

# Assessed Short Courses for experienced administrators in international education; resulting in the National Certificate in Business Administration

<b>1. Pastoral care in international education</b>		
Purpose statement	Unit standards (level/credits)	Learning outcomes
Manage student welfare and provide visitor support using communication that is effective in a culturally diverse setting.	378 (3/3) provide customer service for international visitors	<ul style="list-style-type: none"> <li>• identify and describe present and emerging international visitor groups</li> <li>• communicate with international visitors</li> <li>• provide customer service for international visitors</li> <li>• provide information to international students &amp; their parents or guardians</li> <li>• manage the ongoing requirements of international students</li> <li>• identify communication implications of cultural diversity</li> <li>• communicate in a culturally diverse workplace</li> </ul>
	10505 (4/8) manage the welfare of overseas students in an educational environment	
	11099 (4/4) develop strategies for communicating in a culturally diverse workplace	
<u>Assignments Outline</u>		
1. Research Project - Investigate appropriate greetings and strategies for effective communication for a range of present and emerging visitor and student groups. Identify key implications for your workplace. 2. Effective Practice - Provide information and manage a range of requirements of international students and visitors using the strategies identified. Include evidence of effective practice in the workplace, following the Code of Practice, through attestation and/or documents. 3. Reflection on Feedback - Obtain feedback from the targeted groups and state how your practice can be further improved.		
<b>2. Services for international education</b>		
Purpose statement	Unit standards (& credits)	Learning outcomes
Provide administrative services that include performance management planning, & evaluate these in a report.	23396 (4/3) demonstrate knowledge of performance management planning	<ul style="list-style-type: none"> <li>• demonstrate knowledge of the role of performance management in an organisation</li> <li>• develop a performance management plan</li> <li>• provide management administrative services and evaluate own provision of management administrative services</li> <li>• provide management administrative services and evaluate own provision of management administrative services</li> <li>• write a report</li> </ul>
	21863 (5/10) provide and evaluate management administration services	
	3491 (3/4) write a report	
<u>Assignments Outline</u>		
1. Performance Management Plan - Describe and explain the purpose and key components of performance management. Explain its relevance and role in your own position and develop a performance management plan for your position. 2. Administrative Services Provision - Provide administrative services and explain how they interconnect with the management and other role(s) in your organisation. You must include evidence of your workplace service provision in the form of attestation and/or documents. 3. Evaluation Report - Evaluate effectiveness of performance management plan and administration services in a comprehensive report.		
<b>3. Meeting change and challenges in international education</b>		
Purpose statement	Unit standards (& credits)	Learning outcomes
Apply key ideas of change management and problem-solving, and summarise as a desktop publication.	23400 (4/5) demonstrate and apply knowledge of change management in a business operation	<ul style="list-style-type: none"> <li>• demonstrate knowledge of change management</li> <li>• demonstrate knowledge of the impact of change on people in organisations</li> <li>• manage change for a work team</li> <li>• define and analyse the problem</li> <li>• evaluate possible solutions</li> <li>• implement and review the solution</li> <li>• plan desktop publication (DTP) documents for organisation use</li> <li>• produce the documents in accordance with the brief's specifications</li> <li>• evaluate the documents against the brief and print edited product</li> </ul>
	2789 (3/5) produce desktop published documents for organisational use	
	9696 (4/4) apply problem-solving techniques	
<u>Assignments Outline</u>		
1. Preparation for change and challenges – Investigate the nature of change and the change process, and the impact of organisational change on people. Identify a workplace problem, then plan & evaluate three solutions. Present in two desktop published documents. 2. Documentation of managed change – Explain the management of change. Through implementing your preferred solution, manage a change situation in your workplace and provide a summary of your process in a desktop published document. 3. Evaluate desktop published documents – Evaluate your desktop published documents against their intended use in your organisation		
<b>4. Marketing international education</b>		
Purpose statement	Unit standards (& credits)	Learning outcomes
Strategically pursue and manage marketing opportunities using various methods, including the use of a business presentation.	11654 (6/5) coordinate provision of international business administration services	<ul style="list-style-type: none"> <li>• confirm organisational relationships and administration service needs</li> <li>• establish information requirements and communication methods</li> <li>• coordinate provision of administration services</li> <li>• identify and evaluate processes and methods to facilitate innovation within an organisation</li> <li>• examine the role of entrepreneurship in the development and growth of organisations</li> <li>• identify and apply intrapreneurial principles and practices to an organisation</li> <li>• identify, evaluate and select presentation options to meet a business purpose</li> <li>• prepare and present information to an audience in a manner that meets the business purpose</li> </ul>
	9740 (5/5) explain and apply principles and practices for innovation, entrepreneurship, and intrapreneurship	
	11647 (5/5) present business information for a business purpose	
<u>Assignments Outline</u>		
1. Development Scenario - As individuals, in pairs or threes, examine the notions of innovation, entrepreneurship and intrapreneurship. Apply to the hypothetical development of collaborative education venture in another country, or the setting up of an off-shore office. 2. Simulation Activity - Provide simulated advice for coordinating international business administration services to your scenario, e.g. organisational relationships and service needs; information and communications; and processes and systems to coordinate provision. 3. Presentation - Plan, deliver and videotape a business presentation of your development plans and service advice, to meet the business purpose of gaining support for your development as a marketing strategy.		