



Australian Government

BSBREL502 Build international business networks

Release: 1

BSBREL502 Build international business networks

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 build international business networks that benefit the business and its clients in a culturally appropriate way.

It applies to individuals with managerial responsibility for setting up, maintaining and reviewing participation in international business networks.

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. Develop and maintain appropriate international business networks	1.1 Allocate time to build and maintain international business networks 1.2 Identify opportunities to build international business networks 1.3 Use participation in international and Australian business associations, trade fairs, conferences and professional development activities to establish and maintain a network of support for the business and to enhance personal knowledge of international markets 1.4 Identify and maximise opportunities to make face-to-face contact with overseas business associates and international business network members 1.5 Establish communication channels to exchange information and

ELEMENT	PERFORMANCE CRITERIA
	ideas with international business network members 1.6 Provide input to the network and seek and verify feedback
2. Reflect social and cultural awareness in developing and maintaining international business networks	2.1 Identify sources of information relating to social and cultural awareness for specific cultural groups within current and prospective network membership 2.2 Analyse and note sources of information relating to social and cultural awareness for specific cultural groups within current and prospective network membership using available information sources 2.3 Use communication styles and social mores appropriate to specific cultural groups in relating to individuals and groups within the network 2.4 Review the quality of communication and relationships with network members on a regular basis to determine effectiveness of communication styles and interactions
3. Review own participation in international business networks	3.1 Estimate and document costs of own participation in international business networks 3.2 Quantify and document the value of outcomes derived from participation in international business networks 3.3 Analyse the value of outcomes derived from participation in international business networks in comparison to costs of participation 3.4 Ensure that decisions are made and implemented to increase, maintain or decrease participation in networking activity as a result of review process

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	1.2, 1.3, 2.1, 2.2, 2.4, 3.3	Interprets, analyses and evaluates complex information in texts to identify ways to build and maintain networks
Writing	1.5, 2.2, 2.4, 3.1, 3.2	Develops a range of texts relating to network management using vocabulary, grammatical structures

		and conventions appropriate to the context and target audience Records details of appropriate information sources for future reference
Oral Communication	1.3, 1.6, 2.3, 2.4	- Participates in verbal exchanges of ideas with a range of audiences using appropriate structure and language - Uses questioning and active listening to request feedback or to clarify or confirm understanding
Numeracy	3.1-3.3	Uses a limited range of mathematical calculations to calculate and reconcile amounts and evaluates and compares numerical information
Interact with others	1.3, 1.5, 1.6, 2.3, 2.4, 3.2	- Establishes and uses appropriate conventions and protocols when communicating with diverse network members - Adapts personal communication style to show empathy and respect for the opinions, values and particular needs of others - Implements strategies to build rapport and foster strong relationships
Get the work done	1.1-1.6, 2.1-2.4, 3.1-3.4	- Plans, organises and implements tasks to achieve networking objectives, changing plans when necessary - Systematically gathers and analyses all relevant information and evaluates options in order to determine effectiveness of information sources, communication methods and participation in networks - Uses digital tools to gather, store, access or share information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBREL502 Build international business networks	BSBREL502A Build international business networks	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>

Assessment Requirements for BSBREL502 Build international business networks

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Performance Evidence

Evidence of the ability to:

- identify opportunities for contact with international business people including:
 - government, industry and professional associations
 - trade fairs
 - conferences
 - professional development activities
 - informal and formal networks
- contribute to international business contacts and networks that support the organisation and develop own knowledge of international markets
- maximise opportunities for contact and exchange of business related information with network members and note the business and interpersonal outcomes
- analyse information from a range of sources to identify the cultural and social norms of current and prospective network members
- reflect social and cultural awareness in relationships and communications with network members
- review participation in networks including:
 - the value of business and interpersonal outcomes
 - other benefits
 - costs
 - quality and effectiveness of personal communication styles and interactions
- recommend whether to maintain, increase or decrease participation in networks and follow through to ensure decisions are made.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline internal and external sources of information that can inform an understanding of diverse social and cultural groups
- give examples of existing international business networks and explain their potential value to the organisation
- outline the legislative and regulatory context relevant to international business networks
- explain the principles of communication theory with reference to cross-cultural communication
- outline aspects of organisational policies, procedures and processes that are relevant to participation in networks.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development – international business field of work and include access to:

- international business networks
- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with people from diverse social or cultural backgrounds.

Assessors must satisfy NVR/AQTF assessor requirements.

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