Australian Government

Department of Education, Employment and Workplace Relations

BSBEDU301A Assist with monitoring compliance in international education services

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

BSBEDU301A Assist with monitoring compliance in international education services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to assist in monitoring compliance with relevant legislation, regulations, finance and insurance requirements in international education services administration work roles. It emphasises processes which relate to client services, especially reviewing and reporting on compliance.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals carrying out administration work, under supervision and guidance, in an international education environment. 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.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Communicate legislative and regulatory obligations to organisation, clients and stakeholders	1.1. Acquire and apply knowledge of *relevant legislation and regulations* to assist with ensuring compliance 1.2. Use organisational compliance systems and procedures to identify compliance information required by relevant legislation and regulations 1.3. Prepare and have checked, in line with organisational procedures, information regarding legislative obligations for dissemination to a range of *international clients and stakeholders* 1.4. Provide legislation-related information to international students to inform them of their obligations and to confirm their understanding of requirements 1.5. Provide information about legislative and regulatory obligations to clients and stakeholders in a *range of formats*
2. Contribute to processes for compliance with legislative and regulatory requirements	2.1. Identify organisation's student *monitoring* and *reporting* processes 2.2. Identify *online processes* for monitoring and reporting 2.3. Follow operational procedures for administration roles in relation to *insurance and financial requirements* 2.4. Contribute to *case management* in relation to organisational reporting procedures 2.5. Take appropriate and timely remedial action through organisational channels in instances of non-compliance
3. Review processes for compliance with legislative and regulatory requirements	3.1. Assist with reviewing processes and policies for student monitoring and reporting 3.2. Review and recommend updates to policies and procedures for legislative and regulatory compliance, in line with work role 3.3. Make approved adjustments to operating procedures in response to changes in legislative and regulatory compliance policies and procedures
4. Interact with stakeholders and groups external to the organisation	4.1. Identify contact information for *government agencies and other relevant bodies* in relation to compliance requirements 4.2. Develop communication strategies for interaction with government agencies and other relevant bodies 4.3. Apply protocols for liaison and information sharing

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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 other stakeholders; to provide accurate advice to students and other clients; to provide relevant information on compliance-related matters • initiative and enterprise skills to acquire and apply industry knowledge to work situations and activities; to follow and contribute to development of organisational procedures • learning skills to interpret legislation and other documentation relevant to work role, particularly the Education Services for Overseas Students (ESOS) Act 2000 and Department of Immigration and Citizenship (DIAC) guidelines • literacy skills to record information on updated government regulations and guidelines, and to refer to relevant legislative and regulatory frameworks • numeracy skills to compile student compliance records and trends • planning and organising skills to prepare information about legislative and regulatory requirements • problem-solving skills to prepare information about specific student issues and visa compliance • self-management skills to perform tasks efficiently and on time in an international education services compliance context • technology skills to use a computer and other office equipment to access information, to produce documents and to communicate in an international education services compliance context.

Required knowledge
• applicable aspects of the current Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations • child protection legislation in relation to the welfare of, and training of, students under 18 years of age • communication styles and methods • international education environment and specific organisational work environment and work practices • legislation and regulatory requirements governing occupational health and safety (OHS), workplace relations and anti-discrimination in various jurisdictions • legislation governing Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration • legislation governing student visa compliance and international education services such as the ESOS Act and regulations, and any subsequent amendments or versions • reporting requirements • quality review processes

REQUIRED SKILLS AND KNOWLEDGE

- relevant administration procedures for student fees.

Evidence Guide

EVIDENCE GUIDE	
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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - identifying and applying legislative and regulatory compliance requirements in relation to international education services at a level required for effective performance of work role - communicating and working with clients from culturally diverse backgrounds - knowledge of relevant legislative and regulatory requirements.
Context of and specific resources for assessment	Assessment must ensure: - access to opportunities to participate in a range of practical exercises and projects - access to relevant documents, and monitoring and reporting mechanisms.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - 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 - analysis of projects, case studies, completed records and reports developed by the candidate - review of information provided to clients and stakeholders about legislative and regulatory obligations - review of action taken in instances of non-compliance - evaluation of updates recommended to policies and procedures for legislative and regulatory compliance - review of communication strategies developed for interaction with government agencies and other relevant bodies - oral or written questioning to assess knowledge of

EVIDENCE GUIDE	
	quality review processes.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other educational administration units.

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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.	

Relevant legislation and regulations may include:	• current relevant legislation, regulations, industry codes of practice and policy (commonwealth and state/territory) relating to:
	   • anti-discrimination including equal opportunity and equal employment opportunity, disability discrimination, racial intolerance
	   • business compliance relevant to work roles
	   • ESOS Act, subsequent amendments and related legislation
	   • employment, education and training - relevant to onshore and offshore provision
	   • environmental issues
	   • 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
	   • OHS
	   • privacy and confidentiality
	   • Transnational Quality Strategy (2005)
	   • workplace employment practices and industrial relations
	• National ELT Accreditation Scheme (NEAS) standards for young learners and for teaching English language to international students
	• Overseas Student Tuition Assurance Scheme (OSTAS) regulations

RANGE STATEMENT	
	• quality assurance guidelines set by particular organisations e.g. for cultural diversity, equity and access, critical incidents and workplace practices

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RANGE STATEMENT	
International clients and stakeholders may include:	- accommodation providers - dependants of international students - financial, superannuation, insurance organisations - government departments and agencies - international students - organisational personnel - parents of international students - professional associations - recruitment agent
Range of formats may include:	- business correspondence - email updates - information included in marketing material - information sessions - oral presentations - printed brochures - student and staff handbooks - website bulletins or newsletters
Monitoring may include:	- accessing student progress data - liaising with staff to determine student progress - meeting students on an individual basis to communicate legislative obligations - processes for business and financial reporting - processes to monitor provider compliance under Section 5 of the ESOS Act - processes to monitor registered training provider compliance under the AQTF Standards for Registered Training Organisations (RTO), where applicable - recording student attendance - representing students if necessary on progress committees - reviewing student progress
Reporting may include:	- informing DIAC of student visa breaches via PRISMS - processes for dealing with non-compliance - processes for financial reporting and business returns - processes to comply with the organisation's CRICOS registration - processes to comply with the organisation's

RANGE STATEMENT	
	RTO registration, where applicable

RANGE STATEMENT	
Online processes may include:	• accessing and reporting on the PRISMS system for student enrolments, progress and approval of welfare arrangements • locating student progress data using institutional databases • lodging business returns • paying accounts, loans, insurance premiums • paying employees
Insurance and financial requirements may include:	• asset insurance • OSTAS regulations • overseas student health cover arrangements • personal accident or illness insurance (for self-employed people) • professional indemnity • public liability • refund processes and requirements under legislation and institutional policies • remuneration, superannuation, taxation requirements • student fees administration • vocational placement (if applicable) • workers compensation
Case management may include:	• coordinating group discussion to resolve issues • processes to assist a student to access support • referring to specialised roles to resolve issues
Government agencies and other relevant bodies may include:	• DEST • DIAC • educational institutions • employer, employee organisations • financial, superannuation, insurance organisations • overseas student health cover providers • professional associations • state/territory governments and training authorities

Unit Sector(s)

Unit sector	

Competency field

Competency field	Administration - Educational Administration

Co-requisite units

Co-requisite units		