



Australian Government

Assessment Requirements for MEM16002 Conduct formal interviews and negotiations

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM16002C Conduct formal interviews and negotiations

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- confirming the purpose and required outcomes of the interview
- planning and formatting interviews and asking open and closed interview questions to gain required information
- building rapport, using active listening skills and exercising appropriate discretion and confidentiality
- taking part in negotiations using language and communication medium appropriate to other party and nature of negotiations
- clarifying and reporting of negotiation outcomes.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures
- purpose and assessment criteria of the interview
- procedures to be followed in planning and conducting the interview
- detail/information to be obtained from the interview and appropriate questions
- active listening techniques that can be applied in interview situations
- effects of the individual's presentation during the interview upon the interview
- effects of the timing of questions on the interviewee
- importance of following-up issues raised during the interview and negotiations
- procedures for reporting the outcomes of follow-up activities
- parties to be involved in the negotiations
- reasons for using appropriate language
- reasons for maintaining confidentiality
- reasons for clarifying the needs/wants of others and the individual
- views of fellow team or group members
- range of communication media and appropriate communication medium.

Assessment Conditions

- Assessors must:
 - have vocational competency in conducting formal interviews and negotiations at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>