

Competencies in International Education

	Competencies ¹	Competency profile		
		Rank Order by numbers 1 to 5	Self assessment HIGH / ABOVE AVERAGE / AVERAGE / BASIC	Competency frequency FREQUENTLY / SOMETIMES / OCCASIONAL
	Understanding the field of International education			
1	Skills in working within regulatory and ethical frameworks which impact on students and staff			
2	Understanding your organisation and its strategic objectives			
3	Understanding of the history, philosophy and structure of Australian education			
4	Appreciation of how culture and language influence teaching and learning styles			
5	Knowledge of the global education environment			
	Cross cultural communication skills			
6	Skills in communicating effectively with people from culturally diverse backgrounds			
7	Skills in listening, mediation, negotiation and problem solving in cross cultural settings			
8	Knowledge of cultural values and their effect on individuals and groups			
	Student advising and program development			
9	Developing, coordinating and delivering programs and activities which effectively support the students under your care			
10	Crisis management skills and appropriate policy implementation			
11	Understanding the roles of advising in a student setting			
	1. 2. Client service			
12	Representing the interests of your client group to achieve sound educational outcomes			
13	Mediating in conflict situations fairly, and with good judgement			
	Promoting Australian education			
14	Skills in accurately representing Australian education, and your institution			
15	Ability to prepare and implement marketing plans			
	Team building and networking			
16	Managing other people in a work unit, and understanding the key roles and responsibilities in other relevant areas			
17	Developing networks with colleagues within and outside your organisation			
	Emotional competence			
18	Providing advice to students with compassion, sensitivity and insight			
19	Adopting a professional approach to all encounters, and recognising the boundaries of your professional expertise			
20	Respond to critical incidents objectively and ethically, and within your professional limits			

Exercise and matrix developed by Peter Spolc and Paula Dunstan. Copyright.2004