



Australian Government

Department of Education, Employment and Workplace Relations

BSBEDU303A Assist with the provision of international education information

Revision Number: 1

BSBEDU303A Assist with the provision of international education information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to organise, maintain and provide information and material relating to education and training programs and associated services to clients of an international education organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals providing information to clients, with some supervision and guidance, in an international education environment. They could be working in the administration of education programs and projects in organisations from one or more international education sectors (schools, English language training organisations, vocational education and training, higher education, postgraduate education). These organisations could be onshore or offshore and could be public or private.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish client requirements for information provision	1.1. Apply cross-cultural communication skills in providing and receiving information 1.2. Record and respond to requests for information from internal or external clients , in line with organisational policies and procedures 1.3. Clarify requests to ensure full understanding of client requirements
2. Organise and maintain supplies of material	2.1. Refer to procedures for providing material for planning production, assembly, packaging and distributing information packages 2.2. Assemble material for the needs of individual clients and client groups, according to inventory establishment 2.3. Maintain stocks of material at established inventory levels, and identify and respond to shortfalls 2.4. Facilitate production and collection of material to ensure inventory levels are maintained
3. Provide information relevant to individual clients and client groups	3.1. Provide assembled and checked material to clients at the specified destinations on time, according to organisational policies and procedures 3.2. Facilitate compliance with relevant legislative and regulatory requirements for provision and distribution of material 3.3. Monitor communication and process flow to ensure on-time despatch of requested material to specified persons and destinations 3.4. Seek advice from relevant personnel in client services situations or issues where information provision may require departure from regular practices
4. Contribute to the continuous improvement process for information provision	4.1. Apply client services policy, guidelines and procedures for information provision when performing work role activities 4.2. Perform work effectively within a team environment to facilitate quality of information provision in client services 4.3. Carry out follow-up to gauge client satisfaction regarding information provision 4.4. Use feedback to promote continuous improvement in own work and for input into organisational quality client services processes for information provision 4.5. Provide input through team communication regarding organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	development or review of information provision services to clients

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to interact effectively in an intercultural context with clients, co-workers, team members and other stakeholders; to effectively communicate cross-culturally with clients; to clarify information through discussion and feedback with clients and other stakeholders, including team members
- initiative and enterprise skills to work effectively within the organisation's client services policy and according to established procedures for information provision; to identify areas for improvement in own work performance and to adjust work practices; to deal with change and contingencies that arise when conducting client services and information provision activities
- learning skills to understand and comply with legislative and regulatory requirements relating to information provision in an international education environment
- literacy skills to record information on updated government regulations and guidelines; to refer to relevant legislative and regulatory frameworks
- numeracy skills to complete orders for supply of information
- problem-solving skills to access information and resources for information provision; to distinguish between problems that can be solved within work role authority and those that must be passed on to supervisors or managers
- planning and organising skills to maintain supplies of material and plan own daily work schedule in accordance with job role
- self-management skills to provide requested information under the approval of supervisor, and according to job role and organisational procedures
- technology skills to efficiently use a computer and other office equipment to access information, produce documents and communicate.

Required knowledge

- client services information provision job roles in an international education organisation
- information organisation, maintenance and provision in international education organisations including legislative and regulatory compliance issues
- organisational policies and procedures
- quality client services policy, principles and practices for providing information to internal and external clients of an international education organisation
- types and purpose of client information requirements.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- performing client information services work role duties and tasks within international education organisational policy guidelines and following established client services procedures
- knowledge of relevant legislative and regulatory compliance issues.

Context of and specific resources for assessment

Assessment must ensure:

- access to opportunities to participate in a range of practical exercises and projects
- access to relevant documents.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- evaluation of supervisor's reports on how the candidate provides information to clients
- analysis of projects, case studies, completed records and reports developed by the candidate
- review of records of requests for information from internal or external clients
- evaluation of maintenance of material stocks and response to shortfalls
- review of assembled material provided to clients
- evaluation of follow-up carried out to gauge client satisfaction regarding information provision
- oral or written questioning to assess knowledge of organisational policies and procedures
- observation of providing information to individual clients and client groups.

Guidance information for

- Holistic assessment with other units relevant to the industry sector, workplace and job role is

EVIDENCE GUIDE**assessment**

- recommended, for example:
- other educational administration units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information may include:

- cross-cultural communication and cultural information such as:
 - cultural events schedules and invitations
 - organisational policies relating to international education
 - student support programs and schedules, staff support programs
- information for agents and other clients such as:
 - any partner institution information
 - costs, refund and grievance procedures
 - English language requirements for prospective applicants and government guidelines and regulations relating to the Education Services for Overseas Students (ESOS) Act 2000
 - marketing and recruitment information, travel schedules, accurate course and campus information, student services information
 - study tour schedules and agreements
 - updated agreements and renewals of contracts
- information for staff such as:
 - ESOS Act legislation and compliance information
 - lists of commencing students, information about completing students, marketing and recruitment material, admissions and enrolment procedures and schedules
- oral, written or packaged information requested by or distributed to clients and other stakeholders, and approved in accordance with organisational policies and procedures

RANGE STATEMENT

- student information such as:
 - compliance information including attendance, visas
 - course and organisation information including translated brochures, campus information, information about living in Australia, academic conventions and learning strategies, student support programs, accommodation options and contacts, costs of participation, other expenses and money
 - cultural adjustment and support information including orientation, support programs, services and specialist staff
 - information to support returning home and post-course adjustment
 - on-arrival services information including airport reception, contingencies contacts, campus maps, faculty and service contacts, student notice board information, course materials and library services
 - pre-departure and application and enrolment procedures including electronic confirmation of enrolment (ECOE) documentation, overseas student health cover requirements

RANGE STATEMENT	
Clients may include:	• internal clients such as section, department, faculty staff • international students and candidates • other clients of the organisation: • consular staff, overseas agents • government and private organisations, departments and agencies • homestay providers • parents of students • other educational organisations
Organisational policies and procedures may include:	• written documentation on information provision in client services
Relevant legislative and regulatory requirements may include:	• current relevant legislation, regulations, industry codes of practice and policy (commonwealth and state/territory) relating to: • anti-discrimination including equal opportunity and equal employment opportunity, disability discrimination, racial intolerance • business compliance relevant to work roles • ESOS Act and subsequent amendments and related legislation • employment, education and training - relevant to onshore and offshore provision • environmental issues • immigration related policies and procedures for example from commonwealth government departments such as Department of Education, Science and Training (DEST), Department of Immigration and Citizenship (DIAC), Department of Health and Ageing (DOHA), Department of Foreign Affairs and Trade (DFAT) • occupational health and safety • privacy and confidentiality • use of Provider Registration and International Student Management System (PRISMS) database • workplace employment practices and industrial relations

RANGE STATEMENT	
	quality assurance guidelines set by particular organisations e.g. cultural diversity, equity and access, critical incidents and workplace practices
Relevant personnel may include:	- managers - supervisors - team members - other stakeholders related to information provision

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Administration - Educational Administration
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Co-requisite units

Co-requisite units		