



Australian Government

Department of Education, Employment and Workplace Relations

BSBEDU305A Assist with international education events and programs

Revision Number: 1

BSBEDU305A Assist with international education events and programs

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide assistance and support to a team, coordinators and managers in planning, conducting and providing information about events and programs in 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 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 and 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. 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 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 in relation to 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	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

ELEMENT	PERFORMANCE CRITERIA
programs	policy and procedures 4.2. Facilitate meeting relevant legislative and regulatory requirements in relation to the distribution of goods and material 4.3. Monitor communication and process flow to ensure on-time despatch 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 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 the 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 in 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 regarding facilitation of events and programs

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 and other stakeholders in relation to events and programs; to make information presentations at events
- initiative and enterprise skills to suggest improvements to event and planning processes
- learning skills to improve own work performance and to adjust work practices to the satisfaction of the organisation
- planning and organising skills to assist with event or program activities in accordance with job role
- problem-solving skills to deal with changes and contingencies which may arise before or during events and programs
- numeracy skills to organise supply of adequate resources for event
- self-management skills to work independently on allotted event-related tasks
- technology skills to use a computer and other office equipment to carry out allotted tasks in relation to event or program.

Required knowledge

- communication networks, lines and strategies
- coordinator and team roles for planning and facilitating events and programs
- information presentation strategies
- information provision and distribution strategies
- internal and external clients, presenters and support people involved in managing and participating in events and programs
- relevant legislative and regulatory compliance issues in relation to facilitating international education events and programs
- relevant organisational policy and procedures
- resource requirements for international education events and programs
- stakeholders in international education events and programs
- team behaviour and participation
- travel and accommodation requirements for international education events and programs coordination
- types, purposes and formats of international education events and programs.

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: • applying cross-cultural communication strategies in relation to international education events and programs • assisting with planning and facilitating international education events and programs • 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 • analysis of projects, case studies, completed records and reports developed by the candidate • review of documentation recording requirements for information, material and services during the planning stages • oral or written questioning to assess knowledge of travel and accommodation requirements for event and program coordination • evaluation of using feedback from stakeholders to promote continuous improvement in own work • observation of delivery of information presentations.
Guidance information for assessment	• Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other educational administration units

EVIDENCE GUIDE

- customer service 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.

<i>Events and programs</i> may include:	• briefings and social activities for student pre-departure • careers fairs, events and exhibitions • cultural festivals and religious celebrations such as Chinese New Year, Diwali • functions for welcoming agents and clients to the country • graduation and alumni events, dinners, award ceremonies • internal open days and information days • memorial services • multicultural days and activities • orientation sessions • overseas exhibitions and agent briefings • professional development orientation sessions, workshops, seminars, conferences • professional network events • recreational, social and educational activities • religious observances • social events connected to specific groups such as postgraduate dinners • trips and tours • various forums for disseminating information • visits to other international education provider's open days and information days
<i>Organisational policy and procedures</i> may include:	• documented procedures for facilitating events and programs • international student-specific documented policies and procedures
<i>Relevant legislative and regulatory requirements</i> may include:	• contracts and agreements with agents • current relevant legislation, regulations, industry codes of practice and policy (commonwealth and state/territory) relating to: • anti-discrimination including equal

RANGE STATEMENT	
	opportunity and equal employment opportunity, disability discrimination, racial intolerance • business compliance relevant to work roles • Education Services for Overseas Students (ESOS) Act 2000, and subsequent amendments and related legislation • contracts and agreements with agents • 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) • National Code of Practice for Registration Authorities and Providers of International Education and Training • occupational health and safety (OHS) • privacy and confidentiality • quality assurance guidelines set by particular organisations e.g. cultural diversity, equity and access, critical incidents and workplace practices
Information may include:	• information for students, staff, agents, presenters, support persons and other stakeholders covering: • contact lists and details of students, personnel, participants • organisational, educational, social, tourist and environmental information • program activities • programs, timetables, schedules and details for event presentations and delivery • relevant legislative, regulatory, standards information, including for OHS and security

RANGE STATEMENT	
	• travel information and advisories • information specific to agents and other clients: • course and campus information • educational standards and qualifications • English language requirements for prospective applicants • fees, refunds and grievance procedures • government guidelines and regulations relating to the ESOS Act • marketing and recruitment information • partner institution information • student services information • study tour schedules and agreements • travel schedules • updated agreements and renewals of contracts • information specific to conference, seminar or workshop facilitators, presenters, attendees and support personnel including: • available resources • contacts • event and program details including times, dates and venue • papers and presentation or facilitation requirements
<i>Relevant clients and other stakeholders</i> may include:	• internal clients such as section, department or faculty staff • international students • other clients of the organisation such as parents of students, homestay providers, consular staff, overseas agents, government and private organisations, departments and agencies, other educational organisation
<i>Presentations</i> may include:	• audio or video taped presentations • face-to-face delivery • information reports at team meetings • OHS workplace requirements • orientation information • presentation software or other presentation materials and electronic equipment

RANGE STATEMENT	
	• program information
<i>Relevant personnel</i> may include:	• audience of presentation • coordinators, managers • team members • other stakeholders involved with facilitating event and program activities

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		