



# TAE50310 Diploma in International Education Services

## Online and/or Blended Delivery

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### Qualification

TAE50310 Diploma in International Education Services (Release 3).

### Training Package

TAE10 Training and Education Package (Release 3.4).

### GEM Online Campus

The Learner is provided with User Name and Password to the GEM Online Campus, which enables access to the interactive Online Screen Guide; the Learner Guide (pdf); the Assessment Guide; and the Quick Reference Guide.

### Blended Delivery

Study via face to face intensives; supported by Learner Guide, Assessment Guide; Online Seminars.

### Time Commitment

Nominal minimum hours of study plus individual research and on the job application is 1,200 - 2,400 hours (normally over a period of 12 - 24 months); **OR** approximately 10 hours research and study per week (face-to-face/online) for 12 months from commencement. During the balance of the time, learners will be engaged in work-based/simulated work-based (portfolio building) activities, assessments.

## Course Overview

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### Course Description

This qualification reflects the roles of individuals working in international education administration who apply a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team.

International education work contexts include international onshore education, transnational offshore education, international projects, and exchange or study abroad programs. A range of public and private education sectors and organisations provide international education. Sectors include higher education, vocational education and training, schools, English language intensive courses for overseas students (ELICOS), and preparatory courses (foundation, bridging and enabling).

### Career Opportunities/Vocational Outcomes

This qualification may apply to people who are working in an international environment in the provision of educational services.



**NATIONALLY RECOGNISED  
TRAINING**  
GEM College of International Business  
is registered to deliver nationally  
recognised training under the auspices  
of Australian Skills Quality Authority,  
National Code 0366.

## Pathways

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### Possible Job Roles

Job Roles could include:

- accommodation coordinator
- assistant marketing coordinator
- AusAID liaison officer
- coordinator, manager or officer in government agency or peak body
- deputy principal (schools sector)
- director of student administration
- director of studies
- ELICOS director
- enrolment or admissions officer
- head of boarding house
- international admissions coordinator or officer
- international liaison officer
- international programs coordinator
- international student academic adviser
- international student coordinator
- international student orientation program coordinator
- manager, international student admissions or administration
- manager or coordinator, international student support services
- manager or liaison officer, international marketing
- student union officer, international student programs

### Entry Requirements/Pathways

There are no pre-requisites, however preferred pathways could include:-

Having completed [BSB40515](#) Certificate IV in Business Administration and providing evidence of competency in the core units required for [BSB30515](#) Certificate III in Business Administration (International Education) or some vocational experience working in a range of business settings in support roles including international education services.

### Articulation Pathways from the Qualification

On completion of this course, candidates may undertake [TAE70311](#) Graduate Certificate in International Education Services

### Student selection

Each applicant will be interviewed to ensure suitability of program for the individual and his/her current position and/or career path.

### Gaining University Entrance

A Certificate IV or Diploma may gain 6-12 months advanced standing in a university degree. Some Advanced Diplomas may be eligible for even more credit. Choosing a GEM College of International Business to University Pathway is a great way to get practical 'job ready' skills and then gain entry to a university at an advanced stage.

A Graduate Certificate from GEM College of International Business, coupled with relevant industry experience, may gain entrance to post graduate qualifications.

## Course Structure

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The Course Structure consists of **10 units, 7 Core units** and **3 Elective units**. At least 2 of the Electives must be from those listed immediately below or any other currently endorsed Training Package or accredited course. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

### CORE UNITS

- BSBIND302 Work effectively in the international education services industry\*
- BSBLDR402 Lead effective workplace relationships
- CHCCS405A Work effectively with culturally diverse clients and co workers
- TAEEDU501A Facilitate international education compliance\*
- TAEEDU502A Manage international education issues and incidents\*
- TAEEDU504A Manage international education and training processes
- TAEEDU509A Use information to enhance international education work role performance\*

### ESSENTIAL ELECTIVE OPTIONS

#### Compliance

- BSBCOM501 Identify and interpret compliance requirements

#### Customer service

- BSBCUS501 Manage quality customer service

#### Educational administration

- TAEEDU401A Coordinate provision of pastoral care services to international students
- TAEEDU503A Manage international student recruitment and selection
- TAEEDU505A Manage international client accommodation services
- TAEEDU506A Facilitate international education events and programs
- TAEEDU507A Manage transnational offshore education programs
- TAEEDU508A Manage international education financial and administrative processes

#### Financial management

- BSBFIM501 Manage budgets and financial plans

#### Human resource management

- BSBHRM505 Manage remuneration and employee benefits

#### Information management

- BSBINM501 Manage an information or knowledge management system

#### Innovation

- BSBINN502 Build and sustain an innovative work environment

#### Learning and development

- BSBLED501 Develop a workplace learning environment

#### Management

- BSBMGT502 Manage people performance
- BSBMGT516 Facilitate continuous improvement
- BSBMGT616 Develop and implement strategic plans
- CHCORG14B Manage a service organisation

#### Marketing

- BSBMKG513 Promote products and services to international markets
- BSBMKG516 Profile international markets

**Occupational health and safety**

BSBWHS501 Ensure a safe workplace

**Project management**

BSBPMG522 Undertake project work

BSBPMG609 Direct procurement and contracting for a project program

**Relationship management**

BSBREL501 Build international client relationships

BSBREL502 Build international business networks

**Research**

BSBRES401 Analyse and present research information

**Training advisory services**

TAETAS501B Undertake organisational training needs analysis

**SELECTING ELECTIVE UNITS FOR DIFFERENT OUTCOMES**

The context for this qualification varies and this must guide the selection of elective units. Examples of appropriate elective units for particular outcomes follow.

**Coordinator, international student support services**

**7 core units plus 3 elective units**

BSBCUS501 Manage quality customer service

TAEEDU401A Coordinate provision of pastoral care services to international students

TAEEDU506A Facilitate international education events and programs

**Manager, international marketing**

**7 core units plus 3 elective units**

BSBMKG513 Promote products and services to international markets

BSBREL501 Build international client relationships

BSBREL502 Build international business networks

**Director of student administration**

**7 core units plus 3 elective units**

TAEEDU503A Manage international student recruitment and selection

TAEEDU508A Manage international education financial and administrative processes

BSBMGT516 Facilitate continuous improvement

## Course Fees

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### Fees

VET Fee Help may be available for this qualification: [www.gem-college.com/financial-assistance](http://www.gem-college.com/financial-assistance)

Where VET Fee Help is not available, other State Government funding/subsidies may be available within your state. Please check with your GEM representative if you require clarity in this regard.

Your tuition fee includes:-

- Access to GEM Online Campus – and interactive Onscreen Guides
- Learner Guide for each Unit (pdf)
- Assessment Guide for each Unit (pdf)
- All essential reference materials.
- Additional Reference materials may be requested, to further enhance your learning, and these will attract an additional charge.
- Contact our Administration Centre on (08) 8342 3316 for more information and payment options.
- Fees, charges and course offerings are subject to change.

This fee can be paid using EFTPOS, Visa, MasterCard, cheque, money order or purchase order

### Scholarships

A limited number of Partial Scholarships are offered within Australia annually. A limited number of Offshore Scholarships are offered annually. See Application for Consideration for Scholarship on the GEM website.

**Course Fees: \$14,999**

## Grievances and Appeals

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GEM College of International Business is committed to ongoing improvements that will enhance the service that is provided to you, the client. Should you have any grievance with the way in which GEM College has conducted business with you, we will be pleased to listen to what you have to say. By doing so, hopefully, we will improve our service which, will in turn, benefit everyone accessing training through us.

In the first instance, any grievance should be discussed with the relevant Administrative person, Tutor or Facilitator. If they cannot resolve the problem to your satisfaction, it will then be referred to the Campus Manager. If the Campus Manager was your first point of contact or if the issue is still not resolved to your satisfaction, then the National Manager shall endeavour to resolve the matter. If the National Manager does not resolve the matter to your satisfaction, the Director-International Business or the Corporate Leader will be pleased to make an appointment and listen to your grievance. Further detail regarding our grievance and appeals policy is contained in our "Customer Service Charter and Grievance Policy" which is located at [www.gem-college.com/policies](http://www.gem-college.com/policies)

If you do not agree with the result given for an assessment task, you may appeal the assessment decision. You should first discuss the assessment result with your Tutor or Facilitator. If you are not satisfied with the outcome of that discussion, you can access the appeal process through the Campus Manager. More information on Learner's rights and responsibilities can be found at [www.gem-college.com/policies](http://www.gem-college.com/policies)

GEM College of International Business hereby gives an assurance that no discrimination shall be made against an individual or organisation lodging a grievance. We view all criticism and suggested improvements as ways that will allow us to improve our service to you.

## Assessment

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There are assessment tasks for every Performance Criteria built into every Unit of Competency. You will not be assessed until you indicate that you are prepared for assessment. You will be given at least one-week's notice by your Tutor or Facilitator for any assessment being organized by the Assessor. You must have submitted your portfolio of evidence prior to the actual assessment date, or bring it with you to the assessment. If face to face assessment is being undertaken you must attend. If you are sick, a phone call is required to advise of your absence. Otherwise, a doctor's certificate will be necessary for an alternative date to be set for the assessment. For more information on assessment, refer to your 'Course Information Guide' for this Unit, and/or for additional information, which is available on the GEM website.

### **Location**

If you do not have a workplace that is suitable for you to demonstrate your competence on the job, GEM College of International Business may be able to provide customised, flexible or on-the-job options for this course. Contact your Tutor or Facilitator for further information to discuss your needs.

### **Reasonable adjustment**

If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately discuss this with your Tutor or Facilitator, about a 'reasonable adjustment'. This is the adjustment of the way in which you are to be assessed to take into account your condition. This may include providing additional time, or a support person. While assessment tasks may be changed to suit your condition, the actual performance criteria cannot be altered.

### **Recognition of Prior Learning and Current Competency**

GEM College of International Business recognises skills gained through previous studies, the workplace and life experience which may allow you to complete your qualification more quickly than the nominated minimal hours.

You may be entitled to recognition that will exempt you from one or more Units of Competency. Where you can provide evidence of competency in all Units in a given qualification, you will be required to complete a major project, to demonstrate your ability to provide current application of those competencies across a range of sectors, or with regards to a range of contingencies.

If you are granted RPL the target unit will be reported on your Academic Transcript advanced standing. No gradings are provided for Units granted under RPL arrangements.

You must enrol in all Units of Competency and apply for an exemption by completing a form. Attendance at class, or Online is necessary until any relevant exemption is granted.

For further information please contact the Quality Control Officer on (08) 8342 3316 or visit the GEM College website.

## Important GEM College Policies and Processes

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GEM College of International Business is acknowledged as upholding the highest standards of ethical conduct and professional excellence. We inculcate these same standards in our learners and strive to produce business leaders with recognised integrity. Thus, our (benchmarked for best practice) policies and processes support this and protect both the College and learners.

The policies and processes of the College are transparent; we therefore discuss these with our learners during an Orientation Session at the commencement of each course. You will be required to acknowledge that you have read, understand, accept and are willing to ascribe these policies and processes during the Orientation Session.

The college website (at [www.gem-college.com/policies](http://www.gem-college.com/policies)) includes the following as essential pre-reading:

- Customer Service Charter and Grievance Policy
- Fair treatment and equal opportunity (Equity) Policy and Procedures
- Sexual Harassment Policy
- Plagiarism Policy
- Environmental Policy
- Student Review Procedures and Refund Policy
- Statement of Tuition Assurance.
- Privacy and Personal Information Policy and Procedures
- Schedule of Tuition fees

More information can be found at the GEM College of International Business website at [www.gem-college.com](http://www.gem-college.com)

## Additional Details

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### Contact Details

GEM College of International Business  
Highgate Park Building  
Level 2B/103 Fisher Street  
Fullarton, SA 5063  
Phone: (08) 8342 3316  
Mobile: 0419 845 053 (Stephen Short)  
Fax : (08) 8341 2848  
Email: [administration@gem-college.com](mailto:administration@gem-college.com)  
Web: [www.gem-college.com](http://www.gem-college.com)

### Course Commencement Dates

Rolling entrance dates, commence at any time.

### Registration of Expression of Interest

[www.gem-college.com/index.php/register](http://www.gem-college.com/index.php/register)

### Orientation Sessions

Will occur on GEM Campus, or via Zoom. Dates to be advised.