UNIT CODE	**PSPGEN049**
UNIT TITLE	**Undertake negotiations**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to undertake negotiations. 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. The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice. No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

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

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

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:	▪ use communication and negotiation styles to suit different audiences and purposes.
UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPGEN049 Undertake negotiations
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN049 Undertake negotiations**
PERFORMANCE EVIDENCE	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: ▪ apply legislation, regulations and policies relating to negotiating in the public sector ▪ communicate with diverse stakeholders including the other party, team members and senior management ▪ communicate by listening, questioning, establishing rapport and responding ▪ apply decision making and problem-solving ▪ adjust quickly to new information or unexpected questions and attitudes.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ legislation, regulations, policies, procedures and guidelines relating to negotiations in the public sector ■ sources of organisational information ■ delegations and lines of authority ■ decision making ■ negotiation techniques ■ conflict resolution ■ recordkeeping requirements for negotiations.

ASSESSMENT CONDITIONS	Skills must be demonstrated in either a: ■ workplace environment or ■ simulated environment. 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. Assessment must ensure access to: ■ legislation, policy, procedures and protocols relating to negotiation, including freedom of information, privacy, equal employment opportunity, anti-discrimination, occupational health and safety. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide