Australian Government

BSBHRM511 Manage expatriate staff

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage Australian staff working in other countries including planning for offshore work, supporting expatriate staff and arranging for the repatriation of expatriate staff.

It applies to individuals working in a managerial role who direct the work of others working in any industry context and with teams of variable sizes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan for offshore work	1.1 Review type of work to be conducted offshore and record roles, tasks and responsibilities of team members
	1.2 Research cultural, linguistic and regulatory differences of offshore work site
	1.3 Evaluate Australian and host country taxation law as it affects offshore work
	1.4 Review and select options for employment contracts and remuneration arrangements
	1.5 Develop selection procedures ensuring employee adaptability
	1.6 Create team and individual work plans and timeframes
	1.7 Ensure that necessary work permits, visas and immunisations are

ELEMENT	PERFORMANCE CRITERIA
	obtained and that travel and accommodation arrangements are made
	1.8 Plan for required technology and equipment for offshore team
2 Support expatriate staff to achieve goals	2.1 Arrange for the provision of cultural awareness training and orientation to new work site and living situation
	2.2 Provide relevant organisational information and clarify performance expectations
	2.3 Establish clear procedures for open and honest communication
	2.4 Manage team dynamics and support team performance
	2.5 Review individual and group performance and provide development opportunities
	2.6 Assist in the management of conflict and address disputes and grievances
	2.7 Recognise and reward contributions of team members
3 Arrange and evaluate repatriation	3.1 Support staff to plan for repatriation
	3.2 Assign work roles and responsibilities to returning staff
	3.3 Provide mentoring through transition following return to Australia
	3.4 Evaluate effectiveness of management strategies and support for expatriated staff

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.5, 3.4	• Reviews, evaluates and applies content from a range of structurally complex texts to aid in managing expatriate staff
Writing	1.1-1.8, 2.1, 2.3, 2.5, 3.4	• Produces a range of text types matching style of writing to purpose and audience
Oral Communication	2.1, 2.2, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3	• Conveys information using structure and language, appropriate to a specific audience • Employs listening and questioning techniques to

		clarify and confirm understanding	
Numeracy	1.3, 1.4	• Selects and interprets mathematical information embedded in familiar texts when dealing with remuneration arrangements	
Navigate the world of work	1.1, 1.2, 1.3, 1.5, 2.3, 3.2	• May reflect on designation of roles and responsibilities in order to achieve positive outcomes • Develops or modifies organisational policies and procedures to support organisational goals and to ensure compliance with legislative requirements • Develops and maintains knowledge of cultural, linguistic and regulatory requirements relevant to current role in order to provide assistance to staff	
Interact with others	2.1, 2.3-2.7, 3.1-3.3	• Selects and implements appropriate communication protocols to liaise with staff members in a range of work contexts • Adapts personal communication style to build a positive working relationship and show respect for the opinions, values and particular needs of others • Collaborates with others to provide information, feedback and support, avoiding behaviours that are not conducive to a productive environment • Manages conflict in the workplace by recognising contributing factors and implementing appropriate conflict resolution strategies	
Get the work done	1.1, 1.2, 1.4-1.8, 2.2, 2.4-2.7, 3.1, 3.4	• Plans and organises complex tasks to ensure that that the repatriation process progresses according to requirements, ensuring that all parties are kept informed • Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities • Makes critical decisions in complex situations, taking a range of variables into consideration and interacting with others as required • Evaluates and analyses results of decisions to identify opportunities for improvement	

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM511 Manage expatriate	BSBHRM511A Manage expatriate	Updated to meet Standards for	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
staff	staff	Training Packages	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10