



Australian Government

Department of Education, Employment and Workplace Relations

MEM16002C Conduct formal interviews and negotiations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers planning and conducting interviews, participating in interviews and taking part in negotiations.
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Application of the Unit

Application of the unit	This unit applies to effective communication in more formal on-site or small group situations where ideas are defined and specific outcomes are sought. The topics covered are often formally identified and records may be kept. Interviews could include job recruitment and progression, performance reviews, grievance, etc. This unit does not cover the skills needed for participation in formal group processes such as meetings which are covered by Unit MEM16001B (Give formal presentations and take part in meetings). For interviews associated with training and assessment, refer to the appropriate units. Band: A Unit Weight: 4
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	
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Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and conduct interviews	1.1.Interview is planned and initiated to achieve a specified purpose. 1.2.Suitable questions appropriate to the purpose are used. 1.3.Discretion and confidentiality are exercised where appropriate.
2. Participate in interviews	2.1.Appropriate preparation is undertaken. 2.2.Active listening skills are employed. 2.3.Self-presentation is applied appropriate to the purpose. 2.4.Questions are asked where appropriate. 2.5.Follow-up activities are clarified and reported in accordance with standard operating procedure.
3. Take part in negotiations	3.1.Language appropriate to the other party is used. 3.2.Own and others' needs/wants are stated and clarified. 3.3.The views of fellow employees, including own group or team, are represented to others. 3.4.The appropriate communication medium is selected. 3.5.Follow-up activities are clarified and reported in accordance with standard operating procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
Look for evidence that confirms skills in: • planning and formatting interviews • developing open and closed interview questions to gain required information • building rapport • maintaining discretion and confidentiality • preparing for interviews • using active listening skills • identifying interview goals

REQUIRED SKILLS AND KNOWLEDGE

- identifying selection/assessment criteria
- clarifying follow-up activities
- reporting follow-up activities
- using appropriate language to the other party(s)
- clarifying needs/wants of others
- representing the views of fellow team or group members during negotiations
- selecting appropriate communication media during the negotiations

Required knowledge

Look for evidence that confirms knowledge of:

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

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	A person who demonstrates competency in this unit must be able to conduct formal interviews and negotiations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.
Context of and specific resources for assessment	This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with conducting formal interviews and negotiations or other units requiring the exercise of the skills and knowledge covered by this unit.
Method of assessment	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Preparation	- Identifying and inviting co-interviewers - Planning interview - Preparation of interview room - Accessing required documents and materials - Introductions and explanations
Active listening skills	- Appropriate body language - Acknowledgements - Clarification questions - Appropriate responses
Communication medium	- Face-to-face meeting - Telephone - Email - Written - Advocacy

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units	

Co-requisite units		

Competency field

Competency field	Communication
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