Australian Government

BSB30507 Certificate III in Business Administration(International Education)

Release 3

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Modification History

Release	Comments
Release 3	New release of this Qualification with *BSB07 Business Services Training Package version 7.0*. BSBOHS elective unit updated with the BSBWHS unit and imported elective units updated with the most current equivalent.
Release 2	New release of this Qualification released with *BSB07 Business Services Training Package version 6.0*. Outdated advice removed. Updated imported unit code: • CHCAD2C now CHCAD402D
Release 1	Initial release of this Qualification.

Description

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

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- BSB20112 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

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

There are no entry requirements for this qualification.

Employability Skills Summary

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
Technology	- applying business related technology skills in organising and using workplace information - using business related technology and equipment - using business related technology safely (OHS)

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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
BSBDIV301A Work effectively with diversity
BSBEDU301A Assist with monitoring compliance in international education services
BSBEDU302A Assist in resolution of issues and incidents in an international education environment
BSBIND302A Work effectively in the international education services industry
BSBITU306A Design and produce business documents

Elective units
Customer Service
BSBCUS301B 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
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
Work Health and Safety

BSBWHS301A Maintain workplace safety

BSBWHS302A Apply knowledge of WHS 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

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

ICAICT103A Use, communicate and search securely on the internet