



Australian Government

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.

Application

This unit describes the skills and knowledge required to assist with the provision of pastoral care services to students of an international education organisation. It focuses on the support needs of international students studying on student visas in Australian institutions, onshore and offshore.

It applies to individuals providing pastoral care services to international students, with some supervision and guidance, in an international education provider context. They will be working in the administration of education programs and projects in one or more international education sectors (schools, English language teaching 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 Identify pastoral care needs of international students	1.1 Identify potential pastoral care services requirements of student groups and individuals 1.2 Identify organisational risk management strategies in providing pastoral care services 1.3 Review organisational surveys of international student

ELEMENT	PERFORMANCE CRITERIA
	expectations and needs
2 Provide advice to international students to meet pastoral care needs, within role parameters	2.1 Identify limitations and parameters of own role in relation to pastoral care specialisations for international students 2.2 Apply cross-cultural communication skills when assisting in a range of student advisory settings 2.3 Refer students to personnel in pastoral care specialisations as applicable 2.4 Communicate information about international student support programs and services to students 2.5 Apply negotiation skills when dealing with difficult situations, in line with role and organisational requirements 2.6 Manage student information and records in compliance with privacy and confidentiality standards 2.7 Consult and debrief with work colleagues
3 Identify compliance with legislative and regulatory requirements, and organisational policies and procedures	3.1 Identify legislative and regulatory requirements for pastoral care services 3.2 Identify organisational policy and procedures for pastoral care services 3.3 Review organisation's compliance with education and training industry standards and codes for pastoral care services, and report in line with organisational procedures 3.4 Identify and propose adjustments to organisational pastoral care policies and procedures to meet the needs of international students, and report in line with organisational procedures
4 Communicate pastoral care services to clients and stakeholders	4.1 Identify appropriate external pastoral care services and document their contact and service details 4.2 Prepare information about pastoral care services for international students that identifies pastoral care specialisations and external pastoral care services 4.3 Disseminate information about pastoral care services to international students in appropriate formats 4.4 Communicate information on organisational policies and procedures to clients and stakeholders 4.5 Review and monitor access to information and uptake of pastoral care services by international students 4.6 Identify and propose improvements to communication processes, formats and strategies

ELEMENT	PERFORMANCE CRITERIA
5 Contribute to continuous improvement in pastoral care services	5.1 Record and maintain student case notes, in line with organisational requirements 5.2 Develop appropriate student support programs 5.3 Review student uptake of pastoral care services 5.4 Conduct student satisfaction surveys and make recommendations 5.5 Identify and propose improvements for access to and provision of pastoral care services

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	1.1-1.3, 2.6, 3.1-3.4, 4.1, 4.4-4.6, 5.1, 5.3, 5.4	Interprets textual information obtained from a range of sources and determines how content may be applied to individuals and organisational requirements
Writing	1.3, 2.2-2.4, 2.6, 2.7, 3.3, 3.4, 4.1, 4.2, 4.4-4.6, 5.1-5.5	Produces familiar text types using simple vocabulary, grammatical structures and conventions appropriate to different audiences
Oral Communication	2.2-2.5, 2.7, 3.3, 3.4, 4.1, 4.4, 4.6, 5.2, 5.4, 5.5	- Uses listening and questioning skills to confirm understanding of requirements - Participates in a verbal exchange of ideas and solutions and uses appropriate language and non-verbal features to provide information and engage with others
Navigate the world of work	1.2, 2.1, 2.5, 2.6, 3.1-3.4, 4.4, 5.1	- Monitors adherence to organisational policies and procedures - Appreciates the implications of legal and regulatory responsibilities - Considers own role in terms of its contribution to broader goals of the work environment
Interact with others	2.1, 2.2-2.5, 2.7, 3.3, 3.4, 4.3, 4.4, 5.4	- Recognises some personal strengths and challenges associated with interacting with others in work contexts - Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own

		role
Get the work done	1.1, 1.2, 2.5, 2.6, 4.1, 4.5, 4.6, 5.2-5.5	- 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 - Understands the importance of secure information and privacy in relation to own work and begins to take personal responsibility for identifying and managing risk factors

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBEDU304 Assist with the provision of pastoral care services to international students	BSBEDU304A Assist with the provision of pastoral care services to international students	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 BSBEDU304 Assist with the provision of pastoral care services to international students

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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

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