

EATC Units of Competency

BSBIND302A Work effectively in the international education services industry	
<p>Unit Descriptor: This unit describes the performance outcomes, skills and knowledge required to provide administration services in an international education organisation. Particular emphasis is on workplace practices such as the application of intercultural protocols, cross cultural communication, identification of job role requirements and career planning.</p>	
Elements	Performance criteria
1. Access information on work roles and career planning	1.1 Identify information on career prospects in the international education industry from appropriate sources 1.2 Identify the range of work roles in international education organisations from appropriate sources 1.3 Identify a professional career pathway plan
2. Interact effectively with clients	2.1 Identify and respect cultural and intercultural protocols of the industry and organisation 2.2 Identify and comply with organisational client services policies and guidelines 2.3 Apply appropriate cross-cultural communication skills in interactions with international clients 2.4 Interact effectively with internal and external clients, co-workers and the public 2.5 Work effectively in a team
3. Perform work tasks effectively	3.1 Manage time and prioritise work role tasks efficiently and effectively 3.2 Follow organisational work procedures and work behaviour guidelines 3.3 Seek feedback on personal performance in work role from others including appropriate organisation officer 3.4 Review own performance and identify any areas for improvement
4. Comply with legislative and regulatory requirements	4.1 Identify legislative and regulatory compliance requirements and codes relevant to work role 4.2 Comply with legislative and regulatory requirements relevant to work role 4.3 Comply with industry codes of practice 4.4 Check validity of work task processes and outcomes in relation to legislative and regulatory compliance and in accordance with organisational procedures
5. Participate in learning to promote career development	5.1 Undertake an audit of relevant work skills, knowledge and attributes 5.2 Determine appropriate ways of bridging gaps in own work skills related to international education work role requirements 5.3 Identify future skills requirements 5.4 Identify and participate in professional development learning opportunities

BSBEDI301A Assist with monitoring compliance in international education

Unit Descriptor: This unit describes the performance outcomes, skills and knowledge required to assist in monitoring compliance with relevant legislation, regulations, finance and insurance requirements in international education services administration work roles. It emphasises processes which relate to client services, especially reviewing and reporting on compliance.

<p>1. Communicate legislative and regulatory obligations to organisation, clients and stakeholders</p>	<p>1.1 Acquire and apply knowledge of relevant legislation and regulations to assist with ensuring compliance 1.2 Use organisational compliance systems and procedures to identify compliance information required by relevant legislation and regulations 1.3 Prepare and have checked, in line with organizational procedures, information regarding legislative obligations for dissemination to a range of international clients and stakeholders 1.4 Provide legislation-related information to international students to inform them of their obligations and to confirm their understanding of requirements 1.5 Provide information about legislative and regulatory obligations to clients and stakeholders in a range of formats</p>
<p>2. Contribute to processes for compliance with legislative and regulatory requirements</p>	<p>2.1 Identify organisation's student monitoring and reporting processes 2.2 Identify online processes for monitoring and reporting 2.3 Follow operational procedures for administration roles in relation to insurance and financial requirements 2.4 Contribute to case management in relation to organisational reporting procedures 2.5 Take appropriate and timely remedial action through organisational channels in instances of non-compliance</p>
<p>3. Review processes for compliance with legislative and regulatory requirements</p>	<p>3.1 Assist with reviewing processes and policies for student monitoring and reporting 3.2 Review and recommend updates to policies and procedures for legislative and regulatory compliance, in line with work role 3.3 Make approved adjustments to operating procedures in response to changes in legislative and regulatory compliance policies and procedures 3.1 Assist with reviewing processes and policies for student monitoring and reporting</p>
<p>4. Interact with stakeholders and groups external to the organisation</p>	<p>4.1 Identify contact information for government agencies and other relevant bodies in relation to compliance requirements 4.2 Develop communication strategies for interaction with government agencies and other relevant bodies 4.3 Apply protocols for liaison and information sharing</p>