



Australian Government

Department of Education, Employment and Workplace Relations

RIIBEF601A Conduct business negotiations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the conduct of business negotiations in the resources and infrastructure industries. It includes establishing and confirming the worksite's business objective(s), conducting business negotiations and evaluating negotiation outcomes. Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Application of the Unit

This unit is appropriate for those working in a management or supervisory role at worksites within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

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. Establish and confirm the worksite's business objectives	1.1. Access, interpret and apply compliance documentation relevant to the work activity 1.2. Identify and target business opportunities available to the operations 1.3. Facilitate discussions with stakeholders to provide strategies and ideas to meet outcome(s) 1.4. Analyse information to allow for assessment of the short-term and long-term position of the business 1.5. Ensure agreed decisions and recommendations fall within the operations business objectives, relevant legislative requirements and are appropriate to desired outcomes
2. Conduct business negotiations	2.1. Consult and/or lobby key stakeholders who can assist in achieving the outcome(s) 2.2. Ensure preparation for the meeting is sufficient to enable effective business negotiation and to achieve desired outcome(s) 2.3. Ensure contributions to the negotiations are clear, concise and relevant which help to achieve business objective(s) 2.4. Document/record appropriate and accurate records and key outcomes of negotiations
3. Evaluate negotiation outcomes	3.1. Evaluate outcomes of negotiations 3.2. Refer outcomes of negotiations to stakeholders who assisted in preparation of strategies 3.3. Review outcomes of negotiations for improvement 3.4. Follow up, and circulate as necessary, outcomes and decisions

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Specific skills are required to achieve the performance criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes the ability to carry out the following as required to conduct business negotiations:

- apply legislative, organisation and site requirements and procedures for conducting business negotiations
- initiate decision making actions
- establish the rules of procedure
- adopt communications styles appropriate to listeners and situations, including selecting an appropriate time and place
- identify the information needs of participants
- modify communications in response to feedback from participants
- actively encourage the free exchange of information
- encourage decisions which are realistic for the situation
- produce own ideas from experience and practice

Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly for its application in the various circumstances in which this unit may be used. This includes knowledge of the following as required to conduct business negotiations:

- advanced written and oral communication methods
- organisational goals and objectives
- subject/product knowledge
- statutory and site rules, policies, procedures and regulations
- worksite operating procedures
- risk management processes and techniques
- risk control and management systems
- reporting and recording procedures
- access, evaluate and apply data from organisational systems
- action planning method

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	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following: • knowledge of the requirements, procedures and instructions for conducting business negotiations • implementation of procedures and techniques for the safe, effective and efficient conduct of business negotiations • the identification of the relevant information and scope of the work required to meet the required outcomes • the identification of viable options and the selection of business negotiations methods that best meet the required outcomes • working with others to undertake and complete the conduct of business negotiations • consistent successful conduct of business negotiations
Context of and specific resources for assessment	• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills. • Assessment of this competency requires typical resources normally used in a resources and infrastructure sector environment. Selection and use of resources for particular worksites may differ due to the site circumstances. • The assessment environment should not

	disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those required on the job. • Customisation of assessment and delivery environment should sensitively accommodate cultural diversity. • Aboriginal people and other people from a non English speaking background may have second language issues. • Where applicable, physical resources should include equipment modified for people with disabilities. Access must be provided to appropriate learning and/or assessment support when required.
Method of assessment	This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods: • written and/or oral assessment of the candidate's required knowledge in undertaking the conduct of business negotiations • observed, documented and/or first hand testimonial evidence of the candidate's: • implementation of appropriate requirements, procedures and techniques for the safe, effective and efficient achievement of required outcomes • identification of the relevant information and scope of the work required to meet the required outcomes • identification of viable options and the selection of business negotiations methods that best meet the required outcomes • consistent achievement of required outcomes • first hand testimonial evidence of the candidate's: • working with others to undertake and complete business negotiations • provision of clear and timely required support and advice on conducting business negotiations

Guidance information for assessment	Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.
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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.

Compliance documentation may include:	- legislative, organisation and site requirements and procedures - manufacturer's guidelines and specifications - Australian standards - Employment and workplace relations legislation - Equal Employment Opportunity and Disability Discrimination legislation
Stakeholders may include:	- relevant regulatory authorities - tenders - project managers - contractors - employees - community - customers - suppliers
Legislative requirements may include:	- common law - dangerous goods - industrial relations - industry licensing - local government - mines Acts - navigation - planning and assessment - trade practices - waterways - weights and measures - workers compensation - WorkCover - maintenance of records according to statutory/legal standards and procedures - provision of information and training - relevant regulations and code of practice relating to statutory/legal compliance - site representatives and committees

	• issue resolution
Consulting may include:	• seeking views other than your own • varying issues and contexts • committees • consultation with statutory/legal authorities • consultation with industrial representatives • consultation with agencies/site representatives • issue resolution procedures • participative/consultative procedures conducted by supervisory staff
Negotiations may include:	• internal or external parties • formal or informal meetings • short term or ongoing • multi-lingual and cross-cultural

Unit Sector(s)

Business Effectiveness

Competency field

Refer to Unit Sector(s).

Co-requisite units

Not applicable.