



Australian Government

Department of Education, Employment and Workplace Relations

BSBINT304B Assist in the international transfer of services

Revision Number: 1

BSBINT304B Assist in the international transfer of services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide general assistance to senior staff in the operational aspects of transferring services internationally. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit 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. Work may be for an external client or for the organisation in which the individual is employed.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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 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 components of costs 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 to or lodge documents with relevant parties 4.5. Identify and file copies of documents required for

ELEMENT	PERFORMANCE CRITERIA
	filing according to workplace procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- communication skills to clarify requirements with supervisor or manager
- planning and organising skills to meet deadlines
- literacy skills to read and create documentation and to obtain permits
- numeracy skills to undertake cost calculations.

Required knowledge

- identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
 - Customs Act
 - Dangerous Goods Act
 - International Commercial Terms (INCOTERMS)
 - trade modernisation legislation: Customs Legislation Amendment and Repeal Act, Import Processing Charges Act, Customs Depot Licensing Charges Amendment Act
 - Trade Practices Act
 - trade modernisation legislation: Customs Legislation Amendment and Repeal Act, Import Processing Charges Act, Customs Depot Licensing Charges Amendment Act
 - Warsaw Convention
 - World Trade Organization determinations
- company history of arranging transfer of services internationally
- international and Australian regulatory bodies, their roles and responsibilities
- enterprise policies and procedures relating to business operations in an international context.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- providing assistance to arrange for the international transfer of services
- contributing to cost calculations
- assisting in the completion of documentation
- knowledge of legislation, codes of practice and national standards relevant to the work role.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of documentation relating to the transfer of goods and services.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of completed permit application forms and other documents required for transfer arrangements
- analysis of responses to case studies and scenarios
- observation of presentations
- oral or written questioning to assess knowledge of key differences between the transfer of goods and the transfer of services
- assessment of documented costs for international transfer of services
- assessment of submitted or lodged documents.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other international business units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Permit application forms may include:

- payment of charges levied by the Australian government and international governments
- permits from regulatory bodies (Australian and international)

Other documents may include:

- marketing information
- materials to support transfer of services such as training materials, technical data and information, enrolment forms
- quotation proformas
- standard contract forms
- standard licensing agreements form

Costs may include:

- labour costs including consultancy
- licensing fees
- marketing costs
- materials costs
- profit margin
- project management costs
- setting up costs

Determination of components of costs may include:

- advice from supervisor or manager, more experienced colleagues, customs brokers, training staff, technical experts
- previous history of international service transfer involving same or comparable countries
- quotation or reference to existing tender or contract
- reference material within the organisation, training providers, professional libraries, trade journals, internet or organisation's intranet
- tables of fees and charges

Relevant parties may include:

- Australian and international regulatory bodies
- client (seller and buyer)
- non-regulatory government agencies

RANGE STATEMENT

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|--|---|
| | <ul style="list-style-type: none">• other personnel within organisation |
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Unit Sector(s)

Unit sector	
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Competency field

Competency field	Business Development - International Business
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Co-requisite units

Co-requisite units		