



**Australian Government**

# **Assessment Requirements for FNSCUS401 Participate in negotiations**

**Release: 1**

# Assessment Requirements for FNSCUS401 Participate in negotiations

## Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

## Performance Evidence

Evidence of the ability to:

- plan, conduct and finalise negotiations that result in mutually acceptable agreements for negotiating parties
- work cooperatively and treat all parties professionally and with respect during all stages of the negotiation
- document outcomes of negotiations following organisational procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

## Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify and describe different negotiating styles
- describe the role of presentation skills and questioning techniques in conducting negotiations
- outline conflict resolution strategies and techniques that can be used to break deadlocks
- describe key features of organisational policy and procedures relating to negotiating outcomes
- identify and outline key requirements of relevant legislation and industry codes of conduct that apply to customer service negotiations in financial services work.

## Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work and include access to:

- common office equipment, technology, software and consumables

- relevant industry codes of conduct and legislation.

Assessors must satisfy NVR/AQTF assessor requirements.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>