



Australian Government

FNSCUS401 Participate in negotiations

Release: 1

FNSCUS401 Participate in negotiations

Modification History

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

Application

This unit describes the skills and knowledge required to take part in negotiations as an individual or member of a team, plan and prepare, and apply effective negotiating techniques to finalise an agreement.

It applies to individuals who may use a range of specialised techniques in job roles across all sectors of the financial services industry.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Customer service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan negotiation	1.1 Clarify purpose of negotiation, including content and desired outcomes 1.2 Select approach to take based on analysis of strength and weakness of position, and most appropriate negotiating style 1.3 Identify consequences of not reaching agreement and determine other alternatives 1.4 Collect, analyse and organise all information relevant to negotiation
2. Conduct negotiation	2.1 Use effective presentation skills, speaking, listening and questioning techniques to put forward a strong argument to other

ELEMENT	PERFORMANCE CRITERIA
	parties 2.2 Conduct negotiation in a professional manner, including showing respect for those with whom negotiations are conducted 2.3 Use effective techniques for dealing with conflict and breaking deadlocks, where required 2.4 Confirm final position, ensuring agreement and understanding by all parties
3. Finalise negotiation	3.1 Accurately document agreement including timelines for agreements to be implemented, if appropriate 3.2 Evaluate outcome of negotiation and decide if further action is required

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 1.4, 3.2	Interprets, analyses and evaluates a range of textual information from a variety of sources to inform planning, approach and completion of negotiations
Writing	1.1, 1.3, 1.4, 2.4, 3.1	- Addresses context, purpose and audience when generating texts which record relevant information - Uses correct vocabulary, punctuation and grammar to document agreement outcomes
Oral Communication	1.1, 2.1-2.4	- Demonstrates flexibility in spoken interactions, in a range of verbal interactions, using persuasive language to present positions and reach agreement - Uses careful listening and questioning techniques to clarify and confirm understanding
Numeracy	1.1	Extracts and confirms relevant numerical information from sources relating to the negotiation
Interact with others	1.1, 2.1-2.4	- Selects appropriate communication practices and protocols, adjusting personal communication style in response to the values, beliefs and cultural expectations of others - Collaborates with others to achieve agreeable outcomes, playing an active role in facilitating

		consensus in potentially contentious situations
Get the work done	1.1-1.4, 3.1-3.2	- Plans and organises processes and documentation related to negotiations - Applies problem-solving skills to address negotiation issues - Evaluates the consequences of decisions to inform future actions - Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSCUS401 Participate in negotiations	FNSCUS401A Participate in negotiations	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSCUS401 Participate in negotiations

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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.

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