



Australian Government

MEM16002 Conduct formal interviews and negotiations

Release: 1

MEM16002 Conduct formal interviews and negotiations

Modification History

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

Application

This unit of competency defines the skills and knowledge required to plan, conduct and participate in interviews, and take part in negotiations. It requires the application of effective communication skills to explore defined ideas and achieve specific outcomes in formal on-site or small group situations.

This unit does not cover the skills needed for participation in formal group processes such as meetings which are covered by Unit MEM16001 Give formal presentations and take part in meetings.

For interviews associated with training and assessment, refer to the appropriate units.

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

Band: A

Unit Weight: 4

Pre-requisite Unit

MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information

Competency Field

Communication

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Plan and conduct interviews	1.1	Follow standard operating procedures and comply with work, health and safety (WHS) requirements at all times
		1.2	Confirm purpose and required outcome/s of interview

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| | | 1.3 | Plan and initiate interview to achieve a specified purpose |
| | | 1.4 | Use suitable questions appropriate to the purpose |
| | | 1.5 | Exercise discretion and confidentiality, as appropriate |
| 2 | Participate in interviews | 2.1 | Undertake suitable preparation |
| | | 2.2 | Employ active listening skills |
| | | 2.3 | Apply self-presentation appropriate to the purpose |
| | | 2.4 | Ask open and closed questions, as appropriate, to gain required response/information |
| | | 2.5 | Clarify follow-up activities and report in accordance with procedures |
| 3 | Take part in negotiations | 3.1 | Use language appropriate to the other party |
| | | 3.2 | Select the appropriate communication medium |
| | | 3.3 | State and clarify own and others' needs/wants |
| | | 3.4 | Represent the views of fellow employees, including own group or team, to others |
| | | 3.5 | Clarify follow-up activities and report in accordance with procedures |

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Interviews include one (1) or more of the following:

- job recruitment
- job progression
- performance reviews
- grievance

Preparation includes one (1) or more of the following:

- identifying interview goals
- identifying selection/assessment criteria
- identifying and inviting co-interviewers
- planning interview
- determining open and closed interview questions
- preparing interview room
- accessing required documents and materials
- introductions and explanations

Active listening skills include the following:

- appropriate body language and eye contact
- acknowledgements
- clarification of questions
- appropriate responses
- checking meaning

Communication medium includes one (1) or more of the following:

- face-to-face meeting
- telephone
- email
- written
- advocacy

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MEM16002 Conduct formal interviews and negotiations

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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.

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