

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Provide assistance and support to assignee (and family) for international assignment
Code	106991L4
Range	Providing assistance and support to the assignees (and family) to handle administrative and personal issues in all areas affecting an overseas assignment (e.g. application for visa, stress, relationship issues, elder care, child care, education). This applies to the engagement with assignees (and families) for managing the issues that arise with an international assignment from pre-departure planning through the repatriation process.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand the importance of providing consistent and fair support to existing or new employees who are required to relocate for business reasons 2. Applications and Processes <ul style="list-style-type: none"> • Communicate the job details of the international assignment (e.g. nature of the position and responsibilities, duration of the assignment, reporting line, business hours / days of new location, compensation and benefits, tax arrangement) with the assignees • Provide information of the new location and relocation process (e.g. pre-departure briefing, cultural briefing, look-and-see trip) to the assignees • Check fulfilment of all specific requirements of the new location before each assignee's departure (e.g. medical examination, visa) • Provide support to assignees to get themselves settled into the new workplace (e.g. orientation programme) and their family into the new community (e.g. shipment assistance, housing, transportation, children education) • Calculate all reimbursements for the assignees in accordance with the organisation's refund policies 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Communicate regularly with the assignees for employee engagement and talent retention • Assist the assignees to reintegrate into home organisation upon completion of the international assignment
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identification of communication channels that are effectively used within the organisation to discuss international assignment with the assignee (and family). • Engagement with the assignee (and family) from pre-departure planning through the repatriation process. • Provision of assistance and support to the assignee (and family).
Remark	