



Australian Government

BSBEDU303 Assist with the provision of international education information

Release: 1

BSBEDU303 Assist with the provision of international education information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to organise, maintain and provide information and material relating to education and training programs and associated services to clients of an international education organisation.

It applies to individuals providing information to clients, with some supervision and guidance, in an international education environment. They could be working 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, public or private.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – Educational Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Establish client requirements for information provision	1.1 Apply cross-cultural communication skills while providing and receiving information 1.2 Record and respond to requests for information from internal or external clients, in line with organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	1.3 Clarify requests to ensure full understanding of client requirements
2 Organise and maintain supplies of material	2.1 Refer to procedures for providing material for planning production, assembly, packaging and distributing information packages 2.2 Assemble material for the needs of individual clients and client groups, according to inventory establishment 2.3 Maintain stocks of material at established inventory levels, and identify and respond to shortfalls 2.4 Facilitate production and collection of material to ensure inventory levels are maintained
3 Provide information relevant to individual clients and client groups	3.1 Provide assembled and checked material to clients at the specified destinations on time, according to organisational policies and procedures 3.2 Facilitate compliance with relevant legislative and regulatory requirements for provision and distribution of material 3.3 Monitor communication and process flow to ensure on-time dispatch of requested material to specified persons and destinations 3.4 Seek advice from relevant personnel in client services situations where information provision may require departure from regular practices
4 Contribute to the continuous improvement process for information provision	4.1 Apply client services policy, guidelines and procedures for information provision when performing work role activities 4.2 Perform work effectively within a team environment to facilitate quality of information provision in client services 4.3 Carry out follow-up to gauge client satisfaction regarding information provision 4.4 Use feedback to promote continuous improvement in own work and for input into organisational quality client services processes for information provision 4.5 Provide input through team communication regarding organisational policies and procedures, and development or review of information provision services to clients

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 2.1, 2.3, 3.2, 3.3, 4.4, 4.5	Gathers and interprets a variety of texts including internal policies, legislative and inventory materials
Writing	1.1-1.3, 2.3, 2.4, 3.2-3.4, 4.1, 4.2, 4.3, 4.5	Uses clear, specific and industry related terminology to complete and update workplace documentation and communicate with others
Numeracy	2.3, 2.4	Uses basic mathematical techniques to calculate and maintain stock levels
Oral Communication	1.1-1.3, 2.4, 3.3, 3.4, 4.2-4.5	- Articulates information clearly using specific vocabulary, tone and syntax suitable to audience - Uses active listening and questioning techniques to confirm understanding
Navigate the world of work	1.2, 3.1, 3.2, 4.1	- Monitors adherence to organisational policies and procedures - Considers own role in terms of its contribution to broader goals of the work environment - Appreciates the implications of legal and regulatory responsibilities related to own work
Interact with others	3.1, 3.4, 4.2-4.5	- Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role - Cooperates with others as part of familiar routine activities and contributes to specific activities requiring joint responsibility and accountability
Get the work done	2.2-2.4, 3.1	- Plans routine tasks with familiar goals and outcomes, taking some limited responsibility for decisions regarding timing and sequencing - Recognises and responds to predictable routine problems related to role in the immediate work context - Automatically implements standard procedures for routine decisions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBEDU303 Assist with the provision of international education information	BSBEDU303A Assist with the provision of international education information	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBEDU303 Assist with the provision of international education information

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Performance Evidence

Evidence of the ability to:

- respond to client requests for information according to international education organisational policy and client services procedures
- provide information packs, and maintain stocks of materials, according to organisational procedures and legislative requirements
- monitor client satisfaction and use results to improve own work and as input to the team to improve information provision services.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe client services information provision job roles in an international education organisation
- explain methods of information organisation, maintenance and provision in international education organisations, including legislative and regulatory compliance issues
- identify relevant organisational policies and procedures
- explain quality client services policy, principles and practices for providing information to internal and external clients of an international education organisation
- outline common types of client information requests.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the educational administration field of work and include access to:

- opportunities to participate in a range of practical exercises and projects

- relevant documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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