



Australian Government

BSBEDU305 Assist with international education events and programs

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 provide assistance and support to a team, coordinators and managers by planning, conducting and providing information about events and programs in an international education organisation.

It applies to individuals who assist others to organise events and programs in an international education provider context, with some supervision and guidance. They could be working in 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 Assist in planning events and programs for international clients and other stakeholders	1.1 Participate in team meetings to plan events and programs 1.2 Clarify and record team roles, own work role and task responsibilities 1.3 Identify and record requirements for information, material and services during the planning stages 1.4 Complete planning-related tasks on time and in accordance

ELEMENT	PERFORMANCE CRITERIA
	with team and work role requirements 1.5 Implement organisational policy and procedures for facilitating at international education events and programs 1.6 Comply with relevant legislative and regulatory requirements applicable to international education events and programs
2 Assist in preparing for international education events and programs	2.1 Collate and package appropriate information according to the event or program plan 2.2 Check stocks of material for quality and sufficiency, and confirm storage and distribution details 2.3 Report identified shortfalls in material and order, in line with organisational procedures 2.4 Prepare relevant material as needed 2.5 Make arrangements with relevant clients and other stakeholders according to the requirements of the event, program and organisational procedures 2.6 Assist in identifying and arranging supply of required facilities, equipment and material for events and programs 2.7 Assist with booking and confirming domestic and international travel, accommodation and venues as required by particular event or program
3 Make information presentations on international education events and programs	3.1 Prepare to deliver information presentations for specific events and programs, relevant to work role 3.2 Deliver information presentations as required and approved, in line with organisational policy and procedures 3.3 Make improvements to presentations based on feedback from relevant personnel
4 Contribute to international education events and programs	4.1 Check and arrange delivery of required material and equipment to specified client or other stakeholder destinations on time and in line with organisational policy and procedures 4.2 Ensure relevant legislative and regulatory requirements are met in relation to the distribution of goods and material 4.3 Monitor communication and process flow to ensure on-time dispatch of requested material and resources for events and programs to specified persons and destinations 4.4 Provide assistance to event or session presenters to facilitate smooth presentations 4.5 Provide assistance and support to clients and stakeholders, as

ELEMENT	PERFORMANCE CRITERIA
	needed, during events and programs 4.6 Seek advice from relevant personnel if situations or issues arise that require departure from regular practices
5 Contribute to continuous improvement processes for international education events and programs	5.1 Follow organisational policies and procedures for facilitating events and programs, in accordance with work role activities 5.2 Apply cross-cultural communication skills and strategies to facilitate events and programs 5.3 Perform work effectively within a team environment to assist facilitation of events and programs 5.4 Assist in determining client satisfaction regarding event and program outcomes 5.5 Use feedback from stakeholders to promote continuous improvement in own work 5.6 Provide input to organisational policy and procedures review and development on facilitation of events and programs

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	1.3, 1.4, 2.1-2.3, 2.5-2.7, 3.1, 3.2, 4.1-4.3, 5.1, 5.6	Interprets textual information obtained from a range of sources and determines how content may be applied
Writing	1.2-1.5, 2.1-2.5, 2.7, 3.1-3.3, 4.1, 5.2, 5.6	Uses clear, specific and industry-related terminology, appropriate cultural references and common grammatical structures to complete and update workplace documentation and communicate with specific audiences
Oral Communication	1.1, 1.2, 2.2, 2.3, 2.5-2.7, 3.2, 3.3, 4.1, 4.4-4.6, 5.2-5.6	- Uses active listening and questioning skills to confirm understanding for requirements - Participates in a variety of verbal exchanges to present or clarify information using language and non-verbal features appropriate to audience and context
Numeracy	2.2, 2.3, 2.6, 4.1	Uses basic mathematical skills to calculate and

		organise the supply of adequate resources
Navigate the world of work	1.5, 1.6, 2.5, 3.2, 4.2, 5.1	• Considers own role in terms of its contribution to broader goals of the work environment • Monitors adherence to relevant legislation, organisational policies and procedures
Interact with others	1.1, 3.2, 4.4, 4.5, 5.3-5.5	• Plays an active role in workgroup discussions, paying some attention to the perspectives of others • Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	1.3, 1.4, 2.1, 2.2, 2.5-2.7, 3.1, 4.1, 4.3	• Plans tasks using logically sequenced steps, reflecting an awareness of time and resource constraints and the needs of others • Recognises and responds to predictable routine problems related to role in 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
BSBEDU305 Assist with international education events and programs	BSBEDU305A Assist with international education events and programs	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 BSBEDU305 Assist with international education events and programs

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Performance Evidence

Evidence of the ability to:

- apply cross-cultural communication strategies in relation to international education events and programs
- assist with planning and facilitating international education events and programs.

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:

- identify types, purposes and formats of international education events and programs
- list relevant internal and external clients, presenters and support people involved in managing and participating in events and programs
- describe coordinator and team roles for planning and facilitating events and programs
- outline travel and accommodation requirements for international education events and programs
- explain information presentation techniques
- outline the methods used to provide and distribute information
- identify relevant legislative and regulatory compliance issues in relation to facilitating international education events and programs
- outline relevant organisational policy and procedures
- describe resource requirements for international education events and programs
- explain the importance of team behaviour and participation during events and programs.

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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