



Australian Government

Department of Education, Employment and Workplace Relations

FNSCUS401A Participate in negotiations

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to take part in negotiations either as an individual or as a member of a team, plan and prepare, and apply effective negotiating techniques to finalise an agreement.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit may be applied in job roles across all sectors of the financial services industry.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan the negotiation	<ul style="list-style-type: none">1.1. The <i>purpose of the negotiation</i> is clarified, including content and desired outcomes1.2. The approach to be taken is based on an analysis of the <i>strength</i> and weakness of the position and the most appropriate <i>negotiating style</i>1.3. The consequences of not reaching agreement are identified and other alternatives are determined1.4. All information relevant to the negotiation is collected, analysed and organised to support the selected approach
2. Conduct the negotiation	<ul style="list-style-type: none">2.1. Effective presentation skills, speaking, listening and <i>questioning techniques</i> are used to put forward a strong argument to other parties2.2. The negotiation is conducted in a professional manner, including showing respect for those with whom the negotiations are conducted2.3. Effective techniques are used for dealing with conflict and <i>breaking deadlocks</i>, where required2.4. The final position is confirmed, ensuring agreement and understanding by all parties
3. Finalise the negotiation	<ul style="list-style-type: none">3.1. The agreement is accurately documented, including timelines for agreements to be implemented, if appropriate3.2. The outcome of the negotiation is evaluated and a decision made on whether further action is required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- well-developed communication skills to:
 - determine and confirm negotiation requirements, using questioning and active listening as required
 - negotiate effectively and respectfully
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- research and analysis for accessing, interpreting and managing documentation and related information
- IT skills for accessing and using appropriate software such as spreadsheets and databases and using internet information
- team working skills for working cooperatively and effectively with others
- problem solving skills to address negotiation issues
- judgement skills for forming recommendations in operational situations
- organisational skills, including the ability to plan and sequence work and plan meetings

Required knowledge

- conflict resolution strategies and techniques
- negotiating techniques
- questioning techniques
- relevant legislation and industry codes of conduct
- relevant policy and procedures knowledge
- relevant product knowledge

Evidence Guide

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 Guidelines for the Training Package.

Overview of assessment

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

Evidence of the ability to:

- plan, conduct and finalise negotiations that result in mutually acceptable agreements for negotiating parties
- work cooperatively with others in a team situation
- apply ethical principles in negotiation.

Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the financial services work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to relevant industry codes of conduct and legislation.

Method of assessment

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

- evaluating an integrated activity which combines the elements of competency for the unit or a cluster of related units of competency
- observing processes and procedures in workplaces or role plays
- verbal or written questioning on underpinning knowledge and skills
- setting and reviewing negotiation simulations or scenarios
- accessing and validating third party reports.

Guidance information for assessment

Range Statement

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Purpose of the negotiation</i> may include:	<ul style="list-style-type: none"> • payment of fees • roles and responsibilities • settling claims or disputes • terms and conditions of a contract • terms and conditions of employment.
Negotiation position <i>strength</i> may include:	<ul style="list-style-type: none"> • contacts and influence • control of resources • detailed knowledge of products and services • industrial relations power • need to comply with: <ul style="list-style-type: none"> • legislation • regulations • codes of conduct.
<i>Negotiating style</i> may include:	<ul style="list-style-type: none"> • collaborative • competitive • subordinate.
Effective <i>questioning techniques</i> may include:	<ul style="list-style-type: none"> • asking: <ul style="list-style-type: none"> • closed questions (requiring yes or no answer) • questions allowing a range of answers • reflective questions allowing the speaker to clarify their answer.
Techniques for <i>breaking deadlocks</i> may include:	<ul style="list-style-type: none"> • calling in a third party • clarifying the position of both parties • deferring the decision • preparing a compromise • restating the position • summarising progress to date.

Unit Sector(s)

Unit sector	Customer service
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		