



MANAGING  
INTERNATIONAL MOBILITY



FELLOW

QUALIFYING  
WITH EuRA



# MIM - Managing International Mobility

The MIM - Managing International Mobility programme was developed by EuRA and accredited by the European Academy of Relocation Professionals (EARP). The EARP is a partnership of the professional relocation bodies in Europe whose aim is the promotion of education and professionalism in Mobility.

In 2012 we launched the MIM “Managing International Mobility” fixed syllabus qualification and in 2016, combined the old qualification Levels into one MIM programme split into three milestones;

1. MIM Managing International Mobility Graduate (200 credits)
2. MIM+ Graduate (100 credits)
3. MIM+ Fellow

The MIM Managing International Mobility fixed syllabus is now online as an Open Source, free at point of delivery programme for EuRA Members. Non members of EuRA are asked to pay a registration fee to access the modules.

Once you have registered to train, just log into the modules and follow the programme.

Each Component will have an assessment with questions taken from the “Presentation” and “Mandatory Extras”. Any further information in the “Resources” section is not assessed.

Each module is clearly set out on its own webpage and consists of 6 Components each comprising up to three sections;

**Section 1** - “Presentation” - a webinar presentation by the primary trainer, 20-25 minutes. This section is assessed.

**Section 2** - “Mandatory Extras” - webinar interviews with industry experts and further reading, web links to other presentations etc. This section is assessed.

**Section 3** - “Resources” - Further reading links, links to EuRA YouTube channel and conference sessions, links to other web based resources etc. This section is NOT assessed.

Each Component will have an assessment with questions taken from the “Presentation” and “Mandatory Extras”. Any further information in the “Resources” section is not assessed.

Overleaf is a full description of each module. Modules each comprise of an Introduction and 6 Components. Each Component comprises up to 3 Sections. Each Component leads to an assessment. We suggest that you take the assessments as you complete a Component. When you decide to take the first assessment in the Module, you will be asked to pay a €50 admin fee. This will then cover all 6 assessments in the Module.

## Costs - EuRA Members

The MIM - Managing International Mobility programme is free to access for all EuRA Members and their teams and consultants. The only time a fee will be charged will be when the assessments are requested. So, if you just want to learn, it is free! If you want to gain the first MIM qualification, the cost in total to take all the assessments for all four Modules will be €200.

## Costs Non Members of EuRA

If you’re not a member of EuRA you can still study for the MIM Online Programme, but the cost will be €200 to access each



# MIM Managing International Mobility Fixed Syllabus Modules



Four Modules

28 Components

## MODULE 1

### **Mobility Industry in Context (50 credits)**

*Supply chains, clients and processes*

This module looks at how our industry is structured and the logistics of delivering mobility services. We look at the complex supply chains and networks that exist between corporate clients, Relocation Management Companies, Destination Service Providers and other mobility specialists. The module also examines HR policy and regional and global variations on the delivery of mobility services. This module is the perfect addition to any onboarding programmes and for anyone new to the industry.

## MODULE 2

### **Excellence in Service Delivery (50 credits)**

*A new model for service excellence*

This module examines the complex psychological interactions that delivering mobility services involves. We take an in depth look at change and change management and examine how this process impacts not just the transferees, but relocation professionals as well. Anyone holding a current GMS ([www.erc.org](http://www.erc.org)) or CGMP ([www.cerc.ca](http://www.cerc.ca)) certification can take just this module and qualify for the whole MIM programme.

## MODULE 3

### **Managing International Assignments (50 credits)**

*Processes for transferee assistance*

This module looks at how international assignments are structured and their key service delivery elements. The EuRA Global Quality Seal sets out the 5 core services of relocation and this module looks at their delivery. We also look at the management of pre-assignment processes, barriers to assignments and the management of repatriation.

## MODULE 4

### **Cultural Theory & Intelligence (50 credits)**

*The psychological impact of relocation*

Intercultural competence is an essential skill for any relocation professional and this module examines the long established research and the new. The central pillars of intercultural theory are a great place to start your learning in this field but we take a more holistic and subjective approach, looking at an integrated, personal skills based model. The module examines the CQ (Cultural Quotient or Intelligence) philosophy and looks at how practice and learning can be highly effective ways of becoming intercultural competent.

# MIM+ & MIM+ Fellow

## MIM+

After the MIM Managing International Mobility Fixed Syllabus, extra credits can be earned to gain the higher level, MIM+ qualification.

Students can take advantage of EuRA's Lifelong Learning Programme which is delivered online, as live webinars, podcasts, as well as face to face. A further 100 credits must be gained to qualify as a MIM+ Graduate.

Most of our intellectual output is graded as MIM+, so further learning is easy. All sessions at our conferences in Europe and Worldwide are accredited as are our webinar programmes and podcasts.

A full day of training is worth 50 credits. Our Immigration Symposium is worth 50 credits as is any MIM+ training delivered at our conferences. Conference breakout and plenary sessions are worth 10 credits each. Webinars are worth between 10 and 50 credits depending on the content, but must be attended in person. Podcasts are worth 50 points and can be watched when you choose so will be assessed.

Students have two routes to MIM+ Graduate;

1 - Complete all 4 MIM Managing International Mobility modules and gain 100 credits towards MIM+. This is recommended for all participants.

2 - Skip MIM Managing International Mobility and gain 300 MIM+ credits from MIM+ delivered content. This is only recommended for experienced relocation professionals.

## MIM+ Fellow

Once students have achieved the 300 credits and become a MIM+ Graduate, they are eligible to acquire MIM+ Fellow status. This unique certification is granted to students who go on to complete a 2,500 word case study on some aspect of their training or professional life, graded at undergraduate university level. We run a Fellowship Mentoring Programme to help students gain this prestigious award. Successful Fellowship Case Studies are published in our magazine and on our website and can be found in the Articles. MIM+ Fellows get to use the logo on all their materials and are given the titles of Fellows of the European Academy of Relocation Professionals *and* Fellows of EuRA.



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