

# C2 - Roles & Responsibilities in International Education

## Subject Outline

C2 comprises three sections:

1. The Organisation (the 'macro' level)
2. The Team (the 'medio' level)
3. The Individual (the 'micro' level)

By first looking at the organisation as a whole, you will gain an understanding of its features and its characteristics. This provides a good basis for you to then investigate the teams and individuals that comprise an organisation. Section 2 investigates teams, teamwork, ethics and disputes and grievances. Finally, in Section 3 you will examine roles and responsibilities in terms of careers, job descriptions, performance reviews and professional development. Knowledge acquired in this subject is intended to be practical to you regardless of your level of employment or experience.

## Objectives

Upon completion of this subject, you will have demonstrated your ability to:

- Interact well with students, colleagues and the public as part of working in an international education workplace
- Work successfully in a service role in an international education workplace
- Use workplace technology with ease and conduct online research that is relevant and useful to work in international education;
- Comply with laws and regulations relevant to a job in international education
- Research jobs, careers and professional development opportunities in the field of international education and
- Work effectively both individually and in a team, and identify and implement strategies to improve performance

## Subject Index

### 1.0 – The Organisation

- 1.1 Organisational structures
- 1.2 Using organisational structures
- 1.3 Vertical and horizontal structures
- 1.4 Hierarchy, chain of command and span of control
- 1.5 Organisational culture
- 1.6 Extension

### 2.0 – The Team

- 2.1 What is a team?
- 2.2 Why work in a team?

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- 2.3 Effective teams
- 2.4 How to work in a team
- 2.5 Professional ethics
- 2.6 Disputes and grievances
- 2.7 The Framework for Ethical Choices
- 2.8 Extension

### 3.0 – The Individual

- 3.1 Career pathways
- 3.2 Network, professional development & training
- 3.3 The job description
- 3.4 How to write a job description
- 3.5 Performance reviews
- 3.6 Extension

### Tutor

#### Peter Spolc

After completing a BA (Psych.) and then a Graduate Dip. Ed. In Social Science and ESL, Peter began working in the ELICOS industry in Sydney in the late 1980's and then Indonesia in the 1990's. He completed an MA in Communication and Cultural Studies and moved to International Student Advising. For many years I have been a strong advocate for the development and recognition of Australian expertise in international education.

#### What is expected of me as a student?

While the Diploma is delivered entirely online, you will benefit from opportunities to interact and network with your classmates. You are expected to participate in Focus Tasks and Discussions Boards – this lets your tutor know that you are managing the material. Participation also means your work can be checked and verified for authenticity. The more you interact, the more benefits you will derive from meeting others online, and sharing information and ideas.

You also need to manage your time to ensure you can complete exercises and assessment activities. You should expect to devote 3-5 hours per week to each subject, depending on your computer skills and the time it takes to read source material.

While you can work at your own pace, there is a sequence to the subject, and deadlines for group tasks and assessment. Your tutor can also support you more effectively if you are up to date with your work.

#### Assessment

Assessment is based on the subject's learning materials. There are three Assessment Activities required in this subject. These are due in weeks 4, 10, & 14.

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