Australian Government

Department of Education, Employment and Workplace Relations

TAEEDU506A Facilitate international education events and programs

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

TAEEDU506A Facilitate international education events and programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to facilitate, contribute to, support, and monitor events and programs in an international education environment. It includes making presentations at international education events and contributing to a range of related program activities.
	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 who manage and facilitate a range of international education events and programs 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.

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. Make event and program decisions	1.1. Research industry and organisational needs for **events and programs**
	1.2. Consult **clients and stakeholders** for ideas and to establish priorities for events and programs
	1.3. Make decisions on proposed event and program with **relevant personnel** based on identified requirements and financial viability
	1.4. Establish and clarify with team, role of team members and **work roles**
	1.5. Determine and schedule events and programs to be presented over an agreed period
	1.6. Conduct risk assessment and apply risk management strategies in relation to specific events and programs
2. Develop a strategic plan for international education events and programs	2.1. Refer to organisational policies and procedures for involvement in international education events and programs
	2.2. Apply cross-cultural communication strategies in planning events and programs
	2.3. Establish and confirm dates for specific events and programs
	2.4. **Plan** for activities and include events planning within the strategic or other overarching organisational plan
	2.5. Arrange required contracts and insurance with relevant personnel, monitoring progress and finalisation
	2.6. Communicate to relevant personnel and ensure compliance with, **relevant legislation**, **regulations and codes** applicable to events and programs, including in relation to occupational health and safety (OHS) and security
3. Allocate resources for specific events and programs	3.1. Identify or appoint coordinators and development and delivery teams to be involved in specific events and programs
	3.2. Clarify and record coordinator and team roles in relation to specific event or program
	3.3. Consult with relevant personnel and key stakeholders for input into plans for specific event or program
	3.4. Ensure specific events and programs are planned by selected teams, under appropriate leadership as

ELEMENT	PERFORMANCE CRITERIA
	appointed
	3.5. Identify required *information*, check specific plans and ensure resource requests from teams are fulfilled
	3.6. Ensure plans are approved and resources allocations made
4. Monitor preparations for events and programs	4.1. Identify and apply organisational approval processes for inclusion of, and contact with, key stakeholders in a range of roles for events and programs
	4.2. Receive reports regarding contact and arrangements made with and for, relevant clients and other stakeholders
	4.3. Provide assistance and support to coordinators and teams during the preparation phase
	4.4. Provide assistance and support to marketing personnel in relation to promotional activities
	4.5. Monitor resources provision and use by team for specific events and programs through meetings and organisational reporting processes
5. Facilitate and deliver presentations for events and programs	5.1. Prepare own and others' *presentations* for delivery at specific event or program
	5.2. Approve others' presentations for delivery at events and programs
	5.3. Deliver presentations at events and programs, in relation to international education
	5.4. Receive feedback on presentations and review performance of self and others to improve delivery
6. Facilitate and monitor events and programs	6.1. Monitor on time provision of required materials and equipment to clients and other stakeholders at specified destinations
	6.2. Monitor compliance with relevant legislation, regulations and codes in relation to the provision and distribution of goods and information
	6.3. Manage communication and process flow to ensure on time supply and receipt of required resources to specified persons and destinations
	6.4. Monitor activities to facilitate supply of information and smooth flow of presentations during events and programs
	6.5. Monitor, and facilitate where necessary, assistance and support to clients and other stakeholders during events and programs
	6.6. Make decisions and communicate to relevant

ELEMENT	PERFORMANCE CRITERIA
	personnel regarding departure from regular practices to meet contingencies arising during events and programs
7. Facilitate continuous improvement processes for events and programs	7.1. Monitor compliance with organisational policies and procedures for planning and conducting events and programs
	7.2. Establish communication and reporting lines to inform relevant personnel regarding progress and outcomes
	7.3. Facilitate evaluation of client and other stakeholder satisfaction regarding processes and outcomes
	7.4. Use feedback from clients and stakeholders to promote continuous improvement in planning and conducting events and programs
	7.5. Make adjustments to work practices and organisational policies and procedures for planning and conducting events and programs, in line with organisational procedures

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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 in relation to events and programs
- information presentation strategies
- initiative and enterprise skills to suggest improvements to event and planning processes
- literacy skills to make information presentations at events and to write reports
- management skills to implement contract management and administration; to manage risk associated with contracts; to manage for quality; to review and adjust policy and procedures
- negotiation and conflict management skills to undertake negotiations; to deal with contract information; to follow-up consultation processes
- numeracy skills to organise supply of adequate resources for events
- planning and organising skills to plan, organise and evaluate events and programs
- problem-solving skills to deal with contingencies before or during events; to liaise with relevant stakeholders about contracts; to resolve issues and grievances
- self-management skills to work independently; to manage own work and the work of others
- technology skills to use a computer and other office equipment to carry out event or program activities e.g. technological and electronic equipment, relevant software applications, telephones, e-communication media.

Required knowledge

- financial administration related to contract receipts and payments
- internal and external clients, presenters and support persons involved in managing and participating in events and programs
- international education industry environment
- legislative and regulatory compliance issues in relation to facilitating international education events and programs e.g. developing contracts, supplying goods and services and consumer protection, OHS, Education Services for Overseas Students (ESOS) Act 2000 and associated codes
- resource requirements for international education events and programs, information provision and distribution strategies
- risk management
- stakeholders in international education events and programs
- types of contracts applicable to an international education organisation, contractual and legal agreement documentation, parties to contracts
- types, purposes and formats of international education events and programs.

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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: • applying appropriate cross-cultural communication skills and knowledge in facilitating international education events and programs • coordinating, planning, facilitating and managing international education events and programs • knowledge of legislative and regulatory compliance issues in relation to facilitating international education events and programs.
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.
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 on how the candidate facilitates events • analysis of projects, case studies, completed records and reports developed by the candidate • review of research into industry and organisational needs for events and programs • review of contracts and insurance arranged • observation of presentations delivered at events and programs • oral or written questioning to assess knowledge of resource requirements for international education events and programs • evaluation of assistance and support provided to coordinators and teams during the preparation phase • evaluation of decisions made and communicated to

EVIDENCE GUIDE

	relevant personnel regarding departure from regular practices to meet contingencies arising during events and programs.
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.

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.	
Events and programs may include:	- briefings and social activities for student pre-departure - careers fairs, events and exhibitions - cultural festivals and religious celebrations e.g. Chinese New Year, Diwali - functions for welcoming agents and clients to the country - graduation and alumni events, dinners, award ceremonies - internal open days and information days - memorial services - multicultural days and activities - orientation sessions - overseas exhibitions and agent briefings - professional development orientation sessions, workshops, seminars, conferences - professional network events - recreational, social and educational activities - religious observances - social events connected to specific groups such as postgraduate dinners - trips and tours - various forums for disseminating information - visits to other international education organisation's open days and information days
Clients and stakeholders may include:	- internal clients such as section, department or faculty staff - international students - other clients of the organisation such as parents of students, homestay providers, consular staff, overseas agents, government and private organisations, departments and agencies, other educational organisations

RANGE STATEMENT	
Relevant personnel may include:	- coordinators, managers - in some cases, the presentation audience - other stakeholders involved with facilitating events and programs - team members
Work roles may include:	- coordinating and managing the work of others - participation in a management team - participation in an event or program team
Planning for activities includes considering:	- contingencies - financial and resource allocations - marketing and operational strategies - resources
Relevant legislation, ***regulations and codes*** 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 - child protection legislation and regulations - ESOS Act, subsequent amendments and related legislation - consumer legislation such as that relating to trade practices - 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

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RANGE STATEMENT	
	• OHS • privacy and confidentiality • Transnational Quality Strategy (2005) • quality assurance guidelines set by particular organisations e.g. cultural diversity, equity and access, critical incidents and workplace practices

Information may include:	• information for students, staff, agents, presenters, support persons and other stakeholders covering:
	   • contact lists and details of students, personnel, participants
	   • organisational, educational, social, tourist and environmental information
	   • program activities
	   • programs, timetables, schedules and details for event presentations and delivery
	   • relevant legislative, regulatory, standards information, including for OHS and security
	   • travel information and advisories
	• information specific to agents and other clients:
	   • course and campus information
	   • educational standards and qualifications
	   • English language requirements for prospective applicants
	   • fees, refunds and grievance procedures
	   • government guidelines and regulations relating to the ESOS Act
	   • marketing and recruitment information
	   • partner institution information
	   • student services information
	   • study tour schedules and agreements
	   • travel schedules
	   • updated agreements and renewals of contracts
	• information specific to conference, seminar or workshop facilitators, presenters, attendees and support personnel including:
	   • available resources
	   • contacts

RANGE STATEMENT	
	• event and program details including times, dates and venue • papers and presentation or facilitation requirements
Presentations may include:	• audio or video taped presentations • face-to-face delivery • information reports at team meetings • OHS workplace requirements • orientation information • presentation software or other presentation materials and electronic equipment • program information

Unit Sector(s)

Unit sector	Educational Administration

Competency field

Competency field	

Co-requisite units

Co-requisite units		