



Australian Government

BSBIND302 Work effectively in the international education services industry

Release: 1

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.

Application

This unit describes the skills and knowledge required to work in international education organisations and includes onshore, offshore, public and private organisations from all education sectors.

It applies to individuals providing administration service at various levels of responsibility in the industry.

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

Unit Sector

Industry Capability – Industry Context

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 Access information on work roles and career planning	1.1 Identify information on career prospects in international education industry from appropriate sources 1.2 Identify range of work roles in international education organisations from appropriate sources 1.3 Identify a professional career pathway plan
2 Interact effectively with clients	2.1 Identify and respect cultural and intercultural protocols of industry and organisation 2.2 Identify and comply with organisational client services policies and guidelines

ELEMENT	PERFORMANCE CRITERIA
	2.3 Apply appropriate cross-cultural communication skills in interactions with international clients 2.4 Interact effectively with internal and external clients, co-workers and the public 2.5 Work effectively in a team
3 Perform work tasks effectively	3.1 Manage time and prioritise work role tasks efficiently and effectively 3.2 Follow organisational work procedures and work behaviour guidelines 3.3 Seek feedback on personal performance in work role from others, including appropriate organisation officer 3.4 Review own performance and identify any areas for improvement
4 Comply with legislative and regulatory requirements	4.1 Identify legislative and regulatory compliance requirements and codes relevant to work role 4.2 Comply with legislative and regulatory requirements relevant to work role 4.3 Comply with industry codes of practice 4.4 Check validity of work task processes and outcomes in relation to legislative and regulatory compliance and in accordance with organisational procedures
5 Participate in learning to promote career development	5.1 Undertake an audit of relevant work skills, knowledge and attributes 5.2 Determine appropriate ways of bridging gaps in own work skills 5.3 Identify future skills requirements 5.4 Identify and participate in professional development learning opportunities

Foundation Skills

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

Skill	Performance	Description
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	Criteria	
Learning	3.3, 5.1-5.4	- Expands own knowledge and identifies future skills and knowledge needs by seeking opinions of others - Uses a range of approaches to gather information about, and participate in, relevant learning opportunities
Reading	1.1-1.3, 2.1, 2.2, 3.2, 4.1, 4.4, 5.3, 5.4	Recognises, interprets and analyses online and hard copy documentation to identify career path, legislative and regulatory requirements, cultural protocols and organisational policies and procedures
Writing	1.1-1.3, 3.1, 3.4, 5.1, 5.4	Completes a range of formatted texts using organisational formats and in accordance with organisational policies and legislative requirements
Oral Communication	1.1, 1.2, 2.1-2.5, 3.3, 5.4	Elicits views of others by using questioning techniques and listening methods
Navigate the world of work	1.1-1.3, 2.2, 3.2, 4.1-4.4	- Identifies role requirements and future career options - Ensures knowledge of legislative requirements and products is kept up-to-date to provide accurate information - Understands rights and responsibilities and complies with legal and regulatory requirements - Complies with explicit policies and procedures
Interact with others	2.1, 2.3-2.5, 3.3	- Identifies and takes steps to use and follow accepted communication practices and protocols seeking feedback as required - Recognises when personal attributes impact workplace communications - Recognises cultural differences of people in work context and adjusts communication strategies as required
Get the work done	3.1, 5.1, 5.3	Plans and implements routine tasks and workload making decisions on sequencing and timing, seeking assistance where necessary

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBIND302 Work	BSBIND302A Work	Updated to meet	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
effectively in the international education services industry	effectively in the international education services industry	Standards for Training Packages	

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 BSBIND302 Work effectively in the international education services industry

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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

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