



---

## Expat Academy's Monthly NEWS

---

Bringing you the latest Global Mobility news, insights and resources from our training partners, corporate members and the Expat Academy Team...

---

**Just over a month to go...**

**Monday 9 October 2017**



Our Annual Conference is just over a month away and we are so excited - we hope you are too!

Most of you are booked to come along and we can't wait to see lots of familiar faces, along with all of our newest additions to the networks. You will definitely leave feeling inspired and with lots of knowledge to throw into practice in the work place. It is also a great chance to catch up with the rest of the network, especially if you stay for celebratory drinks at the end of the day!!!

If you haven't booked your place yet, then [get in touch](#) and we will try our best to squeeze you in! You really don't want to miss it...

Click to [DOWNLOAD](#) the full agenda!

# Online Training Update



Our online training pilot was launched as promised on 31 July!

We've had an overwhelming response and have selected 80 volunteers across 44 companies representing as many sectors and locations as possible to be part of the pilot. *Unfortunately applications are now closed.*

We're using the feedback from the pilot to make sure that the finished modules are perfect for you to offer to your colleagues who need to get up to speed quickly and easily from the comfort of their desks.

We'll be adding some cultural modules to the online pilot this month and some policy modules in October. **Watch this space!!**

If you're excited about online training and are interested in adding this to your membership, click [HERE](#) for more information...

## Have you booked a place at any of our upcoming training courses?

We have a huge selection of training available and still have places on the following upcoming courses:

- **Essential Global Mobility Course - 8 September**  
• *This course will provide you with an insight into Global Mobility jargon, acronyms and the assignment life cycle. Plus we will provide an overview of the tax, payroll and immigration considerations when managing globally mobile employees helping you piece together the complicated jigsaw that is Global Mobility. Particularly relevant to those that are reasonably new to Global Mobility or those who work in a specialist area and are keen to broaden their knowledge. [CLICK here to book your place](#)*
- **Presentation Skills Course - 12 September**  
• *Equip yourself with the skills and tools to deliver effective presentations with confidence to international audiences. You'll receive individual feedback on your presentation style and tips on ways to improve. [CLICK here to book your place](#)*
- **Intermediate Course - 29 November**  
• *This one-day technical course for in-house Global Mobility professionals with a minimum of three years' experience covers immigration, tax, employment law and assignee compensation methodology. Using numerous case studies you will have the opportunity to delve into each area to build on your global mobility knowledge. [CLICK here to book your place](#)*

To view all the training courses, networking events and other fantastic benefits available to our members click [HERE](#) to visit our website.

With the summer holiday period coming to an end and autumn just around the corner, now is a good time to provide a round-up of what's happening within international healthcare.

There appear to have been fewer developments in the international medical insurance market than we have seen in previous years. Clients are not looking to switch suppliers so readily and this seems to be a sign of the times. One major factor in this is Brexit. Employers are watching and waiting to see what Brexit will mean for their business. As negotiations continue, we expect to get clarity over the main issues like the movement of people and provision of healthcare for British Nationals in the EU. Until then, we expect employers to remain cautious.

#### **Change in the UAE**

While in the UK and Europe, uncertainty prevails, the UAE never fails to disappoint! Being one of the most regulated insurance markets in the region, the Federal Government has just announced plans to introduce VAT in January 2018. This has been long expected, but it was unclear which goods and services it would affect. Thankfully, it appears that insurance premiums will be exempt. That said, it is still likely to have a knock on effect to premiums.

Almost all insurers in this part of the world make use of a Third Party Administrator to provide the claim service to their customers. This will attract VAT, which insurers will inevitable factor in to the cost of their products. The proposed rate of VAT is not confirmed at this stage.

#### **The rise of Virtual GP services**

The other emerging development in the healthcare market is the rise of virtual health services. We have seen telephone and skype-based GP services really starting to take off in the UK. It makes complete sense, when you think how time-poor people are and how challenging it can be to get a doctor's appointment. Delivering this type of service on a global scale is an entirely different matter and a huge challenge. This is why it is taking time for insurers to get it right.

Both Axa and Aetna are currently trialling this service. It is not without its pitfalls. How do you ensure that a British expat gets to talk to an English-speaking Doctor? Or a Chinese expat talk to a Doctor who speaks Mandarin? Layer on top of that, the need for that Doctor to understand the culture of the individual and the healthcare system where that person lives and you can see why it is a complex service to deliver.

Furthermore, if a prescription needs to be dispensed, then complying with local regulations is vital. However, if executed well, it could have a fundamental impact on how people use their health insurance and potentially lower and drive down the number of small out-patient claims. Watch this space to see if this service continues to develop.

*Audrey Rowley, International Consultant, Punter Southall Health & Protection*

## **Post-Brexit Immigration Policy**



**Evidence** to all employers and stakeholders with an interest in the construction of the UK's post-Brexit immigration system.

**Time to have your voice heard!**

**Migration Advisory Committee - Call For Evidence**

Following the Home Secretary's commission to the Migration Advisory Committee ("MAC") of 27<sup>th</sup> July, the MAC has now published a **Call For**

In March 2017 the government evoked Article 50 of the Lisbon Treaty thereby commencing the two year negotiation period prior to the UK's exit from the European Union. In their election manifesto, published in May 2017, the Conservative Party reiterated its overarching immigration policy of achieving "sustainable levels" of net migration over the course of each twelve month period. The Prime Minister has made clear that this means net migration of tens of thousands annually. This policy was introduced into government in 2010 but has never been achieved.

Click [HERE](#) to read more...

## 3 Expert Tips to Ensure Expats Overcome Day-to-Day Challenges



It's not the major moving parts that weigh on expatriates - it's the small day-to-day frustrations that add up over time. While your company likely addresses the big pieces of the puzzle during their global relocation, do you provide services that help with day-

to-day integration challenges?

Here are 3 ways to ensure Expats can overcome daily challenges that threaten relocation success:

### 1. Prioritise cultural training programs

We encourage you to require Expats to complete cultural training. This service addresses a wide range of questions and issues critical to personal and professional success, such as:

- The values, attitudes, and behaviours in the new country.
- How to make friends and develop good relationships with colleagues.
- Workplace traditions and principles.
- How to overcome culture shock and manage feelings of unease effectively.

When cultural training isn't required, companies see an influx of Expats asking for it months after they relocated. When this happens, it becomes a corrective service to fix challenges verses a preventative service to guide the integration process.

To find out what number 2 and 3 are click [HERE](#) to read on...

## Not yet a member? Why not take a look at what members have to say about us...

*"Being a member of the Expat academy has been invaluable to our organisation. Not only has it enabled us to regularly network with a broad range of experienced mobility professionals, but it's also given us access to crucial mobility information and data which we could not have sourced elsewhere."*

**Fedra Nicholls, Debenhams**



Click [HERE](#) to see what more of our members have to say...

Visit our Website

## Who will be the first ever recipient of the Expat Academy's "players' player" of the year award?

We are launching a new award at the Expat Academy conference...



### The Expat Academy's "Players' Player" of the year award VOTING IS STILL OPEN...

To be eligible to vote for the Expat Academy's first "players' player" of the year award you must be registered to attend the **Expat Academy Extravaganza on 9th October 2017**. The cost of the conference is included in the Expat Academy membership, so **register now** to avoid disappointment. If you are already registered, simply click [HERE](#) to nominate.

**Not sure who to nominate?** Here are some thoughts from the Expat Academy team. Someone in the Global Mobility Industry who you have met through the Expat Academy who:

- Has inspired you in your career.
- Has helped you approach your challenges in a different way and challenged you to think strategically.
- Is a team player - they put aside their personal goals, work well with others, listen and contribute to help the Expat Academy network.
- Is friendly and makes coming to Expat Academy events fun and worthwhile. They have gone out of their way to help you build your network.
- Does an amazing job from what you can tell and are always ready to share their knowledge and experience with their Expat Academy Network.

Click [HERE](#) to submit your nomination and if you are happy to share, please tell us why this person gets your vote!

Any Questions? Get in touch!

T: +44(0) 1372 273047

W: [www.expat-academy.com](http://www.expat-academy.com)

E: [admin@expat-academy.com](mailto:admin@expat-academy.com)

