



Australian Government

Assessment Requirements for BSBIND302 Work effectively in the international education services industry

Release: 1

Assessment Requirements for BSBIND302 Work effectively in the international education services industry

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:

- identify a prospective career in international education industry
- apply interpersonal and cross-cultural communication skills effectively to international education services work roles, including adhering to organisation policies and procedures
- identify and apply legislative and regulatory requirements to international education services provision, work role and responsibilities
- identify gaps in own work skills and participate in appropriate professional development.

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:

- explain career pathways and roles in international education services industry
- describe cross-cultural communication methods and intercultural protocols for dealing with international clients and co-workers
- explain industry codes of practice, in particular, the national code of practice for registration authorities and providers of education and training to overseas students
- outline legislative and regulatory requirements relevant to work role
- outline organisational policies, procedures and protocols relevant to work role
- outline range of services offered to clients (internal and external) of an international education organisation
- describe responsibilities, duties and tasks of work role.

Assessment Conditions

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

- relevant reference materials
- legislation, regulations and codes of conduct relevant to job role, occupation or profession
- organisation policies and procedures relevant to job role, occupation or profession
- interaction with others
- case studies and, where possible, real situations.

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>