



Australian Government

Department of Education, Employment and Workplace Relations

BSBEDU401A Coordinate provision of pastoral care services to international students

Release: 1

BSBEDU401A Coordinate provision of pastoral care services to international students

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to coordinate provision of quality services and support required by international students enrolled in an Australian education institution. 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 coordinating the provision of pastoral care in a variety of international education contexts. They will be carrying out administration work using well developed skills and drawing from a broad knowledge base in 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. Coordinate information on international students' pastoral care needs	1.1. Report relevant information regarding potential and actual pastoral care requirements of student groups and individuals 1.2. Establish and promote organisational risk management strategies in relation to provision of pastoral care services 1.3. Administer and report on results of organisational surveys and assessments of international student expectations and needs 1.4. Ensure information is in line with relevant legislation, regulations and codes
2. Provide effective advisory services to students	2.1. Monitor own communication skills to ensure effectiveness of pastoral care advice for students from diverse cultural backgrounds 2.2. Coordinate work roles and responsibilities, and identify and assess resources for advising students 2.3. Consult relevant personnel in pastoral care specialisations to identify roles and services 2.4. Formulate support programs and services to meet international student needs 2.5. Manage grievance processes using organisational policy and procedures 2.6. Manage student information and records, for compliance with privacy and confidentiality standards 2.7. Schedule consultation and debriefing for and with, work colleagues
3. Ensure compliance with legislation, regulations, codes and organisational policies	3.1. Select and record information about relevant legislation, regulations and codes in relation to provision of pastoral care services 3.2. Select and record information about organisational policy and practices relating to provision of pastoral care services 3.3. Communicate information in relation to compliance with relevant legislation, regulations, codes and organisational policies and procedures, to clients and stakeholders 3.4. Monitor and report on implementation of policy and processes in relation to provision of pastoral care for students, to ensure compliance 3.5. Monitor compliance with standards applicable to the provision of pastoral care services 3.6. Recommend adjustments to organisational policies

ELEMENT	PERFORMANCE CRITERIA
	and procedures to appropriate organisational personnel
4. Manage information and resources relating to provision of pastoral care	4.1. Review information about and access to, international student support and pastoral care services 4.2. Consult appropriate <i>pastoral care services external to the organisation</i> 4.3. Manage resources for information to international students and other stakeholders 4.4. Make adjustments to formats and access to information, according to compliance and organisational requirements 4.5. Implement and review improvements to communication systems
5. Coordinate quality assurance processes for provision of pastoral care	5.1. Review trends in the provision and uptake of pastoral care services 5.2. Establish quality indicators and strategies for developing appropriate organisational <i>student support programs</i> 5.3. Conduct comparative reviews of student support programs across a range of organisations 5.4. Implement and promote improvements in student support and pastoral care provision 5.5. Survey student satisfaction with pastoral care services and report to appropriate organisational personnel

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 stakeholders; to handle sensitive matters; to effectively gather, convey, receive and act on information; to use effective questioning and active listening techniques; to apply appropriate cross-cultural communication techniques, to overcome communication barriers, and to give and receive feedback
- initiative and enterprise skills to access and consult relevant people, and to manage compliance and risks associated with pastoral care provision
- learning skills to access and understand requirements of relevant legislation and regulations, particularly the Education Services for Overseas Students (ESOS) Act 2000 and subsequent amendments, and related legislation; Department of Immigration and Citizenship (DIAC) guidelines for international students under 18 years of age; child protection; occupational health and safety; and privacy and confidentiality
- literacy skills to gather and record information relevant to provision of pastoral care services; to interact with others and report on compliance and outcomes
- planning and organising skills to maintain an accessible contact list
- problem-solving skills to resolve issues and conflict, and to negotiate outcomes
- self-management skills to provide adequate and accurate information to students, and to plan and support provision of pastoral care services
- technology skills to use a computer and other office equipment to access, record and retrieve information relevant to pastoral care and related student services.

Required knowledge

- aspects of pastoral care offered in a range of settings
- cross-cultural communication principles and protocols
- impact and influence of cultural difference on provision of pastoral care services
- international education workplace environment
- legislative and regulatory requirements governing overseas students studying in Australia under the auspices of an Australian organisation
- limitation of responsibility and own role parameters in coordinating pastoral care provision in relation to the roles of pastoral care specialisations both within and external to the organisation
- organisational policies and procedures
- own work role and team's work role
- position and work roles of organisational personnel
- requirements of education and training legislation
- student support services and systems such as learning support and counselling services

REQUIRED SKILLS AND KNOWLEDGE

- types of issues that could concern international students such as:
 - student wellbeing and welfare such as cultural adjustment, cross-cultural communications and expectations, illnesses, accidents, mental health problems, accommodation, financial matters, loneliness and isolation
 - course-related issues such as student progress, access to services, English language and other support
 - grievances and concerns such as assessment and marking concerns, bullying or intimidation, crimes, property and personal security issues
 - compliance related issues such as non-attendance or insufficient attendance, visa non-compliance, interruption of studies
 - staffing related issues such as professional limitation of staff responsibility and parameters of roles, staff performance, student/teacher workplace behaviour expectations, differentiation among staff roles and managing staff workloads, time and resources.

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 and monitoring cross-cultural communication in the provision of pastoral care services in an international education context
- providing relevant information and quality advice about the provision of pastoral care services in relation to international education at the appropriate work role level
- coordinating, reviewing and improving the provision of pastoral care services in line with organisational policies, legislative and regulatory requirements
- knowledge of legislative and regulatory requirements governing overseas students studying in Australia.

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 organisational risk management strategies established and promoted in relation to the provision of pastoral care services
- oral or written questioning to assess knowledge of impact and influence of cultural difference on the provision of pastoral care services
- evaluation of communication of compliance information in relation to clients and stakeholders

EVIDENCE GUIDE	
	• review of reporting on student satisfaction survey with pastoral care services • analysis of documentation reviewing trends in the provision and uptake of pastoral care services.
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 • 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.

Student groups and individuals may include:

- international students in:
 - English Language Intensive Courses for Overseas Students (ELICOS) centres
 - institutes and private colleges
 - pre-university and bridging programs
 - primary and secondary schools
 - universities
- nationally based groups or other international student support organisations and groups
- students who could have specific support needs:
 - first year students
 - groups defined by religious or cultural background
 - postgraduate students
 - students identified as being at risk
 - students under 18 years of age
 - students with dependents

Relevant legislation, regulations and codes 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
 - child protection legislation and regulations
 - ESOS Act, subsequent amendments and related legislation
 - employment, education and training - relevant to onshore and offshore provision
 - environmental issues
 - ESOS Assurance Fund requirements

RANGE STATEMENT

- 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
- privacy and confidentiality
- relevant state/territory tenancy Acts
- relevant state/territory education legislation and regulations relating to overseas student accommodation for under 18 year olds
- Transnational Quality Strategy (2005)
- workplace employment practices and industrial relations
- quality assurance guidelines set by particular organisations e.g. cultural diversity, equity and access, critical incidents and workplace practices

RANGE STATEMENT	
<i>Pastoral care specialisations</i> may include:	• academic course advice • accommodation advice and information, including homestay programs • careers counselling • chaplaincy services • disability services • financial advice • international student advice • language and learning support • medical and health services • residential advisory services • student counselling
<i>Standards</i> applicable to the delivery of pastoral care services may include:	• Australia Quality Training Framework (AQTF) Standards for Registered Training Organisations, the nationally agreed standards for vocational training and education - includes coverage of delivery and assessment, client services requirements and records • National ELT Accreditation Scheme (NEAS) standards for young learners and for teaching English language to international students
<i>Pastoral care services external to the organisation</i> may include:	• community support services such as interpreters • ethnic support groups • gambling and drug-related support services • mental illness services • religious groups • telephone counselling emergency and crisis support services
<i>Student support programs</i> may include:	• community links programs • crime awareness and prevention programs • cultural support programs • first year support programs • homestay programs • orientation programs • peer support and mentoring programs • postgraduate programs • pre-departure programs • returning home programs • spouse and dependent support programs

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		