

<b>UNIT CODE</b>	<b>PSPGEN049</b>
<b>UNIT TITLE</b>	<b>Undertake negotiations</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to undertake negotiations.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit would work independently performing complex tasks in a range of familiar and unfamiliar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	General
<b>UNIT SECTOR</b>	

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan for negotiation	<p>1.1 Clarify the purpose of the negotiation and the issues under consideration.</p> <p>1.2 Identify primary needs and desired outcomes of all parties.</p> <p>1.3 Determine the organisation's position and devise a negotiation approach based on an analysis of the strengths and weaknesses of the position.</p> <p>1.4 Collect, analyse and organise information relating to the negotiation.</p> <p>1.5 Agree upon timeframe and logistics, develop a negotiation plan and communicate to other staff involved in the negotiation team.</p>

2. Conduct negotiation	<p>2.1 Document the agreement of all parties on the issue/s under consideration and the negotiation process to be used.</p> <p>2.2 Use negotiation techniques to persuade the other party of the strength of the argument in favour of the organisational position.</p> <p>2.3 Modify the negotiation plan to respond to contingencies.</p> <p>2.4 Select and use techniques for dealing with conflict or deadlocks in accordance with the negotiation plan and the progress of the negotiation.</p> <p>2.5 Discuss options for resolving the issue and determine the acceptability of these to the parties.</p>
3. Finalise negotiation outcomes	<p>3.1 Reach an agreed conclusion, document and obtain sign-off by the parties.</p> <p>3.2 Report negotiation outcomes and debrief stakeholders.</p> <p>3.3 Determine any further action required as a result of agreement and action.</p> <p>3.4 Review the negotiation process and outcomes, and document lessons learnt for future use</p>

**FOUNDATION SKILLS**

*Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.*

SKILLS	DESCRIPTION
Oral communication skills to:	<ul style="list-style-type: none"> <li>use communication and negotiation styles to suit different audiences and purposes.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1: Supersedes and is equivalent to PSPGEN049 Undertake negotiations
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGEN049 Undertake negotiations</b>
<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:</p> <ul style="list-style-type: none"> <li>apply legislation, regulations and policies relating to negotiating in the public sector</li> <li>communicate with diverse stakeholders including the other party, team members and senior management</li> <li>communicate by listening, questioning, establishing rapport and responding</li> <li>apply decision making and problem-solving</li> <li>adjust quickly to new information or unexpected questions and attitudes.</li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"><li>■ legislation, regulations, policies, procedures and guidelines relating to negotiations in the public sector</li><li>■ sources of organisational information</li><li>■ delegations and lines of authority</li><li>■ decision making</li><li>■ negotiation techniques</li><li>■ conflict resolution</li><li>■ recordkeeping requirements for negotiations.</li></ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"><li>■ workplace environment or</li><li>■ simulated environment.</li></ul> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"><li>■ legislation, policy, procedures and protocols relating to negotiation, including freedom of information, privacy, equal employment opportunity, anti-discrimination, occupational health and safety.</li></ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide