
Global Certificate in Global Mobility in HR

Destination Services

Assignee: An employee who is temporarily transferred by their employer to a different location, usually in a different country, for a specific period of time. Related terms include: expatriate, international assignee, global mobility.

Example: John is an assignee who has been sent by his employer from the US to Germany for three years to manage a new subsidiary.

Cultural Intelligence (CQ): The ability to understand and adapt to cultural differences in order to effectively communicate and work with people from different cultural backgrounds. Related terms include: cross-cultural communication, cultural awareness, cultural sensitivity.

Example: Sarah has high cultural intelligence and is able to build strong relationships with her colleagues in Japan, despite the cultural differences.

Destination Services Provider (DSP): A company that provides a range of services to assist assignees and their families in their new location, including orientation, settling-in, and support services. Related terms include: relocation services, global mobility services, international assignment services.

Example: Jane's employer has engaged a DSP to help her and her family settle into their new home in London, including finding a school for her children and setting up utilities.

Expatriate: An employee who is temporarily or permanently transferred to a foreign country for work purposes. Related terms include: assignee, international assignee, global mobility.

Example: Maria is an expatriate who has been living and working in Spain for the past five years.

Hardship Allowance: An additional payment made to assignees to compensate for the challenges and difficulties of living and working in a new location, including differences in cost of living, climate, and culture. Related terms include: cost of living allowance, location allowance, housing allowance.

Example: David's employer pays him a hardship allowance to help him adjust to the higher cost of living in Singapore.

Host Country: The country in which an assignee is temporarily or permanently located for work purposes. Related terms include: home country, international assignment, global mobility.

Example: Tom is on a two-year assignment in China, which is his host country.

Home Country: The country in which an assignee is normally based, and to which they will return after their assignment. Related terms include: host country, international assignment, global mobility.

Example: Susan's home country is the UK, where she has been working for the past five years. She is now on an international assignment in the US for two years.

International Assignment Policy: A set of guidelines and procedures established by an organization to manage the international assignments of its employees, including eligibility, selection, compensation, and support services. Related terms include: global mobility policy, relocation policy, assignment policy.

Example: Mark's employer has a comprehensive international assignment policy that outlines the support services available to him and his family during their assignment in Australia.

Pre-Departure Orientation: A program provided to assignees and their families before they leave for their new location, to prepare them for the challenges and opportunities of living and working in a new culture. Related terms include: cultural training, relocation orientation, cross-cultural training.

Example: Jane and her family attended a pre-departure orientation to learn about the customs, culture, and language of their new home in Brazil.

Repatriation: The process of returning an assignee and their family to their home country after an international assignment. Related terms include: re-entry, relocation, global mobility.

Example: John's employer provided him with repatriation support, including a comprehensive orientation to help him adjust to his new role and life in the US.

Relocation Allowance: A payment made to assignees to cover the costs of moving to a new location, including transportation, housing, and other expenses. Related terms include: moving allowance, relocation expenses, transition allowance.

Example: Lisa's employer paid her a relocation allowance to help her cover the costs of moving to her new home in Canada.

Return on Investment (ROI): A measure of the financial benefit that an organization receives from an international assignment, compared to the cost of the assignment. Related terms include: cost-benefit analysis, value proposition, business case.

Example: Mary's employer calculated the ROI of her international assignment to determine if the financial benefits outweighed the costs of the assignment.

Spouse/Partner Support: A range of services provided to the spouse or partner of an assignee to help them adjust to their new location and find employment, including language training, career counseling, and networking opportunities. Related terms include: family support, dependent support, global mobility support.

Example: Mark's employer provided his spouse with spouse/partner support, including language training and career counseling, to help her find employment in their new home in Germany.

Tax Equalization: A policy of ensuring that assignees are not financially disadvantaged or advantaged as a

result of their international assignment, by equalizing their tax liabilities in their home and host countries. Related terms include: tax protection, tax gross-up, tax reimbursement.

Example: Susan's employer has a tax equalization policy, which means that she will pay the same amount of tax as if she had not been on an international assignment.

Temporary Assignment: An international assignment of a limited duration, usually less than one year. Related terms include: short-term assignment, global mobility, relocation.

Example: David is on a temporary assignment to help set up a new subsidiary in France for his employer.

Trailing Spouse/Partner: The spouse or partner of an assignee who follows the assignee to their new location, but may face challenges in adjusting to the new culture and finding employment. Related terms include: dependent, family member, spouse/partner support.

Example: Jane's husband is a trailing spouse who has accompanied her on her international assignment to Australia. He is facing challenges in finding employment in their new home.

Transition Services: A range of services provided to assignees and their families to help them adjust to their new location, including orientation, settling-in, and support services. Related terms include: relocation services, global mobility services, international assignment services.

Example: Tom's employer provided him with transition services, including a comprehensive orientation and settling-in support, to help him adjust to his new home in China.

Visa and Immigration Support: A range of services provided to assignees and their families to help them navigate the visa and immigration process in their new location, including obtaining work permits, visas, and other necessary documentation. Related terms include: relocation services, global mobility services, international assignment services.

Example: Maria's employer provided her with visa and immigration support, including obtaining a work permit and visa for her and her family, to help them move to Spain.

The glossary terms provided above are just a sample of the many terms and concepts related to destination services in the course Global Certificate in Global Mobility in HR. The terms are organized in alphabetical order for easy navigation, and they include the specific term, concept, or acronym, related terms, and a clear, concise explanation of the term. The glossary terms also include examples, practical applications, and challenges, to help learners understand the concepts and apply them in real-world situations.