

Name of Education Agent Counsellor:

QEAC Number:



Education Agent Training Course

Skills and personal qualities declaration

The education agent counsellor has successfully completed formal assessment in skills relevant to their work and has been given a QEAC number to identify them. In order to gain a Statement of Attainment for two competencies from the Certificate III in Business Administration (International Education), they must submit a declaration from an individual who has observed them demonstrate the tasks below in performing their role as an education agent. Thank you for your help in carefully completing this declaration.

How to fill in this document:

First, the Education Agent Counsellor (QEAC) **MUST** make a brief statement about his/her own work experience, clearly explaining the skills they have developed and used to perform work tasks. The statement should include specific examples and indicate their own role in applying his/her skills.

Then, the person supporting the Agent Counsellor confirms that she or he has those skills and personal qualities relevant to their work role by marking each statement as “Competent”, if they are satisfied that the counsellor does meet these requirements.

Relevant Skills

Statements of the QEAC – As an education agent, how I can:

Skill	Minimum requirement for this criteria – guidance note	Example of observable behaviours/tasks	Evidence Statement of Agent Counsellor (QEAC to complete) – if more space needed use a separate sheet	Competent y/n (referee to complete)
1. Perform the agency role efficiently and effectively both individually and in work teams.	<p>This must be a statement which gives an example of your work as an education agent, and refers to your role in advising students, working with education providers, your team and other clients.</p> <p><i>Efficiency refers to time management and responding to communication without delay. Work effectiveness can include client outcomes, or successful business results</i></p>	<ul style="list-style-type: none"> • Understand relevant code of ethical practice and adhere to its principles • Seek and undertake professional development opportunities • Take responsibility as member of a team • Understand and adhere to the organisation’s principles of client service • Respond in a timely manner to needs of the team, the organisation, education provider/s and your clientele 		Yes / No

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<p>2. Apply interpersonal and intercultural skills with individuals and in work teams.</p>	<p>You must demonstrate that you understand and practise intercultural communication skills.</p> <p><i>For example, give specific examples of meetings with clients and/or stakeholders of other cultural backgrounds.</i></p>	<ul style="list-style-type: none"> • Understand and respond to cultural and language difference in client group • Demonstrate respect for people of diverse cultural backgrounds • Interact effectively with work team • Demonstrate listening skills in client and team meetings 		<p>Yes / No</p>
<p>3. Communicate with relevant supervisors and managers as required seeking clarification when needed.</p>	<p>Describe an example from your workplace and regarding any aspect of your role where you have explained or clarified information.</p> <p><i>For example, this could relate to requiring further information about a topic or issue.</i></p>	<ul style="list-style-type: none"> • Seek advice from manager/supervisor to complete work tasks • Consult with work team and manager to ensure accuracy of advice to clients 		<p>Yes / No</p>

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4. Perform agent tasks efficiently and effectively.	Give at least two workplace examples of tasks you perform efficiently (without un-necessary effort) and effectively (gaining the required result). Explain why you think these tasks are completed successfully.	<ul style="list-style-type: none"> • Respond to student enquiries in a timely manner • Demonstrate understanding of client needs • Manage client appointments • Prioritise work tasks to meet client service objectives • Apply knowledge of Australian education system to effectively process student applications 		Yes / No
5. Accept direction in a polite and responsible way.	Describe an example of your work with a supervisor/ manager/ director, where you have taken advice and/or direction.	<ul style="list-style-type: none"> • Accept direction during initial training for the education agent role • Accept directions about student applications if necessary or if unsure of requirements • Accept directions in relevant communication with third parties (education providers/ other stakeholders) • Behave in a polite and responsible manner when directions are given 		Yes / No
6. Contribute to conflict resolution when necessary.	Describe an example from your workplace when you were able to resolve conflict with clients or work colleagues. Or, describe how your work unit uses negotiation to resolve conflicts.	<ul style="list-style-type: none"> • Deal with difficult situations where students/ parents are involved • Behave in a calm and professional manner when dealing with potential conflict or serious issues • Understand and deal with issues which may lead to conflict in the workplace 		Yes / No

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7. Identify risk factors (e.g. safety or security issues) at work and act proactively to minimise those risks.	Describe an example of a potential or actual risk factor (hazard, health issues etc) and explain how you have resolved this issue. Your example should involve a statement about your own intervention, not only the workplace risk management system.	<ul style="list-style-type: none"> • Attend staff induction programs • Understand organisation’s emergency procedures affecting the workplace (fire, hazards etc) • Act according to organisation’s emergency procedures when required • Ensure the security and safety of self, work colleagues and clients if necessary 		Yes / No
8. Deal with unplanned and/or serious events (e.g. economic downturn or accidents) efficiently and effectively.	<p>Describe an unplanned event you have encountered and describe your part in managing or dealing with this event.</p> <p><i>For example, you may have helped with the resolution of a complaint, or helped in the response to an accident or crisis of some kind.</i></p>	<ul style="list-style-type: none"> • Access and understand organisation’s critical incident policy and procedures • Anticipate unforeseen circumstances affecting students (pre-departure accidents, flight cancellations, natural disasters, family emergency etc) and act according to organisation’s policy and procedures • Understand the economic /global environment in which the organisation operates and act responsibly when directed during serious events affecting the organisation 		Yes / No

Personal Qualities (referee to complete)

Is the education agent counsellor:

9. Patient, polite, pleasant and honest in their work?

Yes / No

10. Well-presented?

Yes / No

11. Careful of the health and safety of her/himself and others at work?

Yes / No

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Comments by the referee (optional):.....

Declaration: I confirm that the above individual has demonstrated the relevant skills and personal qualities detailed above.

Name (please print)

Organisation

E-mail.....

Telephone.....

Professional relationship to Counsellor.....

Length of time you have known the education agent in professional capacity.....

Signature.....

Date