

C7 - Managing Client Services and Processes in International Education

Subject Outline

In changing work environments practitioners are increasingly required to understand broader dimensions of their work responsibilities. This subject covers a range of areas of international education, including managing current issues and educational standards and processes. Students have the opportunity to explore functions of the international education environment including administration, client services, teaching and learning; and the international student experience

The subject uses a project-based approach to help you broaden your knowledge and specific interest in exploring the field of international education. This subject is intended to provide an extension and consolidation of the work previously covered in the Diploma.

Objectives

On completion of this subject you will have:

- Explored an area of international education in which you are most interested and which has the most relevance to your current or future positions;
- Consolidated skills in research, developing a project, and report writing;
- Investigated issues and aspects of international education of current concern;
- Identified innovative and new approaches to international education as a growth area;
- Participated in discussions about ideas and challenges faced by international education professionals.

Subject Index

1.0 - Client service and support

- 1.1 International students in the organisation
- 1.2 Compliance in student services and support
- 1.3 Teaching and learning processes

2.0 - Administration

- 2.1 Records and document management
- 2.2 Budget management
- 2.3 Risk and change management
- 2.4 Planning for quality management

3.0 - Working for continuous improvement

- 3.1 Identifying and managing resources
- 3.2 Mentoring and teamwork

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3.3 Professional development

4.0 - Investigating international education

4.1 Research project

Tutor

Paula Dunstan

Paula is the PIER Manager at International Education Services in Brisbane, and has lead the development and delivery of the PIER Diploma and the EATC

Paula has a background in education, and has degrees in Arts and Education, including a Master of Education degree, specialising in international education. She has experience in teaching, research, curriculum development, program management, educational administration, staff training and coordinating staff teams.

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 6, 10, & 14