



Australian Government

BSBINT304 Assist in the international transfer of services

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 provide general assistance to senior staff in the operational aspects of transferring services internationally. Work may be for an external client or for the organisation in which the individual is employed.

It applies to individuals who work under the supervision of a more experienced colleague in various international work contexts. They may exercise discretion and judgement using appropriate knowledge of international services.

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

Unit Sector

Business Development – International Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Clarify services to be transferred internationally	1.1 Determine services to be transferred internationally and clarify with supervisor or manager 1.2 Determine own role in transfer of services internationally from job description, instructions provided and discussion with supervisor or manager
2 Contribute to implementing processes for transfer of services	2.1 Clarify and document preferred and required processes for transfer of services with supervisor or manager 2.2 Obtain required permit application forms for transfer of services internationally

ELEMENT	PERFORMANCE CRITERIA
	2.3 Complete permit application forms with assistance as required 2.4 Complete any other documents required for transfer arrangements with assistance as required and as assigned 2.5 Check documents for accuracy and completeness
3 Contribute to cost calculations	3.1 Discuss and record cost components for international transfer of services with supervisor or manager 3.2 Make a determination of components of costs 3.3 Seek assistance as required in assigned tasks related to calculating costs for international transfer of services 3.4 Document costs for international transfer of services in accordance with workplace procedures 3.5 Check cost calculation for accuracy and completeness prior to forwarding to supervisor or manager 3.6 Finalise and recheck any revisions to calculations made by self and supervisor or manager
4 Assist in completing required documentation	4.1 Complete and collate required documentation completed by self and others in the workplace 4.2 Seek assistance as required in completing and checking documentation required for international transfer of services 4.3 Check required documents by self and forward for checking by supervisor or manager 4.4 Finalise, submit or lodge documents with relevant parties 4.5 Identify and file required copies of documents according to workplace procedures

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, 1.2, 2.3-2.5, 3.2, 3.4-3.6, 4.1, 4.3, 4.5	<ul style="list-style-type: none"> Identifies and comprehends relevant information from texts relating to the international transfer of services
Writing	1.1, 2.1, 2.3, 2.4,	<ul style="list-style-type: none"> Records key information related to the outcomes of the

	3.1, 3.2, 3.4-3.6, 4.1, 4.4, 4.5	<ul style="list-style-type: none"> job Completes documentation according to requirements
Oral Communication	1.1, 1.2, 2.1, 2.3, 2.4, 3.1, 3.3, 4.2	<ul style="list-style-type: none"> Participates in a variety of spoken exchanges using appropriate vocabulary and structure Uses listening and questioning skills to seek clarification
Numeracy	3.1-3.6	<ul style="list-style-type: none"> Uses mathematical techniques when carrying out cost calculations for international transfer of services
Navigate the world of work	1.2, 2.2-2.5, 3.2, 3.4, 3.5, 4.1, 4.3-4.5	<ul style="list-style-type: none"> Recognises and applies knowledge of regulatory compliance framework and organisational procedures to achieve expectations
Interact with others	1.1, 1.2, 2.1, 2.3, 2.4, 3.1, 3.3, 4.2-4.4	<ul style="list-style-type: none"> Selects the appropriate form and mode of communication when gathering, confirming and providing information, taking into account purpose and audience Seeks clarification and assistance when dealing with services to be transferred internationally
Get the work done	2.2-2.5, 3.1, 3.2, 3.4-3.6, 4.1, 4.4, 4.5	<ul style="list-style-type: none"> Uses logically sequenced steps to plan and implement tasks required to achieve outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBINT304 Assist in the international transfer of services	BSBINT304B Assist in the international transfer of services	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>