



Australian Government

FNSCUS411 Participate in negotiations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSCUS401 Participate in negotiations.

Application

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

The unit applies to individuals who may use a range of specialised techniques in job roles across a variety of sectors and industries.

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, content, and desired outcomes of negotiation 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 information relevant to negotiation
2. Conduct negotiation	2.1 Put forward a strong argument to other parties using effective presentation skills, speaking, listening and questioning techniques

ELEMENT	PERFORMANCE CRITERIA
	2.2 Negotiate in a professional manner, 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 Document agreement according to organisational policies and procedures with 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 those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Demonstrates flexibility in spoken interactions, in a range of verbal interactions, using persuasive language to present positions and reach agreement
Reading	• Interprets, analyses and evaluates a range of textual information from a variety of sources to inform planning, approach and completion of negotiations
Writing	• Addresses context, purpose and audience when generating texts that record relevant information • Uses correct vocabulary, punctuation and grammar to document agreement outcomes
Planning and organising	• Plans and organises processes and documentation related to negotiations
Technology	• Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to FNSCUS401 Participate in negotiations.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNCSUS411 Participate in negotiations

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- plan, conduct and finalise at least one negotiation resulting in mutually acceptable agreements for all parties.

In the course of the above, the candidate must:

- work cooperatively and treat all parties professionally and with respect during all stages of the negotiation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of different negotiation styles
- presentation and questioning techniques used when conducting negotiations
- conflict-resolution strategies and techniques used to break deadlocks
- key features of organisational policies and procedures relating to negotiating outcomes
- key legislative requirements and industry codes of conduct relevant to negotiations in own field of work.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- common office equipment, technology, software and consumables

- relevant industry codes of conduct and legislation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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