



Australian Government

Assessment Requirements for BSBEDU304 Assist with the provision of pastoral care services to international students

Release: 1

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Modification History

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

Performance Evidence

Evidence of the ability to:

- effectively communicate cross-culturally with students of an international education organisation
- provide relevant information and advice to groups and individuals about the provision of pastoral care services to students of an international education organisation, at the appropriate work role level.

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 aspects of pastoral care services offered in a range of international educational organisations
- explain cross-cultural communication principles and protocols
- explain the impact and influence of culture on international student support and pastoral care services
- describe the limitations of responsibility and parameters in terms of pastoral care and incidents
- list relevant organisational policies and procedures
- outline positions and work roles of organisation including responsibilities of pastoral care role, team role and roles of student learning support and counselling services
- list relevant principles and practices of client services and continuous improvement of programs for international student support
- list the legislation and regulations relating to international education services
- describe the types of issues that could concern international students including:
 - student wellbeing and welfare

- course-related issues
- grievances
- compliance-related issues
- staffing-related issues.

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

Companion Volume implementation guides are found in VETNet -

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