



Australian Government

Department of Education, Employment and Workplace Relations

TAE50310 Diploma of International Education Services

Release 3

TAE50310 Diploma of International Education Services

Modification History

Version	Comments
Release 3	Released with TAE10 Training and Education Training Package version 3.0 New release created to correct unit suffix for imported unit BSBINM501.
Release 2	Released with <i>TAE10 Training and Education Training Package version 2.0</i> New release created to update unit identifiers and correct typographical errors.
Release 1	First released with <i>TAE10 Training and Education Training Package version 1.0</i>

Description

Descriptor

This qualification reflects the roles of individuals working in international education administration who apply a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

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

Job roles

Job roles and titles vary across different industry sectors. Possible job titles and roles relevant to this qualification include:

- accommodation coordinator
- assistant marketing coordinator
- AusAID liaison officer
- coordinator, manager or officer in government agency or peak body
- deputy principal (schools sector)
- director of student administration
- director of studies
- ELICOS director
- enrolment or admissions officer
- head of boarding house
- international admissions coordinator or officer
- international liaison officer
- international programs coordinator
- international student academic adviser
- international student coordinator
- international student orientation program coordinator
- manager, international student admissions or administration
- manager or coordinator, international student support services
- manager or liaison officer, international marketing
- student union officer, international student programs
- study abroad and exchange coordinator or manager.
-

Pathways Information

Qualification pathways

Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving BSB40507 Certificate IV in Business Administration and providing evidence of competency in the core units required for BSB30507 Certificate III in Business Administration (International Education)

OR

- after achieving BSB30507 Certificate III in Business Administration (International Education) and providing evidence of competency in the majority of units required for BSB40507 Certificate IV in Business Administration

OR

- with some vocational experience working in a range of business settings in support roles, including international education services.

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

- administrative assistant, international office of university
- 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 from the qualification

After achieving TAE50310 Diploma of International Education Services, candidates may undertake TAE70310 Vocational Graduate Certificate in International Education Services.

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

TAE50310 Diploma of International Education Services

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	<ul style="list-style-type: none"> clearly communicating workplace information to others (verbally and non-verbally) communicating sensitively in a cross-cultural context communicating with people who speak languages other than English interpreting needs of internal and external customers reading and interpreting workplace-related documentation writing to audience needs
Teamwork	<ul style="list-style-type: none"> applying knowledge of own role as part of a team working as an individual and a member of a team working with diverse individuals and groups
Problem-solving	<ul style="list-style-type: none"> developing practical responses to workplace-related functions taking action to resolve concerns
Initiative and enterprise	<ul style="list-style-type: none"> adapting to new and emerging situations being creative or proactive in response to workplace problems, changes and challenges developing a strategic, creative, long-term vision developing innovative solutions to workplace challenges
Planning and organising	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> maintaining knowledge of products and services participating in ongoing learning (formal and informal)

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

- seeking assistance and expert advice

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Technology	<ul style="list-style-type: none"> • applying business-related technology skills in organising and using workplace information • using business-related technology and equipment • using business-related technology safely

Packaging Rules

Packaging Rules

Total number of units = 10

7 core units *plus*

3 elective units

At least **2 of the elective units** must be selected from the elective units listed below. The other **elective unit** may be selected from the elective units listed below or any other currently endorsed Training Package or accredited course. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core units

BSBIND302A Work effectively in the international education services industry*
 BSBWOR401A Establish effective workplace relationships
 CHCCS405A Work effectively with culturally diverse clients and co workers
 TAEEDU501A Facilitate international education compliance*
 TAEEDU502A Manage international education issues and incidents*
 TAEEDU504A Manage international education and training processes
 TAEEDU509A Use information to enhance international education work role performance*

Elective units

Compliance

BSBCOM501B Identify and interpret compliance requirements

Customer service

BSBCUS501A Manage quality customer service

Educational administration

TAEEDU401A Coordinate provision of pastoral care services to international students*
 TAEEDU503A Manage international student recruitment and selection
 TAEEDU505A Manage international client accommodation services*

Packaging Rules

TAEEDU506A	Facilitate international education events and programs*
TAEEDU507A	Manage transnational offshore education programs*
TAEEDU508A	Manage international education financial and administrative processes

Financial management

BSBFIM501A	Manage budgets and financial plans
------------	------------------------------------

Human resource management

BSBHRM505B	Manage remuneration and employee benefits
------------	---

Information management

BSBINM501A	Manage an information or knowledge management system
------------	--

Innovation

BSBINN502A	Build and sustain an innovative work environment
------------	--

Learning and development

BSBLED501A	Develop a workplace learning environment
------------	--

Management

BSBMGT502B	Manage people performance
BSBMGT516C	Facilitate continuous improvement
BSBMGT616A	Develop and implement strategic plans
CHCORG14B	Manage a service organisation

Marketing

BSBMKG513A	Promote products and services to international markets
BSBMKG516B	Profile international markets

Occupational health and safety

BSBOHS509A	Ensure a safe workplace
------------	-------------------------

Project management

BSBPMG510A	Manage projects
BSBPMG609A	Direct procurement and contracting for a project program

Relationship management

BSBREL501A	Build international client relationships
BSBREL502A	Build international business networks

Research

BSBRES401A	Analyse and present research information
------------	--

Training advisory services

TAETAS501B	Undertake organisational training needs analysis
------------	--

Packaging Rules

***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. Examples of appropriate elective units for particular outcomes follow.

Coordinator, international student support services

7 core units *plus*

3 elective units

- BSBCUS501A Manage quality customer service
- TAEEDU401A Coordinate provision of pastoral care services to international students
- TAEEDU506A Facilitate international education events and programs

Manager, international marketing

7 core units *plus*

3 elective units

- BSBMKG513A Promote products and services to international markets
- BSBREL501A Build international client relationships
- BSBREL502A Build international business networks

Director of student administration

7 core units *plus*

3 elective units

- TAEEDU503A Manage international student recruitment and selection
- TAEEDU508A Manage international education financial and administrative processes
- BSBMGT516A Facilitate continuous improvement