22526VIC Advanced Diploma of International Business

Accredited for the period: 1st July, 2020 to 30th June, 2025 under
Part 4.4 of the *Education and* Training *Reform Act 2006*

Version History:		Date
Version 1.1	Department of Education and Training (DET) details and contact information updated with Department of Jobs, Skills Industries and Regions (DJSIR) details in Section A	September 2023
Version 1	Initial accreditation	2019

Table of Contents

Section A: Copyright and course classification information

1. **Copyright owner of the course**	Copyright of this material is reserved to the Crown in the right of the State of Victoria on behalf of the Department of Jobs, Skills, Industries and Regions (DJSIR) Victoria. © State of Victoria (DJSIR) 2019
2. **Address**	Executive Director Higher Education and Workforce Skills and Employment Department of Jobs, Skills, Industries and Regions (DJSIR) GPO Box 4509 MELBOURNE VIC 3001 **Organisational contact** Manager, Training and Learning Products Unit Higher Education and Workforce Skills and Employment Telephone: 131 823 Email: course.enquiry@djsir.vic.gov.au **Day to day contact:** Business Industries Curriculum Maintenance Manager Chisholm Institute PO Box 684, Dandenong, Victoria, 3175 Ph: (03) 9238 8501 Email: alan.daniel@chisholm.edu.au
3. **Type of submission**	Re-accreditation.
4. **Copyright acknowledgement**	Copyright of this material is reserved to the Crown in the right of the State of Victoria. © State of Victoria (DJSIR) 2019. The following units of competency: - BSBEBU511 Develop and implement an e-business strategy - BSBINN601 Lead and manage organisational change - BSBMKG605 Evaluate international marketing opportunities - BSBMKG606 Manage international marketing programs - BSBRSK501 Manage risk - BSBPRC502 Manage supplier relationships - BSBPRC504 Manage a supply chain - BSBPRC503 Manage international procurement

	• BSBREL402 Build client relationships and business networks
	are from the BSB Business Services Training Package administered by the Commonwealth of Australia. © Commonwealth of Australia.
	The following units of competency:
	• TLIX5015 Establish supply chains
	• TLIL5026 Manage export logistics
	• TLIX6001 Formulate materiel logistics strategies
	are from the TLI Transport and Logistics Training Package administered by the Commonwealth of Australia. © Commonwealth of Australia.
	The following units of competency:
	• PSPGEN067 Establish and maintain strategic networks
	• PSPPCM023 Manage strategic contracts
	are from the PSP Public Sector Training Package administered by the Commonwealth of Australia. © Commonwealth of Australia.
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6. Course accrediting body	Victorian Registration and Qualifications Authority
7. AVETMISS information	*[Classification codes for AVETMISS data may be found on the NCVER website Here*

| | *ANZSCO*
(Australian and New Zealand Standard Classification of Occupations) | 139999 Specialist Managers nec |

	ASCED code *(Field of Education)*	0803 Business and Management
	National course code	22526VIC
8. Period of accreditation	1st July, 2020 to 30th June, 2025	

Section B: Course information

1. Nomenclature	Standard 1 AQTF Standards for Accredited Courses
1.1 Name of the qualification/s	Advanced Diploma of International Business
1.2 Nominal duration of the course	490 – 710 hours

2. Vocational or educational outcomes	*Standard 1 AQTF Standards for Accredited Courses*
2.1 Purpose of the course	This is an entry level qualification for a career at the operational /management level in an organisation involved in international business. The key vocational outcomes are the development of: international business acumen; working knowledge of global business principles; and • generic skills set in an international business environment The Advanced Diploma of International Business provides students with an understanding of the complexities of international business. It draws on an intricate web of resources in manufacturing, marketing, finance and logistics and involves both government and the private sector. Graduates have the capacity to be employed across several industry sectors including business, finance, transport and logistics.

3. Development of the course	*Standards 1 and 2 AQTF Standards for Accredited Courses*
3.1 Industry / enterprise/ community needs	The qualification, 22526VIC Advanced Diploma of International Business is currently delivered through a major metropolitan TAFE provider. This institute reports that approximately 80% of its graduates articulate to further study at university in either International Business or Logistics. In accordance with the VET Course Data Set, the enrolment data for the course is as follows: **Enrolment data 2015 to current** <table><tr><td>2015</td><td>2016</td><td>2017</td><td>2018</td><td>2019</td></tr><tr><td>31</td><td>17</td><td>12</td><td>1</td><td>28</td></tr></table> *2015-2018 Source: VET Course Data Set* *2019 Source: RMIT enrolments* Although the enrolment figures reduced between 2015 to 2018, the figures are now rising, and key industry stakeholders confirm that demand for this course is growing once again. The growth in enrolments will be further enhanced with the updated course given that units that address the use of blockchain and ecommerce have been developed and added to the course.

During the recent research phase for the renewal of this course, the key stakeholders further stressed that skills gained from undertaking this course will be essential to graduates seeking work in existing organisations as well as those seeking to start their own international business venture.

The content of this course has been determined and endorsed by the Steering Committee comprising a majority of industry representatives through a range of consultative processes including:

- a group comprising industry representatives and content experts

- past students

- working party of content experts

See: Appendix 1 Skills and knowledge mapping

After mapping the vocational outcomes against national training packages and accredited courses, it was found that there is no qualification that provides training in the vocational outcomes (Section B 2. above) required for effective contribution within the international business sector.

Anticipated employment opportunities include:

- Graduate

- International import/export officer

- Policy officer

- Business development officer international market

- International recruitment officer

- International student account manager

- Export documentation clerk

- Junior purchasing officer

- Sales support international coordinator

The job search analysis, and the associated knowledge and skills requirements, has been ratified by members of the Steering Committee and matched to the course structure.

Industry support is confirmed through the endorsement and active participation of the Steering Committee.

Members of the steering committee:

~ **Chair** – Lawrence Christoffelsz, CEO, Australian Trade & Logistics Corporation

~ Travis Brooks-Garrett, Director, Freight Trade Alliance

	~ Neil Lofts, Director, Ezi-Pac
	~ Theresa Lyford, Deputy Head, RMIT School of Vocational Business Education
	~ Wayne Beasy – Teacher International Business, RMIT School of Vocational Business
	~ Suzanne Maugeri – Program Manager, International Business, RMIT School of Vocational Business
	~ Kevin Maher, Associate Director/Senior Manager, Trade & Working Capital Finance, Commonwealth Bank of Australia
	~ Amanda Rawstron, Director, Make Good Decisions Pty Ltd, Supply Chain Consulting Services.
	~ Karyn Welsh, National Manager, CILT Australia
	In Attendance:
	~ Alan Daniel: Curriculum Maintenance Manager – Business Industries, Chisholm
	~ Madeleine Hayne, Administrative Coordinator, CMM Business Industries, Chisholm
	~ Course developer: Anna Henderson: Executive Director, Business Skills Viability
3.2 Review for re-accreditation	*Standards 1 and 2 for Accredited Courses* Monitoring and evaluation of 22299VIC Advanced Diploma of International Business has been conducted in accordance with Section B.9. Ongoing monitoring and evaluation, of the Course Documentation and ensuing feedback has been taken into account in the revised course. Revisions are based on formal and informal data collected from RTO teaching staff, student feedback and experts, and through input from the Steering Committee and Stakeholders Learners currently enrolled in the existing course may convert to: 22526VIC Advanced Diploma of International Business which replaces and is equivalent to 22279VIC Advanced Diploma of International Business. Please refer to the following - 3.2.1: Transition Table - for transition arrangements. No new enrolments into 22279VIC Advanced Diploma of International Business are permitted after 30 June 2020.

3.2.1 Transition Table
No new enrolments into 22279VIC Advanced Diploma of International Business after 30th June, 2020 are permitted.

New Qualification title:	22526VIC Advanced Diploma of International Business
Previous Qualification title:	22279VIC Advanced Diploma of International Business

22526VIC Advanced Diploma of International Business replaces and is equivalent to 22279VIC Advanced Diploma of International Business.

Units in new course	Units from previous course	Relationship
VU22792 Manage compliance with international legal and ethical obligations	VU21667 Manage compliance with international legal and ethical obligations	Equivalent
VU22793 Plan and implement a transport and logistics system for an international trade organisation	VU21668 Plan and implement a transport and logistics system for an international trade organisation	Equivalent
VU22794 Review the financial structures and processes in international trade	VU21669 Review the financial structures and processes in international trade	Equivalent
VU22795 Research and report on the feasibility of import or export venture	VU21670 Research and report on the feasibility of import or export venture	Equivalent
VU22796 Apply contract law to international business activities	VU21671 Apply contract law to international business activities	Equivalent
VU22797 Analyse and report on economic trends in the global market	VU21672 Analyse and report on economic trends in the global market	Equivalent
VU22798 Manage cultural communications	VU21673 Manage cultural communications	Equivalent
VU22799 Plan and manage international freight transfer	VU21674 Plan and manage international freight transfer	Equivalent
VU22800 Analyse the use of blockchain technology in international business		New unit
VU22801 Determine ecommerce planning processes		New unit
VU22802 Build cross cultural capability for business in Asia	VU21765 Build cross cultural capability for business in Asia	Equivalent
VU22814 Build networks and relationships for business in Asia	VU21766 Build networks and relationships for business in Asia	Equivalent

VU22815 Negotiate business outcomes in Asia	VU21767 Negotiate business outcomes in Asia	Equivalent
VU22816 Prepare to establish a workforce presence in Asia	VU21768 Prepare to establish a workforce presence in Asia	Equivalent
VU22817 Assess risk for business in Asia	VU21769 Assess risk for business in Asia	Equivalent
VU22818 Tailor a product or service for the Asian market	VU21770 Tailor a product or service for the Asian market	Equivalent
BSBEBU511 Develop and implement an e-business strategy	BSBEBU501A Investigate and design e-business solutions	Equivalent
BSBINN601 Lead and manage organisational change	BSBINN601A Manage organisational change	Equivalent
	BSBMGT605B Provide leadership across the organisation	Deleted, no replacement unit
	BSBMGT616A Develop and implement strategic plans	Deleted, no replacement unit
	BSBMGT515A Manage operational plan	Deleted, no replacement unit
BSBRSK501 Manage risk	BSBRSK501B Manage risk	Equivalent
BSBPRC502 Manage supplier relationships	BSBPUR502B Manage supplier relationships	Equivalent
BSBPRC504 Manage a supply chain	BSBPUR504B Manage a supply chain	Equivalent
BSBPRC503 Manage international procurement	BSBPRC503C Manage international purchasing	Equivalent
BSBMKG605 Evaluate international marketing opportunities	BSBMKG605B Evaluate international marketing opportunities	Equivalent
BSBMKG606 Manage international marketing programs	BSBMKG606B Manage international marketing programs	Equivalent
	BSBSUS501A Develop workplace policy and procedures for sustainability	Deleted, no replacement unit
BSBREL402 Build client relationships and business networks	BSBREL402A Build client relationships and business networks	Equivalent
TLIX6001 Formulate materiel logistics strategies	TLIY108A Formulate materiel logistics strategies	Equivalent
TLIX5015 Establish supply chains	TLIX5015A Establish supply chains	Equivalent

TLIL5026 Manage export logistics	TLIL2607B Manage export logistics	Equivalent
PSPGEN067 Establish and maintain strategic networks	PSPGOV602B Establish and maintain strategic networks	Equivalent
PSPPCM023 Manage strategic contracts	PSPPROC607A Manage strategic contracts	Equivalent

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4. Course outcomes	*Standards 1, 2, 3 and 4 AQTF Standards for Accredited Courses*
4.1 Qualification level	*Standards 1, 2 and 3 AQTF Standards for Accredited Courses*

The 22526VIC Advanced Diploma of International Business is consistent *Australian Qualifications Framework 2nd Edition January 2013* (AQF) specification for Advanced Diploma (Level 6) as follows:

Knowledge:

Graduates of an Advanced Diploma will have specialised and integrated technical and theoretical knowledge with depth within one or more fields of work, including:

- an understanding of the principles of conducting business in the international arena, with specialised knowledge in compliance and financial management

- an understanding of regulations including national and international legislation such as Customs Act, INCOTERMS and Trade Practices Act

Skills:

Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:

- analyse, diagnose, design and execute judgements across a broad range of technical or management functions in the application of the legislation of overcoming compliance issues; meet legal requirements in international trade; and analyse value chains and e-business opportunities

- generate ideas through the analysis of information and concepts at an abstract level of a range of information sources to address intercultural communications problems and misunderstandings with international clients

- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills in the application of numerical skills and data analysis to analyse purchasing power parity in relation to foreign exchange rate changes to conduct comparative analysis

- communicate and negotiate effectively with a wide range of stakeholders to facilitate an international trading relationship.

	Indicative application of knowledge and skills:
	Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility to:
	– operate as a potential business owner of a small start-up import/export business
	– conduct international business with an awareness of international legal and compliance obligations
	– utilise transport and logistics systems in international business
	– research and analyse international trading and contractual arrangements
	– apply e-solutions to international business.
	Volume of Learning: The Advanced Diploma of International Business incorporates structured and unstructured learning.
	Structured learning activities develop the knowledge and skills to conduct business in the international arena with specific focus on compliance, legal and ethical obligations, transport and logistic systems, finances structures and cultural communications.
	Unstructured learning activities are an integral part of the total training and include research, managing a variety of projects, self-directed learning activities and work experience to support course completion.
	The volume of learning for this qualification is typically 1.5 – 2 years.
4.2 Employability skills	*Standard 4 AQTF Standards for Accredited Courses*
	This qualification has been mapped to national employability skills. Refer to the following Employability Skills Summary

Employability Skills Summary	Victorian **Registration &** **Qualifications** Authority

Qualification Code:	**22526VIC**
Qualification Title:	**Advanced Diploma of International Business**

The following table contains a summary of the employability skills required for this qualification. This table should be inte rpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on the packaging options.

Employability Skill	**Industry/enterprise requirements for this qualification include the following facets:**
Communication	• communicating international processes and business practices, taking into consideration international clients' diverse social and cultural needs • negotiating with internal and external clients in an international business context • reading and interpreting complex documents, such as contracts: legislation and guidelines for international business activities • researching, reading and interpreting business and market data, regulatory requirements and product/service specific information related to international business • developing international business networks • producing a wide range of reports and visual presentations
Teamwork	• establishing and working with international network members to facilitate effective business • applying teamwork in a range of situations that incorporate safe and compliant business practices • coaching and mentoring staff and others in conducting businesses in new and unusual environments • defining performance measures and working collaboratively with team members • delegating and briefing various personnel on their roles and responsibilities regarding the implementation of organisational plans • managing and providing feedback on individual and team performance

Problem solving	• identifying, analysing and developing mitigation strategies for risks in international business • assessing the financial viability of new opportunities and matching organisational capability with market needs • developing a range of options in response to difficulties arising from conducting business in a complex environment • analysing compliance legislative issues in international business activities, devising solutions to meet both legislative and business requirements • developing techniques to overcome resistance • controlling, minimising, or eliminating hazards that may exist during activity in the international business context
Initiative and enterprise	• developing new approaches and innovative strategies to increase performance • identifying new and emerging opportunities for the business and developing strategies to capitalise on them • developing systems and process to meet new market requirements
Planning and organising	• allocating resources to meet organisational requirements • collecting, collating and analysing information using appropriate workplace business systems • reviewing business practices and processes and recommending improvements • evaluating and assessing product performance in international markets • planning for contingencies to ensure client needs are met
Self-management	• managing own time and priorities effectively • meeting compliance requirements • working within organisational policies and procedures and legislative requirements • taking responsibility in accordance with management role
Learning	• determining staff needs for re-training or induction to new systems, and new skill development • providing learning and development opportunities to team members • identifying culturally appropriate social and behavioural norms and practices in international business relationships • updating own knowledge on social, economic, political and business trends in international environments and taking advantage of learning opportunities in the international business workplace

Technology	• selecting and applying appropriate technology for procedures associated with international operations • creating presentations using a range of media • using business technology • using online technologies for research and international business purposes
4.3 Recognition given to the course (if applicable)	*Standard 5 AQTF Standards for Accredited Courses* Not applicable.
4.4 Licensing/ regulatory requirements (if applicable)	*Standard 5 AQTF Standards for Accredited Courses* Not applicable.

5.1 Course structure

22526VIC Advanced Diploma of International Business comprises 10 units in total as follows:

- 4 core units; plus
- 6 elective units

Up to two (2) units first packaged at Diploma level, this qualification level or higher may be selected from any currently endorsed Training Package or accredited course.

A Statement of Attainment will be issued for any unit of competency completed if the full qualification is not completed.

Unit of competency/ module code	Field of Education code (six-digit)	Unit of competency/module title	Pre-requisite	Nominal hours
Core units:				
VU22792	030909	Manage compliance with international legal and ethical obligations	Nil	80
VU22793	030909	Plan and implement a transport and logistics system for an international trade organisation	Nil	60
VU22794	080311	Review the financial structures and processes in international trade	Nil	60
BSBEBU511	080399	Develop and implement an e-business strategy	Nil	50
Total core hours				**250**
Elective units:				
VU22795	080311	Research and report on the feasibility of import or export venture	Nil	60
VU22796	081101	Apply contract law to international business activities	Nil	80
VU22797	080311	Analyse and report on economic trends in the global market	Nil	60
VU22798	030909	Manage cultural communications	Nil	60
VU22799	090901	Plan and manage international freight transfer	Nil	60

VU22800	080399	Analyse the use of blockchain technology in international business	Nil	60
VU22801	089999	Determine ecommerce planning processes	Nil	70
VU22802	080399	Build cross cultural capability for business in Asia	Nil	50
VU22814	080399	Build networks and relationships for business in Asia	Nil	50
VU22815	080399	Negotiate business outcomes in Asia	Nil	40
VU22816	080399	Prepare to establish a workforce presence in Asia	Nil	60
VU22817	080399	Assess risk for business in Asia	Nil	80
VU22818	080399	Tailor a product or service to the Asian market	Nil	70
BSBMKG605	080505	Evaluate international marketing opportunities	Nil	60
BSBMKG606	080505	Manage international marketing programs	Nil	50
BSBINN601	080399	Lead and manage organisational change	Nil	60
BSBRSK501	080399	Manage risk	Nil	60
BSBPRC502	080599	Manage supplier relationships	Nil	40
BSBPRC504	080599	Manage a supply chain	Nil	60
BSBPRC503	080599	Manage international procurement	Nil	50
TLIX5015	080599	Establish supply chains	Nil	20
TLIL5026	089999	Manage export logistics	Nil	100
TLIX6001	089999	Formulate materiel logistics strategies	Nil	80
BSBREL402	080399	Build client relationships and business networks	Nil	50
PSPGEN067	080399	Establish and maintain strategic networks	Nil	40
PSPPCM023	080399	Manage strategic contracts	Nil	50
Total elective hours				**240 – 460**
Total nominal hours				**490 – 710**

5.2	Entry requirements	*Standard 9 AQTF Standards for Accredited Courses*
		There are no formal entry requirements for this course, although participants would be best equipped to achieve the course outcomes if they have the learning, reading, writing, oracy and numeracy competencies to Level 4 of the Australian Core Skills Framework (ACSF).

The recommended pathway for entry into this course is through the successful completion of all of the following units of competency (or their successors) or demonstrated equivalence. These units of competency are from the BSB Business Services Training Package.

BSB Code	BSB Title
BSBMKG516	Profile international markets
BSBMKG517	Analyse consumer behaviour for specific international markets
BSBMKG511	Analyse data from international markets
BSBMKG512	Forecast international market and business needs
BSBFIA501	Report on finances related to international business
BSBINT401	Research international business opportunities
BSBMKG416	Market goods and services internationally
BSBINT405	Apply knowledge of import and export international conventions, laws and finance
BSBINT409	Plan for international trade

OR

The BSB50815 Diploma of International Business from the BSB Business Services Training Package (or their successors).

6. Assessment	*Standards 10 and 12 AQTF Standards for Accredited Courses*
6.1 Assessment strategy	*Standard 10 AQTF Standards for Accredited Courses*

All assessment, including Recognition of Prior Learning (RPL), must be compliant with the requirements of:

- Standard 1 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guidelines 4.1 and 4.2 of the VRQA Guidelines for VET Providers,

or

- the Standards for Registered Training Organisations 2015 (SRTOs),

or

the relevant standards and Guidelines for RTOs at the time of assessment.

	Assessment of imported units of competency from nationally endorsed training packages must comply with the assessment requirements detailed in the source training product.
	Imported units of competencies must be assessed according to the rules of the relevant Training Package.
	Assessment methods and collection of evidence will involve application of knowledge and skills to international business practice workplaces or simulated environments.
	All assessment activities will be related to an international business context.
	A range of assessment methods will be used, such as: − project work − research work − written reports supported by practical assignments or tasks for individual assessment − observation of workplace practice supported by personal interviews − practical display with personal interview, presentations or documentation − case studies.
	The individual needs of the learner will be reflected in the assessment methods in both worksites and simulated environments
6.2 Assessor competencies	*Standard 12 AQTF Standards for Accredited Courses* Assessment must be undertaken by a person or persons in accordance with: • Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guidelines 3 of the VRQA Guidelines for VET Providers, or • the Standards for Registered Training Organisations 2015 (SRTOs), or • the relevant standards and Guidelines for RTOs at the time of assessment. All assessment of units imported from Training Packages must reflect the requirements for assessors specified in the relevant source training product.

7 Delivery	*Standards 11 and 12 AQTF Standards for Accredited Courses*
7.1 Delivery modes	*Standard 11 AQTF Standards for Accredited Courses* Delivery of units of competency from the relevant Training Packages must be consistent with the guidelines of the relevant Training Package. Delivery of units of competency imported from Training Packages should be contextualised to the international business sector, whilst ensuring that the overall intended outcome of the unit is maintained. The following rules apply for contextualisation: − elements and associated performance criteria must not be altered in any way − the assessment requirements may be expanded as long as it retains the integrity of the unit and does not jeopardise the student's potential to achieve the competency − learning and assessment resources may be tailored to the specific needs of the target group, while maintaining their validity. Delivery of units of competency will take into consideration the individual needs of students and will involve blended delivery mode including: − workshops − individual assignments − team-based assignments − use of case studies − applied learning in the workplace or simulated international business environment − multi-media presentations and classroom instruction − industry guest speakers − group discussion Learners may be supported through: on-line (internet, social media, email and telephony); face-to-face conferencing, mentoring and interviews; ad hoc arrangements, and regular progress monitoring, particularly for practical work. The course may be delivered part-time or full-time. There is no mandatory workplace delivery.
7.2 Resources	Training must be undertaken by a person or persons in accordance with:

	• Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers,
	or
	• the *Standards for Registered Training Organisations 2015* (SRTOs),
	or
	• the relevant standards and Guidelines for RTOs at the time of assessment.
	Delivery and assessment materials should reflect the local work environment as far as possible.
	Refer to the individual units for specific tool and equipment requirements
	Trainers of nationally endorsed units of competency must meet any additional requirements specified in the relevant training product.
8. Pathways and articulation	*Standard 8 AQTF Standards for Accredited Courses* This qualification comprises nationally endorsed units of competency from the BSB Business Services TLI Transport and Logistics Training Package and PSP Public Sector Training Package. Participants who successfully complete any of these units will, upon enrolment, gain credit into other qualifications that require those same units.
	Likewise, those participants who have successfully completed any of these units of competency from the Training Package will, upon enrolment into the Advanced Diploma of International Business, gain credit for those same units.
	There are no formal articulation arrangements at present.

9	Ongoing monitoring and evaluation	*Standard 13 AQTF Standards for Accredited Courses*
		The Curriculum Maintenance Manager (CMM), Business Industries is responsible for monitoring and evaluation of the **22526VIC Advanced Diploma of International Business.**
		
		The **22526VIC Advanced Diploma of International Business** will be reviewed at mid-point of accreditation period. Evaluations will involve consultation with:
		
		    – course participants
		    – international business industry representatives
		    – teaching staff
		    – assessors
		
		Any significant changes to the course resulting from course monitoring and evaluation procedures will be reported to the VRQA through a formal amendment process.

Appendix 1   Skills and knowledge mapping

The following table shows the mapping of the key skills areas for international business job roles, identified and confirmed by stakeholders and the Steering Committee, against suggested electives selected from nationally endorsed Training Packages and accredited qualifications. Where identified skills areas are not covered by existing Training Packages and accredited qualifications, new units of competency have been developed.

Table 1.2: Required skills and knowledge mapping to course content

Knowledge and skill areas	Mapped to endorsed/accredited units
Industry specific knowledge and skills	
Transport and logistics/ supply chain • knowledge of transport and logistics, supply chain in an international environment • knowledge of 3PL and 4PL • knowledge of e-commerce • knowledge of fulfilment and reverse logistics • ability to co-ordinate and monitor the pick and pack transport of products/goods as stipulated by inventory • ability to arrange delivery and customs clearance • ability to prepare and process required documentation.	VU22793 Plan and implement a transport and logistics system for an international trade organisation TLIX5015 Establish supply chains TLIL502A Manage export logistic TLIX6001 Formulate materiel logistics strategies VU22799 Plan and manage international freight transfer BSBPRC04 Manage a supply chain BSBMKG606 Manage international marketing programs BSBEBU511 Develop and implement an e-business strategy
Export and import • knowledge of export and import industry • knowledge of air freight industry • knowledge of export documentation processes • knowledge of free trade agreements, value-add process, third party shipments process • knowledge of advanced exporting • ability to prepare and process air freight documentations • ability to conduct customs clearance and documentation • ability to coordinate import and export • ability to manage all aspects of contracts.	BSBPRC502 Manage supplier relationships BSBPRC504 Manage a supply chain BSBPRC503 Manage international procurement VU22797 Analyse and report on economic trends in the global market VU22795 Research and report on the feasibility of import or export venture VU22799 Plan and manage international freight transfer VU22818 Tailor a product or service for the Asian market
Legal and legislation • knowledge of different legal systems globally and how they are enforced • knowledge of legal and legislative processes and requirements related to export and import, transport and logistics, and customs and documentation • knowledge of and compliance with ISO Procedures and workplace instructions	VU22792 Manage compliance with international legal and ethical obligations VU22796 Apply contract law to international business activities VU22817 Assess risk for business in Asia BSBRSK501 Manage risk PSPPCM023 Manage strategic contracts

• knowledge of free-trade agreements, anti-bribery and corruption legislation, ethical sourcing, corporate social responsibility • ability to meet contract requirements • ability to conduct AQIS/IFIP procedures, requirements and to complete documentation	
Finance • knowledge of international financial instruments, payment terms, markets and institutions, e.g. foreign exchange rates, risk etc. • knowledge of funding options • ability to process international payments • ability to calculate pricing, margins and total landed cost • ability to monitor foreign exchange.	VU22794 Review the financial structures and processes in international trade VU22800 Analyse the use of blockchain technology in international business
Commerce • knowledge of e-commerce processes • ability to use current technology for international business	VU22800 Analyse the use of blockchain technology in international business VU22801 Determine e-commerce planning processes
Intercultural management • ability to communicate effectively with a wide range of cultures and to be culturally aware • ability to conduct cross cultural negotiations including negotiating and managing sales in diverse cultural settings • ability to generate new international business development opportunities in different cultural settings	VU22798 Manage cultural communications BSBMKG606B Manage international marketing programs BSBPRC503 Manage international procurement BSBMKG605 Evaluate international marketing opportunities VU22792 Manage compliance with international legal and ethical obligations VU22802 Build cross cultural capability for business in Asia
Generic skills (Communication/interpersonal/ organisational/team and relationship building and management) • ability to communicate both oral and written with a range of stakeholders (marketing, sales and warehouse) • ability to write reports • ability to Interact/liaise with a range of clients • ability to manage business relationships • ability to manage relationship with stakeholders • ability to work in a team environment • high level customer service skills • ability to coordinate activity • ability to manage teams • problem solving skills • organisational skills • negotiation skills • ability to utilise Excel spreadsheets/flowcharts • knowledge of diversity issues	VU22798 Manage cultural communications BSBPRC502 Manage supplier relationships BSBINN601 Lead and manage organisational change BSBREL402 Build client relationships and business networks BSBMGT616 Develop and implement strategic plans PSPGEN067 Establish and maintain strategic networks PSPPCM023 Manage strategic contracts BSBMKG605 Evaluate international marketing opportunities BSBMKG606 Manage international marketing programs BSBEBU511 Develop and implement an e-business strategy VU22814 Build networks and relationships for business in Asia VU22815 Negotiate business outcomes in Asia

• leadership skills and ability to utilise support networks	VU22816 Prepare to establish a workforce presence in Asia

Section C—Units of competency

The following units of competency are imported from the BSB Business Services Training Package:

- BSBEBU511 Develop and implement an e-business strategy
- BSBINN601 Lead and manage organisational change
- BSBMKG605 Evaluate international marketing opportunities
- BSBMKG606 Manage international marketing programs
- BSBRSK501 Manage risk
- BSBPRC502 Manage supplier relationships
- BSBPRC504 Manage a supply chain
- BSBPRC503 Manage international procurement
- BSBREL402 Build client relationships and business networks

The following units of competency are imported from the TLI Transport and Logistics Training Package:

- TLIX5015 Establish supply chains
- TLIL5026 Manage export logistics
- TLIX6001 Formulate materiel logistics strategies

The following units of competency are imported from the PSP Public Sector Training Package:

- PSPGEN067 Establish and maintain strategic networks
- PSPPCM023 Manage strategic contracts

Details of the following units of competency developed for the course are attached:

- VU22792 Manage compliance with international legal and ethical obligations
- VU22793 Plan and implement a transport and logistics system for an international trade organisation
- VU22794 Review the financial structures and processes in international trade
- VU22795 Research and report on the feasibility of import or export venture
- VU22796 Apply contract law to international business activities
- VU22797 Analyse and report on economic trends in the global market
- VU22798 Manage cultural communications
- VU22799 Plan and manage international freight transfer
- VU22800 Analyse the use of blockchain technology in international business
- VU22801 Determine ecommerce planning processes
- VU22802 Build cross cultural capability for business in Asia
- VU22814 Build networks and relationships for business in Asia
- VU22815 Negotiate business outcomes in Asia
- VU22816 Prepare to establish a workforce presence in Asia
- VU22817 Assess risk for business in Asia
- VU22818 Tailor a product or service to the Asian market

VU22792 Manage compliance with international legal and ethical obligations

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage international legal and ethical obligations and provide consultation and advice to those with this responsibility. It includes evaluating international business to assess compliance or non-compliance with relevant ethical practices and international legal obligations; examining issues of non-compliance; and selecting strategies that could be implemented to contribute to compliance.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to managers who perform or oversee the business functions of an organisation within an international business context. The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Assess international business compliance requirements	1.1 Access and interpret current, relevant ***international legal obligations***.
	1.2 Access and interpret current international business ***ethical practices with regard to international business***.
	1.3 Gather information that will assist in the assessment of a potential or possible breach in international business practices.
	1.4 Review ***performance data*** within all ***areas of the business*** to identify compliance issues relating to international business activity.
	1.5 Identify and analyse ***trends and developments*** having an impact on international business activity for their potential on impact on future compliance with ethics and legislation.
2. Review non-compliant international business practices and propose resolution strategies	2.1 Gather information that assists in the assessment of non-compliance from ***advisory materials***, ***stakeholders*** and ***workplace documents*** and record according to organisational policies and procedures.
	2.2 Review information against international business ethical and legislative requirements to assess non-compliance
	2.3 Following consultation with relevant personnel, assess and prioritise urgency of non-compliance to international business issues to enable timely and effective action.

	2.4	Propose strategies for resolving non-compliant factors of international business practices according to organisational procedures.
	2.5	Complete and process reports and records according to organisational and legislative requirements.
3. Implement practices that facilitate compliance with international business ethics and legislation	3.1	Communicate compliance requirements of international business practices to relevant personnel to confirm understanding and ensure consistency of interpretation and application.
	3.2	Convey potential consequences of non-compliance with international business practices ethics and legislation using language and examples suited to individual needs.
	3.3	Identify practices that may contribute to non-compliance and facilitate the implementation of compliance measures.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- language and literacy skills to:
  - o read, interpret and communicate legislation, regulations, policies, procedures and guidelines relating to workplace relations
  - o prepare reports and correspondence containing information that is impartial, validated, accurate and complete
  - o communicate impartially and diplomatically with diverse stakeholders, including conducting open discussions and using appropriate questioning techniques
- research skills to:
  - o identify relevant legislation, regulations, policies, procedures and guidelines relating to workplace relations
  - o identify risk and appropriate risk management practices
- time-management skills to plan and prioritise work
- organisation and planning skills to administer and manage records and files
- interpersonal and teamwork skills to:
  - o consult and provide advice
  - o propose strategies to resolve non-compliance with international business ethics or legislation

Required Knowledge

- international legal frameworks
- business ethics
- international legal obligations to comply with:
  - o international trade laws and conventions
  - o anti-bribery and corrupt practices laws and conventions
  - o privacy laws and conventions

- o labour laws and conventions

- o environmental laws and conventions

- relevant support organisations

- strategies for encouraging compliance, including:

  - o audit trail tracking

  - o internal audit processes

  - o transparency of workplace arrangements

- roles and responsibilities of stakeholders, including employers, employees, legal representatives, unions, advisory bodies and other government agencies

- procedures and protocols for reporting non-compliance with international business ethical or legislative practices

- consequences of non-compliance with international business ethical or legislative practices

- organisational policies and procedures relating to managing compliance with international business

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. **Bold italicised** wording in the performance criteria is detailed below.

International legal obligations may include:	Anti-bribery and corruption laws and conventions: • United Nations Convention against Corruption; • *Criminal Code* Amendment (*Bribery* of Foreign Public Officials) Act 1999 (Australia) • The *Foreign Corrupt Practices Act* of 1977 (*FCPA*) (United States) • The Bribery At 2010 (United Kingdom). Privacy laws and conventions: • OECD Recommendation on Privacy Law Enforcement Cooperation (2007) • Privacy Act 1988 (Australia) • EU *Directive 95-46-EC* –The Data Protection Directive (European Union) Labour laws and conventions: • International Labour Organisation Declaration and the Fundamental Principles and Rights at Work; • The Convention on the Rights of the Child (No. 138 on the Minimum Age for Admission to Employment, 1973) and No. 182 on the Worst Forms of Child Labour, 1999 International Trade laws and conventions: • Article VI of the GATT (Anti-Dumping) • Customs Tariff (Anti-Dumping) Act 1975 • Charter of the United Nations Act 1945 (Cth) – Part V and Part VI (Sanctions) • Autonomous Sanctions Act 2011 (Cth) (Australia)

- Customs (prohibited imports) regulations 1956

Environmental laws and conventions:

- Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade, Rotterdam, 1998;
- *Illegal Logging Prohibition Act* 2012 (Australia)
- Convention on the International Trade in Endangered Species of Wild Flora and Fauna (CITES);
- Convention on the Prevention of Marine Pollution by Dumping Wastes and Other Matter

Please note: It is possible that over the five year accreditation period of this document, some legislation may become
superseded. Teachers are encouraged to check the currency of legislation cited in this course at:

Federal Register of Legislation: https://www.legislation.gov.au/The currency of international legislation should be reviewed with reference to the appropriate government or international body responsible for the administration of that law.

Ethical practices with regard to international business may include:	- codes of practice - ethical principles - society's expectations - cultural expectations and influences - social responsibilities - ethical work practices - sound contracting of staff - sound work premises - safety issues - security - privacy issues - environmental issues
Performance data may include:	- benchmarking against Australian performance - benchmarking against international standards and international performance - inter-firm comparison data - mean - median - mode
Areas of business may include	- goods - services - foreign aid

	• environmental aid
Trends and developments may include:	• international economic trends:
	• social and cultural factors
	• industrial trends
	• changes in technology
	• foreign trade
	• stability of monetary currencies
Advisory materials may include:	• organisational knowledge banks and sources
	• training manuals
	• appropriate websites
	• appropriate organisations
Stakeholders may include:	• employees
	• employers
	• international trade brokers
	• volunteer organisations
	• interested third parties
	• trainees and apprentices
	• employee representatives
	• employer representatives
	• government departments
	• employer associations
	• unions
Workplace documents may include:	• contractual documentation
	• organisational policies and procedures
	• knowledge banks
	• written advice
	• legal documentation
	• bulletins
	• guides
	• manuals

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 Strategies of this qualification.

33

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to: • interpreting and communicating international business information to diverse stakeholders • identifying and assessing potential breaches of international business practices • researching and displaying knowledge of specific details of international business ethics and legislation • participating in resolution of international business ethical and legislative non-compliance issues.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including Range Statements applicable to the workplace environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically. Resources required for assessment include: • Access to a relevant workplace or closely simulated international business environment • Access to appropriate documents and appropriate technology necessary to address the elements and satisfy the performance criteria of this unit. Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring. The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit: • Project work • Written reports supported by practical assignments or tasks for individual assessment • Observation of workplace practice supported by personal interviews • Practical display with personal interview, presentations or documentation • Case studies.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22793 Plan and implement a transport and logistics system for an international trade organisation

Unit Descriptor

This unit describes the skills and knowledge required to develop and implement a transport and logistics system within an international trade organisation or relevant workplace environment. It also includes the skills and knowledge required to monitor and evaluate the effectiveness of the transport and logistics system.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to those with responsibility for international business management and who provide leadership in the application of cultural communications within international business relationships.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Determine a suitable transport and logistics system for international trade organisations	1.1 Analyse **transport and logistics systems** to assess potential contribution to the attainment of organisational goals and objectives.
	1.2 Identify transport and logistics needs of all **stakeholders**.
	1.3 Research and analyse **constraints** that may impact on transport and logistics systems.
	1.4 Identify and analyse operating environment of the transport and logistics systems.
	1.5 Develop **transport and logistics strategy** in accordance with relevant regulatory and organisational requirements.
2. Develop and implement a transport and logistics system for an international trade organisation	2.1 Establish policies, procedures and work practice guidelines to ensure the transport and logistic system is legal, ethical and functional.
	2.2 Determine **resource requirements** of the transport and logistics system.
	2.3 Establish organisational review and **reporting protocols** for the transport and logistics system.
	2.4 Plan the implementation of the transport and logistics system in accordance with relevant regulatory and organisational requirements.

		2.5	Implement the transport and logistics plan in the required time period.
		2.6	Establish a local and international receiving and distribution network.
3.	Monitor and evaluate the effectiveness of the transport and logistics system	3.1	Establish *critical success factors* and *key performance indicators* for a transport and logistics system.
		3.2	Establish timelines for the objectives of a transport and logistics system allowing for operational contingencies.
		3.3	Implement *performance monitoring systems* linked to the *management information system* to monitor and evaluate the effectiveness of the transport and logistics system.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- communication skills to:
  - o convey information in order to manage international freight transfer operations
  - o complete documentation pertaining to international transport and logistics systems
  - o maintain workplace records and documentation pertaining to transport and logistics operations
  - o question, clarify, discuss and report on logistics needs with stakeholders
  - o access, read and interpret business and market data, regulatory requirements and other planning information
- numeracy skills for the analysis of statistical data
- language and literacy skills to read and interpret instructions, procedures and information
- planning skills to:
  - o implement performance monitoring and management information systems
  - o monitor work activities in terms of planned schedule
  - o modify activities depending on differing operational contingencies, risk situations and environments
- technological skills to select appropriate transport and logistics information systems and procedures

Required Knowledge

- transport and logistics system in international trading
- Government and the impact of legislation on transport and logistics policies, practices and conventions – national and international
- logistics contractual obligations and liabilities
- insurance requirements for human resources, inventory, plant and equipment
- internal and external logistics brokers and reporting protocols
- technological developments including automated handling and electronic data interchange (EDI)
- resource considerations

- sourcing and purchasing and materials management – policies, procedures and planning
- organisational critical success factors and key performance indicators
- technology used in transport and logistics
- transport and logistics systems:
    o automated and manual
    o just in time (JIT)
    o tracking
- transport and storage of hazardous materials
- transport and logistics local and international trends
- customer service processes in the transport and logistics industry
- management information and reporting requirements in the transport and logistics industry
- legislative requirements, policies and procedures transport and logistics industry

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 in the performance criteria is detailed below.

Transport and logistics system may include:	• transport system includes the following service providers:
	   o rail
	   o roads
	   o motor freight
	   o water transportation
	   o air transportation
	   o multimodal
	• logistics system includes:
	   o the process of planning, implementing and controlling the efficient flow and storage of goods, services
	   o related information from point of origin to point of consumption

Stakeholders may include:	• end users:
	   o customers or clients
	   o sponsors
	• current or potential providers or suppliers
	• service providers
	• freight forwarding agencies and specialists
	• relevant authorities:
	   o government departments
	   o institutions
	• representatives of other enterprises and organisations with an interest in the business activities of the organisation

	• industry bodies
	• staff
Constraints may include:	• legislative and ethical requirements such as:
	o Trade Practices Act
	o Workplace Health and Safety legislation
	o regulations
	o codes of practice
	o policies and guidelines
	o society's expectations
	o cultural expectations and influences
	o social responsibilities
	o safety issues
	o security and privacy issues and environmental issues
	o customs legislation
	• changes to technology
	• domestic and international market variability
	• political constraints
Transport and logistics strategy may include:	• technology implications
	• cost benefit
	• culture
	• workplace productivity
	• change management
Resource requirements may include:	• financial
	• human
	• physical
	• stock requirements and requisitions
	• good and services to be purchased and ordered
	• insurance requirements for:
	o human resources
	o inventory
	o plant/equipment
Reporting protocol may include:	• the agreed processes and media for reporting:
	o the monitoring and review of the transport and logistics system
	o contingency issues and risks
Critical success factors may include:	• measurable factors, which the organisation must focus on:
	o for success
	o to meet client needs

	o to survive
Key performance indicators (KPI) may include:	• measurable (quantifiable) criteria that will enable an organisation to confirm that it is moving towards and has achieved its goals
	• long term considerations
	• changing considerations if the organisational goals change
Performance monitoring systems may include:	• the on-going process of collecting information in order to assess progress in meeting strategic outcomes
	• the provision for warning if progress is not meeting expectations
Management information systems may include:	• systems for the collection, storing and synthesizing information:
	o manual systems
	o computer-based systems
	o modified systems to cater for unique organisational requirements

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to:
	
	 • developing a transport and logistics system for an international trade organisation including:
	
	   o an implementation plan for transport and logistics system policies
	
	   o resource requirements
	
	   o reviewing and reporting protocols
	
	 • monitoring and evaluating the effectiveness of the transport and logistics system
	
	 • knowledge of transport and logistics systems in international trade.

Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including Range Statements applicable to the workplace environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically.

Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring.

The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.

Resources required for assessment include:

- Access to a relevant workplace or closely simulated international business environment

- Access to appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

Method of assessment

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

- Project work

- Written reports supported by practical assignments or tasks for individual assessment

- Observation of workplace practice supported by personal interviews

- Practical display with personal interview, presentations or documentation

- Case studies.

Guidance information for assessment

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

VU22794 Review the financial structures and processes in international trade

Unit Descriptor

This unit describes the skills and knowledge required to analyse international trade finance variables within Australia and in a global context. It includes examining the structures and processes of financing international import and export transactions in the banking system, including optional finance models and practices that are available to international businesses.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit generally applies to those with responsibility for international business management and leadership for the review of the operating environments of the international banking and non-banking finance system.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Analyse aspects of international trade transactions	1.1 Analyse **pricing methods** and their application in international trade transactions.
	1.2 Analyse invoicing options and their impact on **total landed cost** in international trade transactions.
	1.3 Calculate gross margin, net margin, mark-up and breakeven point in international trade transactions.
	1.4 Review options for **methods of payment**.
2. Analyse rate movement and exposure in international trade transactions	2.1 Analyse **purchasing power parity (PPP)** in relation to **foreign exchange rates**.
	2.2 Analyse benchmarking values of **trade-weighted baskets** and **balances of trade** between different countries.
	2.3 Examine and evaluate predominant exchange rate movements for various trading nations in relation to the politico-economic trends.
	2.4 Establish measurement significance of **interest rate differentials** to international banks
	2.5 Review application of bank published exchange rate schedules on buying and selling rates for foreign countries
	2.6 Compare and evaluate functions and operations of the Reserve Bank of Australia against other central banks.
	2.7 Evaluate the role of confirming houses, freight forwarders, banks and customs agents

		2.8	Identify and review **foreign exchange rate risk management** strategies
3	Review credit risk management strategies for international trade	3.1	Assess risk for **non-payment**.
		3.2	Evaluate relative bargaining positions and **credit risk ratings** of parties in international trade transactions.
		3.3	Establish options for a payment mechanism
4	Investigate the application of payment	4.1	Investigate **invoice discounting techniques**.
		4.2	Investigate the application of "factoring" and "forfeiting" to the payment procedure.
		4.3	Investigate penalty arrangements for late payment.
		4.4	Investigate options for **non-payment transactions**.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- analytical and information gathering skills to:
  - o research and analyse banking services
  - o conduct comparative analysis on issues such as PPP, foreign exchange rate, interest rate differentials and credit risk ratings
  - o evaluate the role of agents and stakeholders
  - o investigate payment options and non-payment transactions
- risk management skills to:
  - o identify
  - o assess
  - o monitor
  - o mitigate the impact of risk to international business
- numeracy skills to conduct calculations

Required Knowledge

- core banking services including:
  - o financial
  - o loans and credit facilities
  - o cheque/savings accounts functions
- basic economic concepts including:
  - o supply/demand
  - o market/planned/mixed economy
  - o how the market works
  - o market forces
  - o Porters 5 Forces

- the functions of the Reserve Bank of Australia

- international banking processes

- clearinghouse functions, such as:

  o   International Air Transport Association (IATA)

  o   commodity exchanges

- current exchange rates

- purchasing power parity

- trade weighted index/baskets

- politico-economic trends in international finance

- sources of finance

- credit risk and insurance

- countertrade and variations

- methods of payment

- cargo insurance

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. **Bold italicised** wording in the performance criteria is detailed below.

Pricing methods may include:	- competitor prices - customer perception of products and services - customer benefits of products and services - variable costs including: - cost of producing, procuring or generating products and services - import costs - overheads or fixed business costs
Total landed cost may include	- Harmonised System Codes (HS Codes) - Harmonised Tariff Codes (HTS Codes): - cost of fuel - shipping costs - currency valuations
Methods of payment may include:	- clean payment (payment in advance) - open account (goods are shipped by the exporter and received by the importer prior to payment) - documentary collections (where banks serve as agents to facilitate the payment process and literally collect payment or ensure acceptance of the documents) - documentary credits or letters of credit: - irrevocable - revocable

	o confirmed
	o transferable
	o telegraphic transfer
Purchasing power parity (PPP) may include:	• prices of tradeable goods
	• exchange rate changes
	• comparing living standards across countries
Foreign exchange rates may include:	• currency conversion
	• reduction of foreign exchange risk
	• foreign exchange rate or FX rate
	• forward exchange rate
	• sport rate
	• forward margin
Trade-weighted baskets may include*:*	• a crude measure of a country's international "competitiveness"
	• a useful measure to aggregate diverging trends among partner currencies
Balances of trade may include:	• a positive difference in value between the total exports and total imports of a nation during a specific period of time (trade surplus)
	• a negative difference in value between the total exports and total imports of a nation during a specific period of time (trade deficit)
Interest rate differentials may include:	• positive interest rate differentials
	• negative interest rate differentials based on the dollar asset minus the interest rate on a comparable foreign asset
Foreign exchange rate risk management may include:	• forward exchange contract
	• foreign currency options
	• currency options
	• hedging techniques to avoid market fluctuations:
	o selling stock in a futures contract
	o insurance
	o swaps
	o options
	o over the counter and derivative products
Non-payment may include:	• buyer defaults
	• bank dishonour
	• Government impediment/embargo
Credit rating may include:	• an insurance policy associated with a specific loan
	• an insurance policy associated with a line of credit
	• an insurance policy that pays back some of any monies owed should certain things happen to the borrower, such as:
	o death
	o disability

o   unemployment

- an insurance policy that pays back all of any monies owed should certain things happen to the borrower, such as:

  o   death

  o   disability

Invoice discounting techniques may include:	- forfeiting
	- firms engaging in trade in very large capital items like commercial aircraft
	- firms engaging in factoring – buying foreign accounts receivable at discount from face value
Non-cash transactions may include:	- countertrade such as buybacks, other forms of compensation trading
	- block chain currencies

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to:
	- analysis of the banking and non-banking finance system, its stakeholders and its operating environment within Australia and in a global context
	- analysis of purchasing power parity in relation to exchange rates
	- review of credit risk management strategies for international trade
	- knowledge of international trade finance systems within Australia and in a global context.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically.
	Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring.
	The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
	Resources required for assessment include:

- Access to a relevant workplace or closely simulated international business environment

- Access to appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

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

- Project work

- Written reports supported by practical assignments or tasks for individual assessment

- Observation of workplace practice supported by personal interviews

- Practical display with personal interview, presentations or documentation

- Case studies.

| **Guidance information for assessment** | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

VU22795 Research and report on the feasibility of import or export venture

Unit Descriptor

This unit describes the skills and knowledge required to o research and report on identifying, selecting and targeting a product or service for import or export to a country or region of choice.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit supports the work of those with responsibility for import or export management and resource allocation and provides leadership within international business organisations.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Investigate the import or export of a product or service	1.1 Undertake **market research**, data collection and **international trade analysis** for suitable products or service in accordance with **research and organisational requirements**.
	1.2 Analyse and evaluate market requirements by investigating **relevant sources** for a product or service.
	1.3 Analyse **regulatory requirements** that impact on the importation or exportation product or service.
	1.4 Investigate **issues** that affect export or import for a product or service, incorporating relevant factors associated with the country/region/sector selected for import or export activity.
2. Establish supportive risk management strategies	2.1 Develop **risk management framework** for an import or export venture project.
	2.2 Establish relevant external relationships and negotiations for the trade of the product or service.
	2.3 Develop **risk mitigation strategies** with the internal and external partner(s) for the import or export of the product or service, in accordance with legal and organisational requirements.
3. Validate the feasibility of research outcomes for an import or export venture.	3.1 Document data collection, analysis, research techniques and feasibility of the import or export venture of the selected country or region.
	3.2 Present feasibility study to stakeholders using current professional industry communication strategies.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- ability to develop risk management/risk mitigation strategies
- literacy skills to:
  o interpret product/service information for import/export venture
  o summarise product/service information specified formats
- communication skills to:
  o liaise with stakeholders
  o conduct interviews
  o present information and research relating to the viability of an import or export venture
- technological skills to use computers to collect, analyse and document import and export data
- analytical skills to:
  o assess the viability of implementation of the product or service into the country/region/sector selected
  o research, gather information and investigate the viability of import or export ventures
  o assess risks

Required Knowledge

- international marketing and trends
- relevant national and international legislation, including:
  o Customs Act,
  o INCOTERMS, international standards for marking cargo and labelling and marking hazardous goods
- trade modernisation legislation:
  o Customs Legislation Amendment and Repeal Act
  o Import Processing Charges Act
  o Customs Depot Licensing Charges Amendment Act
  o Trade Practices Act, Contract law
  o Warsaw convention
    – World Trade Organisation determinations
- Australian Customs Service and the regulation of all imports
- cultural aspects relevant to international markets researched
- market research techniques and tools
- organisational templates/formats for reporting outcomes of research
- international protocols and finance that impacts on import and export
- import/export procedures, practices, processes and regulations
- import/export terminology, documentation and costing

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. *Bold italicised* wording in the performance criteria is detailed below.

Market research may include:	• investigating consumer purchasing trends and preferences
	• researching relevant sources, including:
	o commercial sources of market intelligence provided by a specialists and consultants
	o information from Austrade and state/territory government agencies, chambers of commerce
	o potential customers
	o suppliers
	o professional/trade associates and publications
	o research reports
	o formal or informal comments and other feedback from client, customers, staff and others
International trade analysis may include:	• using appropriate data collection approaches to collect information such as:
	o literature searches
	o focus groups
	o case study investigation
	o one-on-one interviews in person or by telephone
	o structured or informal small group discussions
	o supervised or unsupervised completion of questionnaires or other survey tools by respondents
	o use of questionnaires and other tools by staff to record data about enterprise activities
	o personal observation of performance
	o surveys
	o demographic data
	• analysing the following issues:
	o major competitors in the industry and their market share
	o current concerns of the industry
	o government regulations affecting the industry (existing and proposed)
	o trends in the industry
	o ease of entry including regulatory and invisible barriers
	o distribution systems and profit margins
	o availability of infrastructure such as:

- cold storage facilities
- quarantine or transport and logistics systems

- o insurance requirements for:
  - human resources
  - inventory
  - plant
  - equipment
- o budgetary considerations for development, implementation and operation
- o inventory systems

Research and organisational requirements may include:	- need for respondent to meet demographic or psychographic (attitudes/values/beliefs/behaviours) criteria - need for respondent to represent an organisation, have specific expertise or knowledge, or meet other criteria - requirements for statistical validity (or not) in sampling - quality assurance policy and procedures - legal requirements
Relevant sources may include:	- customer need and demand for the product - cultural factors that will impact on sales - size of market segments - seasonal variations - current availability of products or services - average disposable income figures - competitors already in the designated market - perceptions of potential consumers - local alternatives to product or service - attitudes towards Australia and Australian products or services - imports versus local sales - demographics of decision maker/purchaser

Regulatory requirements may include:	- legislation, code and standards relevant to the international business workplace environment: may include:
	  o Trade Practices Act
	  o Customs Act
	  o Contract Law
	  o Convention on International Trade in Endangered Species (CITES)
	  o Sales of goods legislation
	  o WHS legislation and that related to the import of goods and services, if relevant

- product knowledge about goods and services being supplied, including expected WHS performance

- Australian Customs Service requirements

- regulations that may affect importation or exportation of the type of imported or exported goods

- import permit or approvals, for e.g. Dangerous Goods, Chemicals and Poisons,

- export control which includes permit, approvals or clearance to export certain goods and must be issued by the appropriate authority or agency. It also prohibits the export of certain goods either absolutely or conditionally; and adequately record country's international trade.

- restrictions that may affect import, for e.g. special labelling requirements, special health requirements, quotas and fumigation, customs requirements, prohibited & restricted goods and quarantine requirements

Please note: It is possible that over the five year accreditation period of this document, some legislation may become superseded. Teachers are encouraged to check the currency of legislation cited in this course at:

Federal Register of Legislation: https://www.legislation.gov.au/The currency of international legislation should be reviewed with reference to the appropriate government or international body responsible for the administration of that law.

Issues may include:	- different cultures may influence business decisions and processes in different ways - political instability in international markets may pose new challenges to business - different legal systems and the need to comply with legal requirements in all elements of the export and import process - communication issues relating to the remoteness from export markets and customers - protecting intellectual property in overseas markets - exporting places extra pressure on business resources - additional funding required for export, trading terms and dealing in foreign currencies may place pressure on cash flow and financial situation. - contract implications and their legal enforceability - restrictions that may affect import including: o special labelling requirements o special health requirements o quotas and fumigation

	o customs requirements
	o prohibited & restricted goods
	• quarantine requirements
Risk management framework may include:	• the identification and objective assessment of a range of factors that pose a risk to the organisation's viability and capacities to achieve its purpose and strategic objectives, including: o human resources o finances o contracts o facilities and equipment o client satisfaction o WHS and reputation
	• copyright and intellectual property rights are also worthy of consideration when considering as possible risks
	• analysing risk factors to establish their likelihood and impact
	• assign a relative rating to the risk factor
	• developing and implementing mitigation strategies for managing the risk
Risk mitigation strategies may include:	• roles and responsibilities for developing, implementing and monitoring the strategy
	• implementing timelines
	• conditions present for risk level to be acceptable
	• resources required to carry out the planned actions

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to: • undertaking market research to identify trends in the target market to inform decision-making within the organisation • developing risk mitigation strategies for a product or service • developing a feasibility study for the target market that incorporates: o research techniques employed across the project o data collation and analysis o the viability of implementation of the product or service into the country/region/sector selected • current knowledge of relevant trade legislation and international marketing trends.

Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically.
	Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring.
	The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
	Resources required for assessment include:
	• Access to a relevant workplace or closely simulated international business environment
	• Access to appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit:
	• Project work
	• Written reports supported by practical assignments or tasks for individual assessment
	• Observation of workplace practice supported by personal interviews
	• Practical display with personal interview, presentations or documentation
	• Case studies.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22796 Apply contract law to international business activities

Unit Descriptor

This unit describes the skills and knowledge required to analyse contract law relevant to international business activities.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit supports the work of those with responsibility for international business management and provide leadership in the application of contract law within international business activities.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Investigate the characteristics and legal responsibilities of business organisations	1.1 Identify ***characteristics of business organisations***.
	1.2 Identify ***responsibilities and legal requirements*** for the establishment of a business.
	1.3 Evaluate strengths and weaknesses of each business organisation related to domestic and international trade.
	1.4 Review legal implications or relationships that impinge on business structures and trading operations between and within organisations.
2. Review the processes and necessary considerations involved in preparing a contract	2.1 Identify and access ***contracts*** appropriate to domestic and international business.
	2.2 Identify key elements of a contractual arrangement.
	2.3 Analyse penalties and/or sanctions, which may be implied by contracts.
	2.4 Identify and investigate potential ***breaches of contract***.
	2.5 Investigate legal grounds that enable contract termination.
3. Examine the basic legal processes of Australia's trading partners	3.1 Analyse ***sources of Law*** for Australia's trading partners.
	3.2 Evaluate ***social and cultural factors*** of a selected country or region that affect trading relationships.
	3.3 Investigate the implications of current legal trading issues.
	3.4 Analyse ***compliance requirements*** to confirm understanding and ensure consistency of interpretation and application.
	3.5 Evaluate compliance requirements using ***sources of review*** to monitor changes and amendments.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- information gathering skills to research:
    - sources of law
    - social and cultural factors of selected countries or regions impacting of legal issues
    - current legal trading issues
- analytical skills to investigate organisational legal implications
- communication skills to:
    - convey information to colleagues
    - complete documentation related to contract law
    - maintain workplace records and documentation
    - report on organisational compliance requirements
- high level language and literacy skills to read and interpret legal documents
- problem solving skills to:
    - manage resource requirements
    - rectify breaches of contract
- technological skills to select appropriate information systems and procedures for documentation

Required Knowledge

- types of traders:
    - sole traders
    - partnerships
    - trusts
    - companies
    - subsidiary companies
    - agencies
    - distributorships
    - baileeships
    - confirming houses
    - joint ventures
- hire purchase agreements:
    - relevant states/territories, national or international laws
    - mortgages
    - franchises
    - consignees
    - licence agreements including:
        – protection of intellectual property

- copyright
- patents and trademarks

- responsibilities, duties and liabilities of all key stakeholders

- International Chamber of Commerce, Incoterms 2000

- GATT articles and implications

- WTO responsibilities and roles

- contracts for importing and exporting

- relevant aspects of contracts:
  - entering into legal relationship
  - legality of the purpose of the contract
  - consent by parties involved
  - capacity for the contract to be adhered to
  - form of the contract
  - offer and acceptance of a contract
  - key clauses in International contracts
  - conventions associated with contracts
  - requirements and considerations related to formal and informal contracts
  - valid, illegal and unenforceable contract
  - methods of termination of contracts
  - remedies for breaches of contract

- legislation, codes of practice and national standards, including:
  - Trade Practices Act
  - Contract Law
  - WHS
  - consumer protection legislation
  - legislation related to the import of goods and services, where relevant
  - relevant international laws of trade and differences in the legal system both domestic and international
  - details of organisational purchasing strategies
  - organisational KPIs/goals
  - product knowledge about the goods and services being supplied including:
    - required WHS
    - performance standards
    - free trade agreements

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. **Bold italicised** wording in the performance criteria is detailed below.

Characteristics of business organisations may include:	- sole traders - partnerships

- trusts

- companies

- subsidiary companies

- agencies

- distributorships

- baileeships

- confirming houses

- joint ventures

Responsibilities and legal requirements may include:

- national and international legislation and regulations affecting business operations such as:

  o business registration

  o franchising and franchise agreements

  o agencies

  o licensing, including:

    – real estate agents

    – customs brokers

  o WHS and environmental legislation

  o copyright, patent trademark and design regulations

  o codes of practice

  o consumer legislation

  o Law of Torts (duty of care)

  o contract law

  o relevant taxation requirements/obligations for business

  o registration details, including:

    – tax file number

    – Australian Business number (ABS)

    – GST registration

    – PAYG

    – withholding arrangements

      ~ partnership agreements

      ~ company statutory books, including:

    – Register of Members

    – Register of Directors

    – Records of Minute Books

- Certificate of Incorporation

Please note: It is possible that over the five year accreditation period of this document, some legislation may become superseded. Teachers are encouraged to check the currency of legislation cited in this course at:

	Federal Register of Legislation: https://www.legislation.gov.au/ The currency of international legislation should be reviewed with reference to the appropriate government or international body responsible for the administration of that law.
Contracts may include:	- agreements for one-off or ongoing supply of goods or services - electronic or paper-based agreements - agreements with: - Australian or overseas individuals or organisations - contractors - corporations - individuals - government agencies - memoranda of understanding/agreement.
Breaches of contract may include:	- unacceptable performance in relation to contract conditions - lack of expertise to fulfil contract specifications - changes in circumstances resulting in inability to fulfil contract - remedies for breaches, including: - injunctions - damages and rules for assessment of damage - time/period - limitations and quantum merit
Sources of law may include:	- judicial and legislative - international trade agreements and treaties - international law - legislation applicable to supplier country
Social and cultural factors may include:	- religion - values, beliefs and attitudes - perception of Australia - business processes and practices within supplier country - culturally appropriate communication styles
Compliance requirements may include:	- international trade agreements and treaties - international law - legislation applicable to supplier country - fumigation and quarantine regulations - labelling requirements - separation of goods to comply with Australian regulations such as Dangerous Goods Act - legislation and regulations related to prohibited imports - tariffs and quotas

	• business processes and practices of supplier country
Sources of review may include:	• agencies and representatives
	• commercial sources of market intelligence provided by a specialists and consultants
	• information from Austrade and state/territory government agencies, chambers of commerce
	• industry journals
	• industry networks
	• databases
	• internet
	• official statistics
	• business advisory services
	• professional/trade associates and publications
	• financial institutions
	• Australian Customs Service

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skil ls and Knowledge, Range Statement and the Assessment Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to:
	• researching and analysing characteristics and relevant legal requirements of international business entities
	• analysing contracts relevant to domestic and international business, including:
	◦ breaches of contract
	◦ penalties for breaches of contract
	◦ termination of contracts
	• analysing aspects of international business organisations including:
	◦ the legal processes
	◦ the socio-cultural factors impacting on the trading relationships
	◦ monitoring of changes to legal requirements
	• knowledge of trading and contractual arrangements for international business.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under

supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically.

Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring.

The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.

Resources required for assessment include:

- Access to a relevant workplace or closely simulated international business environment
- Access to suitable literature and appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

Method of assessment

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

- Project work
- Written reports supported by practical assignments or tasks for individual assessment
- Observation of workplace practice supported by personal interviews
- Practical display with personal interview, presentations or documentation
- Case studies.

Guidance information for assessment

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

VU22797 Analyse and report on economic trends in the global market

Unit Descriptor

This unit describes the performance, skills and knowledge required to manage economic trends by analysing data from global market.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to individuals with managerial responsibility for analysing and interpreting international economic trends, market and political changes. The purpose and the intention of reporting on these trends are to assist business to plan and make sound local and international transactions.

ELEMENT	PERFORMANCE CRITERIA	
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.	
1. Research local and international markets	1.1	***Research and explore*** sources of data on global markets.
	1.2	Evaluate the ***information gathered*** to ensure that the scope of the international arena is sufficiently broad.
	1.3	Use ***statistical data*** of Australia and international markets for trend interpretation.
	1.4	Review and evaluate commercial information for quality and value for money.
2. Analyse economic trends in global markets	2.1	Analyse economic trends within Australia and international environments.
	2.2	Perform ***qualitative analysis*** of global market information as a basis of economic trends.
	2.3	Research and review all pending and in progress ***legislation*** relative to all activities in local and International markets.
	2.4	Examine and assess the implications and consequences of impending legislation changes to both local and international economic positions.
3. Report on all the data	3.1	Interpret data and select key information that will be suitable for reporting and presentation purposes.
	3.2	Prepare a report for ***written or visual presentation*** in accordance with organisational requirements.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- technology skills to use a range of software to collect and analyse international data

- analytical skills to profile segments, local and other countries
- evaluation and assessment skills to investigate data
- planning and organisational skills to undertake the process of researching the relevant data
- numeracy skills to:
  o analyse statistical information
  o analyse economic trends
  o make recommendations based on value for money
- literacy skills to write complex and varied reports and presentations
- analyse and summarise information into specified formats, make recommendations based on information gathered

Required Knowledge

- general and economic knowledge of international issues that may have an impact on economic trends effecting all global markets
- overview knowledge of relevant legislation from all levels of government that affects business transactions
- sources of international market information
- techniques for researching, analysing relevant market data
- variety of statistical techniques for use in analysing data

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. **Bold italicised** wording in the performance criteria is detailed below.

Research and explore may include:	- formal research studies - participating in professional development and other learning opportunities - reading current literature, including newspapers, journals, industry magazines - internet research - participating through conferences, seminars and relevant industry association
Information gathered may include:	- information relating to all global markets, including: - o capital markets - o credit ratings and rates - o equities - o foreign exchange - o futures and options - o money markets - political information such as change of government - international embargos
Statistical data may include:	- government publications re interest rates, deregulation, new legislation - CPI indexes

- Capital Accounts Data

- GDP figures for international countries

- OECD Data

- G20 Summit data

- census Data

- international benchmarks

- foreign exchange rates

- local and International exchanges (Nasdaq, Ftse, Asx)

Qualitative analysis may include:

- time series analysis

- changes in technology

- demographic trends

- ecological/environment trends

- economic trends (local, regional, national, international)

- industrial trends

- analysing and evaluating actions and policies

- exploring implications and consequences

Legislation may include

- Customs Act 1901

- Customs Tariff Act 1995

- Tariff Concession Orders

- International Commercial Terms

- Customs Legislation Amendment and Repeal Act

- Importing Processing Charges Act

- Customs Depot Licensing Charges Amendment Act

- Trade Practices Act

- Warsaw Convention

- World Trade Organisation

Please note: It is possible that over the five year accreditation period of this document, some legislation may become superseded. Teachers are encouraged to check the currency of legislation cited in this course at:

Federal Register of Legislation: https://www.legislation.gov.au/The currency of international legislation should be reviewed with reference to the appropriate government or international body responsible for the administration of that law.

Written or visual presentation may include:

- graphical data including pie/bar/column graphs.

- desktop published reports of data

- PowerPoint presentations.

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to: • conducting research on a range of global markets • analysing, interpreting and reporting on sourced data • designing presentations on the relevant data • knowledge of research techniques and statistical analysis methods.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically. Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring. The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor. Resources required for assessment include: • Access to a relevant workplace or closely simulated international business environment • Access to suitable literature and appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
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: • evaluation of research undertaken by the candidate in terms of scope, depth and the level of critical thinking applied. • Direct observation of candidate debating issues arising from the research into economic trends in the global market arena. • Oral or written questioning to assess knowledge of economic trends.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22798 Manage cultural communications

Unit Descriptor

This unit describes the skills and knowledge required to investigate culture, challenges and negotiations in international trade. It includes investigating the socio-economic and cultural factors of a selected country or region, and analysing their impact on international business infrastructure, trading characteristics and investment opportunities. This unit also covers the knowledge and skills required to apply culturally appropriate communication styles to an international business relationship.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit generally applies to those with responsibility for international business management and provide leadership in the management of cultural communications within international business relationships.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Establish communication protocols for international business relationships	1.1 Determine relevant language proficiency thresholds and ***culturally appropriate communication skills*** for the business relationship with the selected country or region.
	1.2 Verify and apply salutatory and accepted ***non-verbal behaviours*** within a social and/or business context for a selected country or region.
	1.3 Identify and establish appropriate roles of interpreters in the context of business and social activities.
2. Analyse culturally appropriate social norms	2.1 Analyse acceptable social and cultural behaviours for a selected country or region, using available information sources.
	2.2 Analyse culturally appropriate non-verbal behaviours for a selected country or region, using available information sources.
	2.3 Develop relevant and appropriate ***strategies to minimise ethnocentrism*** in social and cross-cultural contexts.
3. Analyse the impact of social and behaviour norms and practices on	3.1 Identify major ***negotiation*** styles within the international forum.
	3.2 Establish and apply appropriate cultural and cross-cultural norms and values in communication with international clients.
	3.3 Identify examples of ethnocentric behaviour.

	international business activities	3.4	Analyse concepts of "face" and "harmony" to identify implications for international business activities.
		3.5	Investigate key religious or social sensitivities for strict observance.
		3.6	Investigate and apply relevant *esoteric regional customs and laws* within an international business context.
4.	Establish strategies and procedures for travel	4.1	Identify *sources of information* and support for in country visitors related to international business activity.
		42	Identify relevant health, safety and security implications related to international business activity for in country visitors.
		4.3	Source diplomatic, consular and communication procedures for in country visitors related to international business activity.
5.	Analyse a business or trading relationship in a selected country or region	5.1	Identify major business or trading in a selected country or region.
		5.2	Identify *trade agreements or preferences* of a selected country or region.
		5.3	Analyse business and trading venture of a selected country or region to identify its positive and negative elements, which impact on international business activity.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- cross-cultural communication skills for international business practices including:
  - o questioning, clarifying, reporting
  - o non- verbal, physical contact and restrictions
  - o interpersonal skills
- negotiation skills to secure an agreement between parties with different needs and goals
- conflict resolution
- numeracy skills for statistical data analysis
- ability to relate to people from a range of social, cultural and ethnic backgrounds, and physical and mental abilities

Required Knowledge

- government structures and other organisations available for advice and direction, government policies
- forms of business venture (joint, foreign owned enterprises, partners) including:
  - o legal requirements, registration of business, taxation, business and trading documents
  - o business networking
  - o marketing strategies
  - o resourcing and material use, role of consultants, entrepreneurial ventures
  - o key milestones in the regional and international environment
- investment and trade including:

- o   investment opportunities and policies, laws for governing foreign investments, capital investments, currency policies and trends, investment returns
- o   import and export patterns
- o   economic performance and trends, forecasting and key indicators
- o   trading relationships and agreements
- o   foreign trade patterns between other regions/countries
- o   interaction with financial markets
- o   economic leadership in the international environment
- communication lines of communication including:
- o   cross cultural business protocols and ethics
- o   verbal and non-verbal communications
- o   interpreters – roles, sourcing and availability, situations in which interpreters are appropriate
- historical evolution – social and cultural norms including:
- o   characteristics of society and culture
- o   social hierarchies, social relationships, gender issues
- o   work units, hours, public holidays and festivals, religious observances
- traditional and contemporary values and heritage issues

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. **Bold italicised** wording in the performance criteria is detailed below.

Culturally appropriate communication skills may include:	- forms of address used for names - eye contact - distance between communicating parties - differences in assertiveness across cultures and individuals - voice tone - choice of medium for communication - culturally determined notions of polite behaviour
Non-verbal behaviours may include:	- unspoken behaviour - kinesics or body language - facial expression - hand gesture - body posture - eye contact - distance between communicating parties
Strategies to minimise ethnocentrism may include:	informing work colleagues about relevant cultures

	• encouraging work colleagues to interpret and evaluate behaviour and objects of reference from a different cultural point of view
Negotiation may include:	• recognising the value of a relationship and have a mutual desire to continue it
	• preparing effectively for the negotiation encounter by researching all relevant facts and cultural issues
	• participating actively in the process
	• showing consideration and acceptance of each other's perspectives, values, beliefs and goals
	• Separating personality from the issue involved
	• focussing on interests rather than positions
	• generating a variety of possibilities before choosing an option.
	• ensuring results are based on some objective standard
	• working together to develop a solution everyone can accept
Esoteric regional customs and laws may include:	• customs and laws confined to particular persons, group or culture
Sources of information may include:	• advice provided by Austrade and state/territory government agencies, chambers of commerce
	• trade and business publications
	• staff within own organisation from same cultural group as international clients
Trade agreement or preferences may include:	• academic publications and personnel
	• bilateral or multilateral treaty or other enforceable compact committing two or more nations to specified terms of commerce, usually involving mutually beneficial concessions
	• general agreement on Tariffs and Trade (GATT) – a multilateral trade treaty among governments, embodying rights and obligations that constitute codes that are intended to help reduce trade barriers between signatories to promote trade through tariff concessions.

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to:
	• applications of the socio economic and cultural practices of a selected country or region
	• analysis of the impact of social and behaviour practices on international business activities including the business infrastructure, trading characteristics and investment opportunities
	• analysis, identification, establishment and application of culturally appropriate social and behaviour norms and practices to an international business relationship

- analysis of an international trading relationship in a selected country or region including its trade agreements or preferences and strength and weaknesses
- knowledge of cross-cultural business communication techniques and travel procedures and strategies.

Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically.
	Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring.
	The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
	Resources required for assessment include:
	• Access to a relevant workplace or closely simulated international business environment
	• Access to appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit:
	• Project work
	• Written reports supported by practical assignments or tasks for individual assessment
	• Observation of workplace practice supported by personal interviews
	• Practical display with personal interview, presentations or documentation
	• Case studies.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22799 Plan and manage international freight transfer

Unit Descriptor

This unit describes the skills and knowledge required to plan, develop and manage international freight transfer in accordance with relevant regulatory requirements and workplace procedures, including the Australian Dangerous Goods (ADG) and International Dangerous Goods (IDG) codes. This includes analysing freight transfer requirements, planning and establishing systems and processes for international freight transfer, monitoring and managing systems and processes for international freight transfer.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice, including the ADG and IDG Code.

This unit generally applies to those with responsibility for resource management and allocation and provides leadership within international freight transfer organisations.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Analyse freight transfer requirements.	1.1 Determine Australian and international codes and regulations and workplace policies for ***international freight transfer.***
	1.2 Obtain and analyse ***information*** on current and potential customers and their international freight requirements in accordance with ***workplace procedures***.
	1.3 Identify and interpret special characteristics and customer requirements for the types of freight to be transferred and established in accordance with workplace procedures.
	1.4 Evaluate appropriate options for international freight transfer in terms of identified special requirements, customer needs and relevant regulatory requirements including Australian and international codes for the transfer of dangerous goods and hazardous materials.
	1.5 Document selected options for freight transfer arrangements in accordance with workplace policy and related regulations.
2. Plan and develop systems and processes for	2.1 Analyse workplace policies and mission statements to establish the process requirements for international freight transfer.

international freight transfer	2.2	Evaluate and establish appropriate **systems and processes** for the management of the international freight transfer including suitable risk analysis.
	2.3	Determine licensing, permits, storage and **resource requirements** for the international freight transfer.
	2.4	Establish quality standards and procedures for proposed international freight transfer processes in accordance with workplace procedures.
	2.5	Develop implementation plan for the management of international freight transfer in accordance with relevant regulatory and organisational requirements.
3. Monitor and manage systems and processes for international freight transfer	3.1	Monitor international freight forwarding operations against identified quality standards and compliance with Australian and international regulatory requirements.
	3.2	Identify non-compliance with quality standards or regulatory requirements and rectify any identified problems.
	3.3	Design and implement processes to track customer satisfaction with international freight.
	3.4	Act upon customer concerns and feedbacks for service improvements in accordance with workplace procedures.
	3.5	Complete reports and other required documentation related to international freight transfer operations in accordance with workplace procedures.
	3.6	Monitor and apply any changes in Australian and international **regulations and codes of practice** relevant to international freight transfer to ensure ongoing compliance of workplace processes and systems.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- communication skills to:

  o convey information in order to manage international freight transfer operations

  o complete documentation related to the management of international freight transfer operations

  o maintain workplace records and documentation when managing international freight transfer operations

- language and literacy skills to read and interpret instructions, procedures and information

- leadership skills to provide guidance to others when managing international freight transfer operations

- cultural awareness to adapt appropriately to cultural differences in the workplace, including:
  - o   modes of behaviour
  - o   interactions with others
- planning skills to:
  - o   develop systems and activities when managing international freight transfer operations
  - o   monitor work activities in terms of planned schedule
  - o   modify activities depending on differing operational contingencies, risk situations and environments
- problem solving skills to:
  - o   apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
  - o   rectify problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
  - o   manage differences in freight and systems in accordance with standard operating procedures
- technological skills to select appropriate information systems and procedures when managing international freight transfer operations

Required Knowledge

- relevant Australian and international regulations, codes of practice and legislative requirements including local and international freight regulations
- relevant WH&S and environmental procedures and regulations
- procedures for the identification and interpretation of requirements of current and potential clients
- procedures for the identification and evaluation of information needed to manage the international transfer of freight
- procedures for reviewing options for international freight transfer systems
- procedures for liaising with relevant Australian and international contacts using appropriate technology
- procedures for establishing and monitoring suitable international freight transfer operations
- operational processes impacting on relevant work systems, resources, management and workplace operating systems
- contacts and sources of information/documentation needed when managing systems for the international transfer of freight
- quality and customer service policies and procedures
- relevant permit and licence requirements
- application of relevant Australian standards and associated certification requirements

- operational requirements for the safe transfer and storage of dangerous goods and hazardous materials
- relevant workplace documentation procedures applicable to the international transfer of freight

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 in the performance criteria is detailed below.

International freight transfer may include:	• warehousing, storage, transport or distribution industry work environments including:
	  o bulk handling
	  o dangerous goods
	  o freight forwarding sections

Information may include:	• type, capacity and compatibility of cargo • agreed delivery times and routing schedules • pick-up and drop-off points • specified carrier/mode of transport • agreed cost structure • internal or external
Workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Systems and processes may include:	• international freight forwarding protocols and procedures • workplace operations • authorities and permits • hours of operation • relevant regulations

Resource requirements may include:	• human resources required to organise international freight transfer including:
	  o assigning
	  o recruiting
	  o training of staff
	• office, computer and communications equipment

Regulations and codes of practice may include:	• regulations and codes of practice for the international freight transfer • Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances including:

- Australian and International Dangerous Goods codes (ADG and IDG)

- Australian Marine Orders and the International maritime Dangerous Goods Code

- IATA Dangerous Goods by Air Regulations

- Australian and International Explosives Codes

- relevant regulations for the import and export of cargo

- Australian and international standards and certification requirements

- relevant State/Territory WH&S legislation

- relevant State/Territory environmental protection legislation

Please note: It is possible that over the five year accreditation period of this document, some legislation may become superseded. Teachers are encouraged to check the currency of legislation cited in this course at:

Federal Register of Legislation:
https://www.legislation.gov.au/The currency of international legislation should be reviewed with reference to the appropriate government or international body responsible for the administration of that law.

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, Range Strategies and the Assessment Guidelines of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to: - researching to determine freight transfer requirements - developing systems and process for a targeted international freight transfer - monitoring and managing the international freight transfer systems and processes - knowledge of relevant legislation, operational procedures and processes for international freight.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment. Resources required for assessment include: - Access to a relevant workplace or closely simulated international business environment - Access to appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

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

- Project work
- Written reports supported by practical assignments or tasks for individual assessment
- Observation of workplace practice supported by personal interviews
- Practical display with personal interview, presentations or documentation
- Case studies

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22800 Analyse the use of blockchain technology in international business

Unit Descriptor

This unit describes the skills and knowledge required to analyse business practices to determine the use of blockchain technology for international business. Blockchain technology can be used like a ledger, which can be shared and accessed by anyone with the appropriate permissions for international transactions. This unit includes examining the benefits and risks associated with using blockchain technology.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit generally applies to those with responsibility for international business management and leadership for the review of the operating environments of the international banking and non-banking finance system.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Assess the benefits of blockchain use in international business	1.1 Consult experts and research the benefits of using **blockchain technology** for international business.
	1.2 Research the benefits of using blockchain technology for international supply and demand transactions.
	1.3 Determine the use of blockchain technology in international finance.
	1.4 Assess the use of blockchain in a **supply environment**.
2. Identify the risks of blockchain currency use in international business	2.1 Examine the **standard risks in using blockchain technology** in international business.
	2.2 Examine **value transfer risks in using blockchain technology** in international business.
	2.3 Examine **smart contract risks in using blockchain technology** in international business.
	2.4 Identify **appropriate strategies** to mitigate the risks associated with the use of blockchain for international business, in accordance with organisational policy.
3. Assess organisational and	3.1 Assess the organisation's operational capacity and technology for blockchain compatibility.

	economic readiness for blockchain	3.2	Assess the organisation's economic readiness for blockchain operation.
		3.3	Determine industry standards and codes of practice for blockchain.
		3.4	Assess the organisation's **_electronic architectural environment_** to ensure privacy and to mitigate cybersecurity risk.
		3.5	Assess the feasibility of blockchain access to relevant stakeholders.
4.	Report on the feasibility of using blockchain currency for international business	4.1	Communicate findings about the use of blockchain technology for international business to relevant personnel in the agreed reporting format.
		4.2	Discuss the feasibly of using blockchain technology for international business practice.
		4.3	Document blockchain technology findings in accordance with organisational requirements.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- analytical and information gathering skills to:
  - o research and analyse blockchain currencies
  - o conduct comparative analysis
- communication skills to:
  - o question information
  - o clarify issues
  - o report on findings and processes
- risk management skills to:
  - o identify
  - o assess
  - o monitor
  - o mitigate the impact of risk to international business
- technical skills to:
  - o analyse the use of blockchain

Required Knowledge

- blockchain technology
- electronic architectural environment

- security firewalls to flag intrusion
- basic economic concepts including:
  - o supply/demand
  - o market/planned/mixed economy
  - o how the market works
  - o market forces
  - o Porters 5 Forces
- politico-economic trends in international finance
- sources of finance
- technology risks and insurance

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 in the performance criteria is detailed below.

Blockchain technology may include:	• the distribution (but not the copy of) of digital information, creating the backbone of a new type of internet • public blockchain networks • private (permissioned) blockchain networks (access is restricted to participants)
Supply environment may include:	• trading platforms • supply chains • third party validation • banking • transactional data

Standard risks in using blockchain technology may include:	• risks that are similar to those associated with current business processes including:
	
	   o buyer defaults
	   o bank dishonour
	   o Government impediment/embargo
	   o non-payment
	
	• nuances for which organisations using blockchain technology need to account for:
	
	   o 51% attack
	   o accidental fork
	   o soft fork

o   other technical glitches

Value transfer risks in using blockchain technology may include:	• risks associated with doing business without a central intermediary (blockchain enables peer-to-peer transfer of value without the need for a central intermediary) • strength of the digital ecosystem that goes beyond a single country • crypto technology currency fluctuations
Smart contract risks in using blockchain technology may include:	• privacy and security - potential encoding of complex business, financial, and legal arrangements on the blockchain (it could result in the risk associated with the one-to-one mapping of these arrangements from the physical to the digital framework) • lack of control - smart contracts are independent, which means they obey their own code, and, once deployed cannot be controlled by either the originator or any legal system; also, they are irrevocable and can only be replaced by a completely new contract • software assurance – mathematical correctness tools must be applied to all smart contracts

Appropriate strategies [to mitigate blockchain technology risks] may include:	• restricting access to data
	• using technology that will participate in a blockchain architecture that is comprised of an infrastructure with integrated security
	• backup of data
	• continually reviewing technology for its relevance in business
	• validating data quality before it enters the blockchain
	• implementing effective data governance policies such as:
	   o maintaining access controls
	   o metadata
	   o use of security features inside and outside the blockchain

Electronic architectural environment may include:	• secure sockets layers (SSLs) • firewalls

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to: • research in the use of blockchain technology in international business • analysis of organisational readiness for blockchain technology and the benefits and risks associated with its use • knowledge of blockchain technology and its use in international supply and demand transactions • presentation of information about blockchain technology and its use in international business transactions.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically. Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring. The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor. Resources required for assessment include: • Access to a relevant workplace or closely simulated international business environment • Access to suitable computer hardware, software and/or other appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit: • Project work • Written reports supported by practical assignments or tasks for individual assessment • Observation of workplace practice supported by personal interviews

- Practical display with personal interview, presentations or documentation

- Case studies

Guidance information for assessment   Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22801 Determine ecommerce planning processes

Unit Descriptor

This unit describes the skills and knowledge required to analyse business practices to determine ecommerce planning processes. It includes examining the international business environment and ecommerce trends.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit generally applies to those planning ecommerce strategies.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Research international business environment	1.1 Determine organisational objectives and priorities for international business environment.
	1.2 Analyse internal and external operating environment, including competitive landscape.
	1.3 Consider how **ecommerce strategies** can meet organisational objectives and priorities.
	1.4 Consider **ecommerce risk factors** that may impact upon the organisation and strategies to mitigate risks.
	1.5 Determine supply demand and consider logistics and **reverse logistics**.
2. Research trends in ecommerce	2.1 Review past ecommerce performance data to inform planning.
	2.2 Research trends in ecommerce and **buyer behaviour** and use findings to inform planning.
	2.3 Research and analyse current ecommerce technologies and solutions that meet organisational objectives.
	2.4 Integrate social media with ecommerce strategy.
3. Determine ecommerce requirements	3.1 Determine organisational objectives and priorities for ecommerce operations.
	3.2 Determine ecommerce resourcing and budget availability.
	3.3 Review past ecommerce performance data to inform planning.

3.4	Ensure planning incorporates ***scenario and contingency planning***.
	3.5	Determine ecommerce security strategies to address organisational risk
4. Report on the ecommerce findings	4.1	Present research to nominated stakeholders in accordance with the required format.
	4.2	Discuss ecommerce scenarios with relevant personnel.
	4.3	Document ecommerce findings, incorporating the views of others in accordance with organisational procedures.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- analytical and information gathering skills to:
  - research and analyse ecommerce strategies
  - conduct comparative analysis
  - conduct scenario and contingency planning
- communication skills to:
  - relate to people from difference cultures
  - clarify issues
  - report on findings and processes
- risk management skills to:
  - identify
  - assess
  - monitor
  - mitigate the impact of risk to international business

Required Knowledge

- ecommerce strategies
- international business environment
- basic economic concepts including:
  - supply/demand
  - market/planned/mixed economy
  - how the market works
  - market forces
- security requirements
- organisational social media usage

- politico-economic trends
- sources of finance

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. *Bold italicised* wording in the performance criteria is detailed below.

Ecommerce strategies may include:	• ecommerce architecture and how to achieve integration
	• data collection and analytics
	• creating a content marketing strategy
	• targeting appropriate audiences and tailoring the browsing experience to target segments
	• creating content to build clientele
	• developing a social media campaign
	• generating an email marketing campaign
	• sources of finance and cost benefit analysis
	• key stakeholders and their roles
	• performance indicators and evaluation criteria
	• legal and regulatory/contractual issues
	• social media usage
	• types of ecommerce platforms and solutions
	• key legal and ethical requirements and considerations as related to ecommerce strategy development: ◦ Australian Consumer Law ◦ copyright ◦ privacy ◦ codes of practice ◦ security
Ecommerce risk factors may include:	• supply chain issues
	• processing volumes
	• changes in buyer requirements
	• inventory and logistic issues
	• timely service
	• exchange rate changes
	• currency conversion
	• political factors
	• international legal/regulatory issues
Reverse logistics may include:	• remanufacturing
	• refurbishing activities

- recycling and dismantling for products and materials
- green supply chain management concepts and practices, such as:
  - o reducing environmental impact by reducing waste
  - o improving overall corporate citizenship

Buyer behaviour may include:

- data on buyer trends
- the influence or prospective influence of marketing strategies
- supply chain processes and costs required to meet buyer needs

Scenario and contingency planning may include:

- planning for various organisational situations
- planning for situations when activity does not go as planned
- challenging both implicit and widely held beliefs and assumptions about the organisation and its strategic direction

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered is to be related to: - researching the international business environment and the appropriateness of ecommerce strategies - researching the trends in ecommerce and buyer behaviour - analysing the organisational readiness for ecommerce strategies, the benefits and risks associated with it - knowledge of basic economic concepts and sources of finance.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of the international business framework in an actual or simulated environment. Competency is demonstrated by performance of all stated criteria, including the Range Statements applicable to the workplace environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. All participants may take advantage of electronic media to generate and submit reports or presentations to support each performance criterion either individually or holistically.

Assessors should consider the assessment of salient knowledge, skills and content understanding through specific or combined electronic media, workplace contact or mentoring.

The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.

Resources required for assessment include:

- Access to a relevant workplace or closely simulated international business environment
- Access to suitable computer hardware, software and/or other appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

Method of assessment

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

- Project work
- Written reports supported by practical assignments or tasks for individual assessment
- Observation of workplace practice supported by personal interviews
- Practical display with personal interview, presentations or documentation
- Case studies.

Guidance information for assessment

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

VU22802 Build cross cultural capability for business in Asia

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to build culturally appropriate planning and work practices that facilitate the development of Asian business capability.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to personnel who conduct or plan to conduct business activity in Asia. An understanding of the product or service integral to the proposed business is required.

The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Analyse essential features of Asian country-specific culture	1.1 Assess and review ***relevant historical and geopolitical information*** about Asian country or countries of proposed business activity.
	1.2 Assess and review traditional and contemporary social structures of the Asian country or countries of proposed business activity.
	1.3 Assess relevant business, product or service information in the Asian country or countries of choice.
	1.4 Research and present documentation on international business ***legislation*** and ***controls*** that impact upon business activity with the proposed Asian country or countries.
2. Apply understanding of Asian country-specific culture for business practices	2.1 Confirm understanding of proposed business activity in Asia to ensure consistency of interpretation and application.
	2.2 Arrange for information to be communicated to relevant personnel in appropriate business practices to build Asian business capability.
	2.3 Establish evaluation criteria to ascertain understanding, by relevant personnel, of Asian country-specific business culture and how it impacts upon practices.

	2.4	Explain **key business cultural elements** of Asian country or countries of proposed business activity.
	2.5	Workshop real or potential cultural workplace conflict with relevant personnel.
	2.6	Establish possible strategies for cultural maintenance of business practice refinement with Asian country or countries of proposed business.
3. Plan culturally appropriate work practices	3.1	Develop a vision statement or a business model for business activity with the intended Asian country or countries, incorporating the product or service that is integral to the business.
	3.2	Document business practices that will enhance Asian business culture capability.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- research skills to:
  - analyse essential features of culture in question
  - how culture impacts upon business practices
- English language and literacy skills to:
  - read, interpret and communicate legislation, regulations, policies, procedures and guidelines relating to country-specific Asian business practices
  - communicate impartially and diplomatically with diverse stakeholders, including conducting open discussions
  - document country-specific cultural practices and how they impact upon business practices
- interpersonal skills to:
  - relate to overseas politicians and government representatives, and understand their influence in the commercial environment in Asia
  - consult and provide advice on Asian cultural issues
  - work with others and relate to people from a range of cultural, social and religious backgrounds
- planning skills to:
  - plan culturally appropriate Asian business practices
  - arrange for cultural information to be communicated to appropriate personnel

Required Knowledge

- research methods to:
  - access material that is relevant to Asian business culture
  - conduct desktop research on:

- – Asian business culture
- – the product(s) or service(s) integral to the proposed business
- planning methods to:
  o plan activity related to the product or service integral to the proposed business
  o plan business activity in Asia
- relevant Asian country-specific history
- relevant Asian country-specific culture and how it relates to business practices
- relevant international trade related legislation, including:
  o company law
  o legal framework for foreign companies' operation including:
    - – registration requirements
    - – tax regimes
    - – setting up companies
    - – interviews
    - – representative offices
  o relevant international trade agreements and treaties
- Asian world view, including religion and the dimension of holistic notion of culture
- product or service that is integral to the business
- Asian business ethics, including:
  o discretion
  o the importance of public perception
  o business card rituals
  o developing a trusting relationship
  o providing relevant information to the decision maker
  o the importance of discussing the technical details about product or service features

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 in the performance criteria is detailed below.

Relevant historical and geopolitical information may include:	• overview of political and social history
	• GDP composition, general economic circumstances and economic trends
	• economic stability
	• religion
	• ethnic composition
	• language
	• business culture
	• political system
	• political stability
	• allies
	• population
	• government controls
	• alliances such as: ASEAN
Legislation may include:	• broad legal framework including:
	o parliamentary system
	o decree
	o law
	o common law
	• company law
	• legal framework for foreign companies' operation including:
	o registration requirements
	o tax regimes
	o setting up companies
	o interviews
	o representative offices
	• international law
	• international trade agreements and treaties, including:
	o bilateral or multilateral treaty or other enforceable compact committing two or more nations to specified terms of commerce, usually involving mutually beneficial concessions
	o general agreement on Tariffs and Trade (GATT) – a multilateral trade treaty among governments, embodying rights and obligations that constitute codes that are

intended to help reduce trade barriers between signatories to promote trade through tariff concessions

- o Trade in Services (GATT TIS)
- o Free Trade Agreements

Controls may include:

- guarantees
- insurance
- codes of practice
- ethical principles
- copyright
- social responsibilities
- safety issues
- security breaches
- privacy breaches
- other strategies to minimise or transfer risk
- selection or rejection of particular payment methods
- specifying a particular currency for payment

Key business cultural elements may include:

- discretion
- the importance of public perception
- business card rituals
- developing a trusting relationship
- not being too outspoken
- being perceptive about who the decision maker is (often in Asian cultures, in meetings the quiet people are the decision makers)
- the importance of discussing the details about product or service features (often Asian culture is technology centric whereas Western culture is often experience-centric)
- use of case studies to aid decision making
- business nuisances in Asian regions, including:
  - o how meetings are run
  - o how people relate to each other
- ethnic considerations, such as:
  - o ethnic composition of workforces and issues relating to this
  - o affirmative action programs
  - o the role of the overseas Chinese in many Asian business cultures
- HR characteristics of the various Asian workforces

- sensitivity to religious norms:
    - o expected business behaviours around religious traditions:
        - there are many considerations amongst Confucian, Islamic, Hindu, Christian and other religious observances that influence business behaviour
- business power and authority and decision making in Asian business culture such as:
    - o centralised business culture
    - o Government influence

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence must be provided of the following: • communicating with relevant personnel to facilitate information sharing about Asian country-specific business cultural practices • documenting the essential features of Asian, country-specific culture and how it manifests itself on business practices • documenting culturally appropriate work practices to build Asian business capability in relevant Asian region.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of Asian business capability in an actual or simulated environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. Participants may utilise media to generate and submit reports or presentations to support each performance criterion. The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor. Resources required for assessment include: • Access to a relevant workplace or closely simulated Asian business environment • Access to suitable books, journals and and/or other appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit: • Project work

- Written reports supported by practical assignments or tasks for individual assessment
- Observation of workplace practice supported by personal interviews
- Practical display with personal interview, presentations or documentation
- Case studies
- Essays and assignments.

Guidance information for assessment

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

VU22814 Build networks and relationships for business in Asia

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to establish, maintain and improve business relationships and to actively participate in networks to support attainment of business outcomes in Asia.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to personnel who conduct or plan to conduct business activity in Asia.

The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Develop and maintain networks for business in Asia	1.1 Use appropriate **network strategies** to establish and maintain relationships that promote the development of business opportunities in Asia.
	1.2 Identify and pursue network opportunities relevant to the proposed business to maximise a range of contacts.
	1.3 Participate in **professional networks and associations** to obtain and maintain personal knowledge and skills pertaining to business in Asia.
	1.4 Record and maintain relevant contacts and maintain an accessible database.
2. Establish and maintain relationships for business in Asia	2.1 Develop and maintain relationships to promote benefits consistent with Asian organisational/client requirements.
	2.2 Develop **strategies to obtain ongoing feedback for business in Asia** from clients to monitor satisfaction levels.
	2.3 Seek specialist advice in the development of contacts in Asia where appropriate.
	2.4 Demonstrate commitment to the relationship by maintaining regular contact on business issues.

3	Promote the relationship for business in Asia	3.1	Develop strategies to represent and promote the interests and requirements of the relationship.
		3.2	Use presentation skills that are appropriate to business in Asia to communicate the goals and objectives of the relationship.
		3.3	Establish communication channels to exchange information and ideas that are central to the relationship.
		3.4	Obtain **feedback** to identify and develop ways to improve promotional activities within available opportunities.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required skills

- research, analysis, evaluation and assessment skills to identify relevant business networks
- English language communication skills to:
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to Asian cultural differences
  - present to Asian clients
- interpersonal skills to:
  - to relate to people from diverse backgrounds
  - demonstrate empathy and cultural sensitivity
  - establish rapport and build relationships and networks in Asia
- planning skills to:
  - develop strategies to build and maintain networks and relationships in Asia
  - develop strategies to obtain feedback from clients

Required knowledge

- characteristics of specific cultural groups, including:
- religion
- political and social knowledge of the proposed Asian region's population
- diversity
- business expertise and business preferences
- product/service preferences
- business networking nuances in Asian regions, including:
- discretion
- the importance of public perception
- business card rituals
- developing a trusting relationship
- providing relevant information to the decision maker
- the importance of discussing the technical details about product or service features
- existing Asian business networks, including:

- o employer networks
- o associations

- principles of communication theory, especially cross-cultural communication, including:
  - o establishing rapport sharing perspectives
  - o understanding business nuances
  - o defining the issue
  - o identifying interests
  - o identifying negotiation styles and adapting to different negotiation styles
  - o generating options
  - o developing criteria for decision making
  - o evaluating options
  - o reaching agreement
- sources of information about communication protocols for relevant Asian cultural groups

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 in the performance criteria is detailed below.

Network strategies may include:	- Asian business networks: - sources of support, including: – Austrade – State based trade promotion – inbound trade and investment organisations in target countries - clients and potential clients - business partners - business peers active in the markets - association memberships, including: - bilateral business councils (in Australia and in Asia) - industry associations - professional associations - alumni networks - conference participation, including: - in-country meetings, conferences, trade shows and marketing events - webinars - video-conferencing - teleconferencing - professional social networking
Professional networks and associations may include:	- Asian associations - advisory committees - colleagues

- committees
- government agencies
- internal/external customers
- lobby groups
- local inter-agency groups
- professional/occupational associations
- project specific ad hoc consultative reference groups
- country-specific suppliers
- work teams

Strategies to obtain ongoing feedback for business in Asia may include:

- complaints handling procedures
- follow-up contact:
  o face to face
  o on-line
  o telephone
- client surveys
- contact with lapsed clients to re-engage them
- asking clients open questions about product or service levels
- including 'comments' on all order or transaction documentation

Feedback may include:

- comment on accuracy and sufficiency of information
- responding appropriately to the audience
- benefits to organisation
- impact of message
- liaison with networks
- participation of competitors
- use of media

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 Strategies of this qualification.

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

Evidence gathered should be related to:

- creating networking opportunities
- establishing contacts, building relationships and participating in networks in Asia
- developing strategies to seek ongoing feedback for business in Asia
- developing knowledge of related Asian organisations, agencies and networks
- maintaining relevant contacts for business in Asia.

Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of Asian business capability in an actual or simulated environment.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. Participants may utilise media to generate and submit reports or presentations to support each performance criterion.
	The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
	Resources required for assessment include:
	• Access to a relevant workplace or closely simulated Asian business environment
	• Access to suitable books, journals and papers and appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit:
	• Project work
	• Written reports supported by practical assignments or tasks for individual assessment
	• Observation of workplace practice supported by personal interviews
	• Practical display with personal interview, presentations or documentation
	• Case studies.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

VU22815 Negotiate business outcomes in Asia

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to negotiate persuasively for business outcomes with stakeholders in Asia.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to personnel who conduct or plan to conduct business activity in Asia. It applies to individuals who are required to negotiate in Asia for business purposes.

The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1 Establish contact with stakeholders for business in Asia	1.1 Confirm the authority or mandate to present business views or position for ***business in Asia***.
	1.2 Respect ***protocols*** and confidentiality of information.
	1.3 Use language that is appropriate for the audience pertaining to business in Asia.
	1.3 Use active listening to seek stakeholder and other organisation input and achieve a balanced exchange of views.
	1.4 Seek feedback to ensure that the views expressed by all stakeholders have been understood.
2 Prepare for negotiation with stakeholders for business in Asia	2.1 Identify key individuals and target groups for their value to advance business interests in Asia.
	2.2 Prepare realistic positions and supporting arguments in advance in anticipation of the likely expectations and tactics of others with regard to business in Asia.
	2.3 Determine desired outcomes, ***negotiation plans*** and schedules for negotiations regarding business in Asia.

3	Present and negotiate persuasively with stakeholders for business in Asia	3.1	Present information pertaining to business in Asia in a culturally respectful manner.
		3.2	Acknowledge differences of opinion to encourage the rigorous examination of all options.
		3.3	Use culturally appropriate communication styles to present Asian business positions to best effect.
		3.4	Seek mutually beneficial solutions by establishing areas of common ground and potential compromise.
		3.5	Keep negotiations focused on key issues and moving forward towards a final resolution.
		3.6	Identify difficult situations and negotiate solutions using *collaborative problem-solving techniques*.
4	Implement agreements	4.1	Implement negotiated agreements using processes that are flexible and incorporate contingencies.
		4.2	Adhere to agreements in order to maintain the credibility and trust of others.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- English language and literacy skills to:
    - o read, interpret and communicate legislation, regulations, policies, procedures and guidelines relating to country-specific Asian business practices
    - o communicate impartially, diplomatically and persuasively with diverse stakeholders, including conducting open discussions
- negotiation and interpersonal skills to:
    - o work with others and relate to people from a range of cultural, social and religious backgrounds
- problem-solving and innovation skills to find practical ways to negotiate
- planning skills to:
    - o plan presentations for desired outcome for business in Asia
    - o plan culturally appropriate problem solving techniques

Required Knowledge

- relevant, Asian country-specific business culture protocols to:
  - o plan meetings
  - o plan strategy for meetings
- organisational policies and procedures, including:
  - o presentation/negotiation styles
  - o meeting protocols

- o   strategic purpose of meetings
- o   overall operations of organisation
- principles of communication theory, especially cross-cultural communication, including:
  - o   establishing rapport sharing perspectives
  - o   understanding business nuances
  - o   defining the issue
  - o   identifying interests
  - o   identifying negotiation styles and adapting to different negotiation styles
  - o   generating options
  - o   developing criteria for decision making
  - o   evaluating options
  - o   reaching agreement

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 in the performance criteria is detailed below.

Business in Asia may include:	- goods - services - foreign aid - environmental aid - commerce - commercial relationships
Protocols may include:	- meeting structure - respecting elders - respecting rankings especially when dealing with Government officials - being patient, polite and modest - establishing relationships before conducting business - being on time - business etiquette: - issuing your business card in a respectful manner and to the most senior official first - checking Asian calendars to avoid making appointments for national holidays - being well prepared - organising for interpreters to be present, if required - sharing materials about your business - dressing formally

Negotiation plans may include:	• who is involved from both sides:
	o status
	o culture
	o expertise
	• negotiation styles that may be adopted
	• what actions are required
	• who is taking responsibility
	• timelines
	• monitoring processes
	• communicating actions in a manner that is culturally sensitive to the Asian country or countries of operation
Collaborative problem-solving techniques may include:	• establishing rapport sharing perspectives
	• understanding business nuances
	• defining the issue
	• identifying interests
	• identifying negotiation styles and adapting to different negotiation styles
	• generating options
	• developing criteria for decision making
	• evaluating options
	• reaching agreement

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered should be related to:
	• communicating clearly and in a culturally sensitive manner with Asian business stakeholders
	• planning negotiations for business outcomes in Asia
	• demonstrating capability to present and negotiate effectively with Asian business stakeholders
	• knowledge of relevant Asian country-specific business protocols.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of Asian business capability.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. Participants may utilise media to generate and submit reports or presentations to support each performance criterion.
	The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
	Resources required for assessment include:

- Access to a relevant workplace or closely simulated Asian business environment
- Access to suitable books, journals and papers and appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

Method of assessment

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

- Project work
- Written reports supported by practical assignments or tasks for individual assessment
- Observation of workplace practice supported by personal interviews
- Practical display with personal interview, presentations or documentation
- Case studies.

Guidance information for assessment

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

VU22816 Prepare to establish a workforce presence in Asia

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan a workforce presence in Asia. It includes workforce considerations, planning business establishment in Asia, recruitment, on-going management and the development of performance standards.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to personnel who conduct or plan to conduct business activity in Asia. It covers planning for work allocation, financing and the methods to review performance, and to provide feedback.

The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Assess need for workforce presence in Asia	1.1 Conduct research on the competitive landscape and local business conditions to ensure that there is a viable opportunity to conduct business in Asia.
	1.2 Confirm business capacity to expand into markets in Asia.
	1.3 Determine if business or proposed business will benefit from developing operations or representation in Asia.
	1.4 Consider a range of geographic locations for operations or representation in Asia, based on market size, accessibility, and legal and political environment.
2. Plan Asian presence	2.1 Research, or seek professional advice on local workforce conditions and the benefits of a **workforce presence in Asia**.
	2.2 Consider the costs risks and benefits of various types of **operations or representation in Asia**.
	2.3 Determine one or more suitable options to establish a workforce presence in Asia.
	2.4 Research, or seek professional advice on the logistical and operational considerations for the proposed options for business in Asia.

| | | 2.5 | Conduct **risk analysis for workforce in Asia** in accordance with organisational risk management plan and **legal requirements** and controls that impact upon business activity with the intended Asian country or counties. |

3	Prepare to manage a workforce in Asia	3.1	Consult organisational management or leadership consultants on **employee life cycle considerations**, **effective Asian leadership protocols for business** and **recruitment in Asia**.
		3.2	Develop outcome focussed work plans in accordance with operational plans and **issues pertaining to conducting business in Asia**.
		3.3	Consider **performance standards for the workforce in Asia**, **Code of Conduct**, work outputs and financing arrangements with relevant teams and individuals.
4	Determine performance assessment methods for personnel based in Asia	4.1	Design **performance management for the workforce in Asia** and review processes to ensure consistency with organisational objectives and policies.
		4.2	Develop **criteria** against **key Asian business cultural elements** to evaluate performance, behaviour and suitability for duties related to business capability in Asia.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- research skills to seek relevant information about conducting business in Asia
- English language and literacy skills to:
  - o read, interpret and communicate legislation, regulations, policies, procedures and guidelines relating to country-specific Asian business practices
  - o communicate impartially and diplomatically with diverse stakeholders
  - o articulate expected standards or performance and provide effective feedback
- interpersonal skills to:
  - o consult and provide advice on Asian cultural issues
  - o work with others and relate to people from a range of cultural, social and religious backgrounds
  - o arrange for information to be communicated to personnel
- planning skills to:
  - o plan culturally appropriate Asian workforce practices
- risk identification and analytical skills to identify issues that may pose risk to business in Asia

Required Knowledge

- planning methods to:
  - o anticipate employee life cycle considerations

- o   plan for relevant financing arrangements for business in Asia
- o   plan remuneration practices in Asia
- relevant, Asian country-specific workforce policies and contemporary practices, including:
- o   leadership practices in Asia
- o   recruitment practices in Asia:
    - – selection
    - – onboarding and orientation:
    - – employee services:
    - – retention:
    - – performance management:
    - – transition
- relevant international trade related legislation and legislation that affects business operation, in regard to:
- o   occupational health and safety
- o   environmental issues
- o   equal opportunities
- o   industrial relations
- o   anti-discrimination
- o   relevant awards and certified agreements
- o   performance measurement systems utilised within the organisation
- o   unlawful dismissal rules and due process
- o   personnel development options and information

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 in the performance criteria is detailed below.

Workforce presence in Asia may include:	• considerations about the following:
	o expertise of the proposed Asian region's population
	o political and social knowledge of the proposed Asian region's population
	o organisational diversity
	o market significance
	o salary considerations
	o staff training considerations
Operations or representation in Asia may include:	• expatriate staffing
	• inpatriate staffing

Risk analysis for workforce in Asia may include:	• determination of the likelihood of negative event(s) preventing the organisation meeting its objectives in Asia • the likely consequences of such event(s) on organisational performance.

Legal requirements may include:	• requirements specified in international law
	• international trade agreements and treaties, including:
	   o bilateral or multilateral treaty or other enforceable compact committing two or more nations to specified terms of commerce, usually involving mutually beneficial concessions
	   o general agreement on Tariffs and Trade (GATT) – a multilateral trade treaty among governments, embodying rights and obligations that constitute codes that are intended to help reduce trade barriers between signatories to promote trade through tariff concessions
	   o GATT TIS

Employee life cycle considerations may include:	• recruitment and selection:
	   ◦ applications
	   ◦ interview
	   ◦ job skills testing
	   ◦ psychological testing
	   ◦ background checks
	   ◦ drug testing
	   ◦ recruitment services
	• onboarding and orientation:
	   ◦ employee electronic onboarding
	   ◦ new hire orientation materials
	   ◦ customised employee orientation handbook or literature
	• employee services:
	   ◦ employee relations support
	   ◦ benefits enrolment service team (BEST)
	   ◦ employee services
	• retention:
	   ◦ innovative benefits programs
	   ◦ employee communication tools
	   ◦ compensation surveys
	• performance management:
	   ◦ employee training and development programs
	   ◦ programs and assessment tools
	   ◦ behavioural assessment for self-development

- transition:
    - exit interview
    - outplacement services
    - job search assistance
    - resume assistance

Effective Asian leadership protocols for business may include:	- respect and courtesy, including consideration for cultural, religious circumstances and hierarchy of command
	- tolerance
	- identifying and resolving problems early by considering:
	  o the context
	  o the situation
	  o the means of communication
	- understanding cultural taboos, such as:
	  o providing a vegetarian alternative for Hindu colleagues at company functions
	  o not knowing the key stakeholders in a business transaction in China
	  o giving the host alcohol as a gift in Dubai or other Islamic cultures
	- understanding what it means to be an employer in Asia
	- complying with legislating covering diversity issues in the workplace
	- encouraging interaction
	- simplifying language and avoid using slang or colloquialisms
	- ensuring personnel understand direction, i.e. when giving instructions, diplomatically ask people to show their understanding of what is expected
	- understanding where potential problems in communication may occur and overcoming them, e.g.:
	  o rather than using text for OHS/WHS issues illustrate them with a diagram
	  o providing written instructions as a back-up to prevent misunderstandings
	  o using interpreters when required

Recruitment in Asia may include:	- appropriate recruitment agencies - accurate job descriptions - spotting talent - ascertaining candidates' skills and knowledge accurately - being mindful of transferable skills - recruiting people who suit the culture of the organisation

	• being aware of cultural differences and bridging gaps by recruiting effectively
	• conditions of employment
Issues pertaining to conducting business in Asia may include:	• remuneration policies for:
	o local staff
	o expatriate staff
	o transfer of staff between overseas offices
	• taxation
	• tax equalisation
	• conducting business with Asian currency
	• mobility of the workforce
	• redundancy and commensurate salaries
	• payment methods and getting paid on time
	• contractual protocols
Performance standards for the workforce in Asia may include:	• Asian country-specific performance standards in designated field of work
	• level of performance sought from an individual or group which may be expressed either quantitatively or qualitatively
Code of Conduct may include:	• agreed (or decreed) set of rules relating to employee behaviour or conduct with other employees
	• agreed (or decreed) set of rules relating to employee behaviour or conduct with clients
Performance management for the workforce in Asia may include:	• management in accordance with relevant industrial agreements
	• management in accordance with regulations in relevant Asian country/countries
	• process or set of processes for establishing a shared understanding of what an individual or group is to achieve and managing and developing individuals in a way which increases the probability it will be achieved in both the short-term and long-term
Criteria may include:	• past performance
	• goals and/or aspirations
	• eligibility
	• support structures
	• psychological state
	• sociological observation
	• cultural understanding

- skill levels
- work experience
- proficiency in Asian language(s)
- cultural practices in the workforce and home environment

Key Asian business cultural elements may include**:**

- discretion
- the importance of public perception
- business card rituals
- developing a trusting relationship
- not being too outspoken
- being perceptive about who the decision maker is (often in Asian cultures, in meetings the quiet people are the decision makers)
- the importance of discussing the details about product or service features (often Asian culture is technology centric whereas Western culture is often experience-centric)

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Req uired Skills and Knowledge, Range Statement and the Assessment Strategies of this qualification.

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

Evidence gathered should be related to:

- analysing desired outcomes for developing a presence in Asia
- knowledge of where to seek information for conducting business in Asia
- conducting a risk analysis for proposed business in Asia
- developing performance management methods for business in Asia
- knowledge of employment practices in proposed Asian region.

Context of and specific resources for assessment

Assessment of performance requirements in this unit should be undertaken within the context of Asian business capability in an actual or simulated environment.

Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. Participants may utilise media to generate and submit reports or presentations to support each performance criterion.

The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.

Resources required for assessment include:

- Access to a relevant workplace or closely simulated Asian business environment
- Access to suitable books, journals and papers and/or other appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.

Method of assessment

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

- Project work
- Written reports supported by practical assignments or tasks for individual assessment
- Observation of workplace practice supported by personal interviews
- Practical display with personal interview, presentations or documentation

  Case studies.

Guidance information for assessment

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

VU22817 Assess risk for business in Asia

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess risks in a range of business in Asia contexts.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to personnel who conduct or plan to conduct business activity in Asia. It applies to individuals who are working in positions of authority. They may or may not have responsibility for directly supervising others.

The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Establish risk context for business in Asia	1.1 Review organisational processes, procedures and requirements for undertaking **internal and external risk** management for business in Asia.
	1.2 Determine the **scope** of the risk management process.
	1.3 Access and interpret current, relevant **international and country specific legal obligations** and **ethical practices with regard to international business**.
	1.4 Review political, economic, social, **legal**, technological and policy context that is relevant to business in Asia.
	1.5 Obtain organisational support for risk management activities.
	1.6 Communicate with relevant parties about the risk management process for business in Asia and invite participation.
2. Identify risks for business in Asia	2.1 Invite **relevant parties** to assist in the identification of risks of business in Asia.
	2.2 **Research** internal and external risks that may apply to the scope for business in Asia.
	2.3 Use **tools and techniques** to generate a list of risks that apply to the scope for business in Asia, in consultation with relevant parties.

3.	Analyse risks for business in Asia	3.1	Assess likelihood of risks occurring during business in Asia.
		3.2	Assess impact or consequence if risks occur during business in Asia.
		3.3	Conduct evaluation of risks and prioritise risks for treatment.
4.	Select risk control and mitigation options for business in Asia	4.1	Assess the financial viability of business in Asia and match organisational capability with market needs.
		4.2	Devise solutions to meet both legislative and business requirements in Asian business.
		4.3	Determine *options* and develop an *action plan* for implementing risk treatment for business in Asia.
		4.4	Communicate risk management processes to relevant parties.
		4.5	Document risk management analysis and determine timelines for review and analysis of risk in business in Asia.

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

Required Skills

- English language and literacy skills to:
  - read, interpret and communicate legislation, regulations, policies, procedures and guidelines relating to country-specific Asian business practices
  - communicate impartially and diplomatically with diverse stakeholders, including conducting open discussions
  - articulate risk identification and risk management processes for business in Asia
- interpersonal skills to:
  - consult and provide advice on Asian business risk management issues
  - work with others and relate to people from a range of cultural, social and religious backgrounds
- planning skills to:
  - identify, analyse and develop mitigation strategies for risks in business in Asia
  - incorporate the political and government influence on commerce
  - assess the financial viability of new opportunities and matching organisational capability with market needs
  - develop a range of options in response to difficulties arising from conducting business in a complex environment

- analyse compliance legislative issues in Asian business activities, devising solutions to meet both legislative and business requirements

- develop techniques to overcome resistance

- control, minimise, or eliminating hazards that may exist during activity in the Asian business context

- research skills to identify internal and external risks pertaining to business in Asia

Required Knowledge

- planning methods to:

  - plan for the overall operations of the organisation and local customs for employees

  - incorporate relevant, Asian country-specific workforce policies and capability in business plans

- relevant international trade related legislation and legislation that affects business operation, in regard to:

  - occupational health and safety

  - environmental law

  - equal opportunities

  - industrial relations

  - anti-discrimination

  - reasonable adjustment in the workplace for people with a disability

  - duty of care

  - company law

  - freedom of information

  - industrial relations law

  - privacy and confidentiality

  - legislation relevant to organisational operations

  - legislation relevant to operation as a business entity in Asia

- organisational policies and procedures, including:

  - overall operations of the organisation

  - risk management strategy:

    - ISO Risk Management – Principles and Guidelines

    - Types of available insurance and insurance providers

  - policies and procedures for risk management

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations th at may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Internal and external risk may include:	- internal:
	o business capability to operate, protect IP and resources etc.
	o human behaviour
	o individual activities

o commercial relationships in Asia

o technology

- external:

    o cultural differences relating to business in Asia

    o economic circumstances and scenarios

    o competition

    o international legislation pertaining to specific business in Asia

    o management activities and controls

    o natural events

    o political risk, checking agencies that can produce political risk rating:

        – the Economist Intelligence Unit

        – Euromoney

        – The World Bank

    o policy uncertainty

    o political stability

    o political circumstances pertaining to business in Asia

    o technology

    o purchasing power parity in relation to:

        – foreign exchange rate changes

        – currency conversion

        – trade weighted index

        – balance of trade

    o interest rate differentials

Scope may include:
- project in Asia

- differences in risk profiles, i.e. for manufacturing or exporting product or service

- specific business organisation or unit

- product or service

- external environment

- international organisational environment

- specific function:

    o financial management

    o OHS/WHS

    o Governance

International and country specific legal

Anti-bribery and corruption laws and conventions:
- United Nations Convention against Corruption;

obligations may include	• *Criminal Code* Amendment (*Bribery* of Foreign Public Officials) Act 1999 (Australia)

- The *Foreign Corrupt Practices Act* of 1977 (*FCPA*) (United States)
- The Bribery At 2010 (United Kingdom).

Privacy laws and conventions:
- OECD Recommendation on Privacy Law Enforcement Cooperation (2007)
- Privacy Act 1988 (Australia)
- EU *Directive 95-46-EC* –The Data Protection Directive (European Union)

Labour laws and conventions:
- International Labour Organisation Declaration and the Fundamental Principles and Rights at Work;
- The Convention on the Rights of the Child (No. 138 on the Minimum Age for Admission to Employment, 1973) and No. 182 on the Worst Forms of Child Labour, 1999

International Trade laws and conventions:
- Article VI of the GATT (Anti-Dumping)
- Customs Tariff (Anti-Dumping) Act 1975
- Charter of the United Nations Act 1945 (Cth) – Part V and Part VI (Sanctions)
- Autonomous Sanctions Act 2011 (Cth) (Australia)
- Customs (prohibited imports) regulations 1956

Environmental laws and conventions:
- Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade, Rotterdam, 1998;
- *Illegal Logging Prohibition Act* 2012 (Australia)
- Convention on the International Trade in Endangered Species of Wild Flora and Fauna (CITES);
- Convention on the Prevention of Marine Pollution by Dumping Wastes and Other Matter

Please note: It is possible that over the five year accreditation period of this document, some legislation may become superseded. Teachers are encouraged to check the currency of legislation cited in this course at:

Federal Register of Legislation: https://www.legislation.gov.au/The currency of international legislation should be reviewed with reference to the appropriate government or international body responsible for the administration of that law.

Ethical practices with regard to	• codes of practice

- ethical principles

international business **may include**	• society's expectations
	• cultural expectations and influences
	• social responsibilities
	• ethical work practices
	• sound contracting of staff
	• sound work premises
	• safety issues
	• security
	• privacy issues
	• environmental issues
Legal **may include**	• requirements specified in international law
	• international trade agreements and treaties, including:
	o bilateral or multilateral treaty or other enforceable compact committing two or more nations to specified terms of commerce, usually involving mutually beneficial concessions
	o general agreement on Tariffs and Trade (GATT) – a multilateral trade treaty among governments, embodying rights and obligations that constitute codes that are intended to help reduce trade barriers between signatories to promote trade through tariff concessions
	• legislation applicable to supplier country
	• regulations and codes of practice, including:
	• regulations and codes of practice for the international freight transfer
	• Australian and international regulations and codes of practice for the handling and transfer of goods, including dangerous goods and hazardous substances:
	o Australian and International Dangerous Goods codes (ADG and IDG)
	o Australian Marine Orders and International maritime Dangerous Goods Code
	o IATA Dangerous Goods by Air Regulations
	o Australian and International Explosives Codes
	• relevant regulations for the import and export of cargo
	• Australian and international standards and certification requirements
	• INCOTERMS – the set of international rules for the interpretation of trade terms published by the International Chamber of Commerce (ICC) and applied to imports and exports to specify transport and payment conditions
	• Australian regulatory controls:

    o Australian Customs Service (ACS) requirements

    o Australian Quarantine Inspection Services (AQIS) requirements

    o requirements of other government departments and agencies

    o relevant State/Territory Workplace Health and Safety legislation

    o relevant State/Territory environmental protection legislation

   • Trade Practices Acts

Relevant parties may include:	• all personnel • Asian and Australian stakeholders that are internal and external to the organisation • senior management • specific teams or business units • technical experts.
Research may include:	• Asian data or statistical information • information from other business areas • lessons learned from other projects or activities • market research • previous experience • public consultation • review of literature and other information sources • ISO Risk Management – Principles and Guidelines
Tools and techniques may include:	• brainstorms • checklists • fishbone diagrams • flowcharts • scenario analysis
Options may include:	• avoiding the risk • changing the consequences • changing the likelihood • retaining the risk • sharing the risk with a third party • insurance • seeking Asian expertise to manage the risk
Action plans must include:	• what actions are required • who is taking responsibility • timelines

- monitoring processes
- communicating actions in a manner that is culturally sensitive to the Asian country or countries of operation

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered should be related to:
	
	- developing a risk management plan for business in Asia, which includes:
	  o a detailed stakeholder analysis
	  o explanation of the risk context
	  o critical success factors
	  o identified and analysed risks
	  o treatments for prioritised risks
	- knowledge of relevant legislation and codes of practice pertaining to country-specific employment in Asia.

Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of Asian business capability in an actual or simulated environment. Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. Participants may utilise media to generate and submit reports or presentations to support each performance criterion. The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor. Resources required for assessment include: - Access to a relevant workplace or closely simulated Asian business environment - Access to suitable books, journals and appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit: - Project work - Written reports supported by practical assignments or tasks for individual assessment - Observation of workplace practice supported by personal interviews

- Practical display with personal interview, presentations or documentation
- Case studies.

| **Guidance information for assessment** | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

VU22818 Tailor a product or service for the Asian market

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to tailor a product or a service for the Asian market. It includes conducting research and selecting an appropriate product or service to suit the Asian market.

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

Employability Skills

This unit contains Employability Skills.

Application of the Unit

This unit applies to personnel who conduct or plan to conduct business activity in Asia. An understanding of the product or service integral to the proposed business is required.

The unit may relate to a small to medium size organisation or a significant business unit within a large enterprise.

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Analyse Asian market information	1.1 Research and analyse the **Asian market** to evaluate business opportunities in an existing or new **product or service**.
	1.2 Assess historically related product or service use in Asian country or countries of business or intended business activity.
	1.3 Analyse past trends and **legislation** that apply to the Asian market to determine market variability and associated risks.
	1.4 Determine the **challenges of being innovative** when conducting business in Asia.
2. Access Asia specific product or service intelligence	2.1 Access the information needed to determine **the fit between the product or service and the Asian market**.
	2.2 Conduct research from various **information sources** on customer profile and requirements, Asian cultural characteristics and timelines that are relevant to the product or service.
	2.3 Generate ideas on a suitable product or service for business in Asia.

<table>
<tr><td></td><td>2.4</td><td>Consider the most appropriate product or service based on customer stated requirements in terms of features, benefits, terms and conditions and other factors that are important to the Asian market.</td></tr>
<tr><td>3. Determine the most suitable product or service option(s) to meet the Asian market</td><td>3.1</td><td>Recommend the most suitable product or service option(s) to stakeholders and or potential customers.</td></tr>
<tr><td></td><td>3.2</td><td>Analyse **business capabilities** and constraints to ensure delivery capability of product or service option(s).</td></tr>
<tr><td></td><td>3.2</td><td>Discuss option(s) with appropriate personnel or stakeholders and agree on the most appropriate.</td></tr>
<tr><td></td><td>3.3</td><td>Establish suitable product or service option(s) in line with **market research** and/or organisational policy and relevant legislation.</td></tr>
</table>

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge, and their level, required for this unit.

- English language communication skills to:
  - provide comprehensive product and service information to stakeholders, using questioning and active listening as required
  - present product or service option(s) and negotiate with potential customers
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to Asian cultural differences
- IT skills to:
  - access and use appropriate software, such as spreadsheets and databases and use internet information
  - manage information on product(s) or service(s)
- well-developed literacy skills to:
  - analyse information and products to suit the Asian market
  - document product or service option(s)
  - read, interpret and communicate legislation, regulations, policies, procedures and guidelines relating to country specific Asian product(s) or service(s)
- critical thinking skills to determine opportunities and business capability
- problem solving skills to address market product or service issues
- research skills to conduct market research relating to product or suitability to the Asian market
- organisational skills, including:
  - the ability to evaluate the capability of local associates
  - the ability to plan and sequence work
  - arrange for cultural information to be communicated to appropriate personnel

Required Knowledge

- organisational policies and procedures and terms and conditions, including:
  - o regulatory processes
  - o Asian industry requirements and legislation applicable to the relevant product(s) or service(s) and the relevant situations
- research methods to access and interpret:
  - o support information
  - o materials
  - o relevant brochures
  - o other appropriate information
- relevant product(s) or service(s) available and valued by the Asian market, including:
  - o product(s) or service(s) developed by other vendors, lenders and/or organisations that are used by or contracted out by the organisation
  - o specific benefits and features of the relevant product(s) or service(s) and how they are perceived in Asia
- business ethics and local nuances:
  - o discretion
  - o the importance of public perception
  - o business card rituals
  - o developing a trusting relationship
  - o providing relevant information to the decision maker
  - o the importance of discussing the technical details about product or service features

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 in the performance criteria is detailed below.

Asian market may include:	- wholesalers
	- retailers
	- exporters
	- private and public sector organisations and enterprises
	- markets in:
	o Central Asia
	o East Asia
	o North Asia
	o Northeast Asia
	o South Asia
	o Southeast Asia
	o Southwest Asia

o Western Asia

o Inner Asia

o Indian sub-continent

o China

o Greater Mekong subregion

o Australia

Product or service may include:

- visualising the product or service idea:
  - o what is the concept
  - o why might the consumer want it
- product(s) or service(s) developed and offered by the organisation
- product(s) or service(s) developed by other vendors, lenders and organisations that are used by or contracted out by the organisation

Legislation may include:

- codes of practice
- ethical principles
- copyright
- social responsibilities
- safety issues
- security breaches
- privacy breaches
- other strategies to minimise or transfer risk
- selection or rejection of particular payment methods
- specifying a particular currency for payment
- company law
- international law
- trade agreements and treaties, including:
  - o bilateral or multilateral treaty or other enforceable compact committing two or more nations to specified terms of commerce, usually involving mutually beneficial concessions
  - o general agreement on Tariffs and Trade (GATT) – a multilateral trade treaty among governments, embodying rights and obligations that constitute codes that are intended to help reduce trade barriers between signatories to promote trade through tariff concessions
  - o GATT TIS
- legislation applicable to supplier country
- regulations and codes of practice

Challenges of being innovative may include:	• budgetary or other resource constraints • competing priorities • organisational culture • difficulty with breaking old patterns of operation • business image • time pressures

The fit between the product or service and the Asian market may include:	• analysing the distribution and its impact on product(s)
	• analysing the chain of command for service delivery
	• market overview:
	  o historical data (3 to 5 years)
	  o trend projection (3 to 5 years)
	• distribution channels:
	  o available distribution channels
	  o estimated size of distribution channels
	  o distribution methods
	• the need for your products or services in the Asian market of choice: e.g.:
	  o minerals and fuels
	  o energy investment
	  o food and food technologies
	  o transport
	  o education
	  o country specific e.g.:
	    · China is active pursuit of new technologies to boost the country's global competitiveness
	    · Australia offers services that complement India's economic rise in education, tourism, financial services and insurance
	• domestic competition:
	  o can your products be easily copied (you might lose your competitive advantage to low-cost domestic competitors)
	• rules and regulations:
	  o taxation
	  o entry barriers
	• pricing
	• packaging

- manner of promotion
- safety issues
- copyright
- ethical and cultural principles

Information sources
may include:

- advice from:
  - academics
  - chambers of commerce
  - colleagues who are residents or former residents of chosen Asian country or countries
  - industry associations
  - other private agencies specialising in business in Asia
  - professional advisors
  - senior colleagues
  - technical experts
  - training providers
- government agencies such as:
  - Austrade
  - state/territory government departments
- professional libraries
- reference material:
  - paper-based
  - internet
- trade journals
- information on potential risk, including:
  - selection or rejection of particular payment methods
  - specifying a particular currency for payment

Business capabilities
may include:

- financing
- operational capability
- access to human resources
- competition
- capacity to conduct international business in Asia
- management
- product or service expertise
- return on investment
- managing across functional areas

Market research may include:	• tastes of different cultures
	• visual packaging preferences, including colour and shape of packaging
	• physical location of the product on the shelf
	• appropriate sales techniques for Asian regions
	• markets in Asian regions

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 Strategies of this qualification.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence gathered should be related to:
	• researching Asian markets to determine suitability of the proposed product or service
	• developing product or service specific knowledge as applied to the Asian market
	• analysing business capability with regard to conducting business in Asia
	• recommending a suitable product or service for the relevant Asian market.
Context of and specific resources for assessment	Assessment of performance requirements in this unit should be undertaken within the context of Asian business capability in an actual or simulated environment.
	Participants may gain relevant experiential learning and assessment opportunities in formal, distance or workplace facilities, under supervision or mentoring. Participants may utilise media to generate and submit reports or presentations to support each performance criterion.
	The responsibility for valid workplace assessment lies with the training provider through its designated supervisor/mentor.
	Resources required for assessment include:
	• Access to a relevant workplace or closely simulated Asian business environment
	• Access to suitable books, journals and papers and/or other appropriate technology necessary to address the elements and satisfy the performance criteria of this unit.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following assessment methods are appropriate for this unit:
	• Project work
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Guidance information for assessment

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