databases

2 additional electives as per the Qualification Rules

Administrative Assistant, **International Pastoral Care Services**, **secondary school**
5 core units plus
5 elective units from above list plus

- BSBCUS301A   Deliver and monitor a service to customers
- BSBEDU304A   Assist with the provision of pastoral care services to international students
- CHCAD2C   Support the interests, rights and needs of clients with duty of care requirements
- CHCCOM3C   Utilise specialist communication skills to build strong relationships
- HLTFA301B   Apply first aid

2 additional electives as per the Qualification Rules

Administration Officer, **TAFE International Marketing Office** (**offshore programs**)
5 core units plus
5 elective units from above list plus

- BSBADM405B   Organise meetings
- BSBADM406B   Organise business travel
- BSBEDU305A   Assist with international education events and programs
- BSBMKG401B   Profile the market
- ICAU1204B   Locate and use relevant on-line information

2 additional electives as per the Qualification Rules