

Learning Assessment Guide

Unit Standard 16615 – Version 2

Explain and apply negotiation skills and techniques in a commercial situation

Level 5 – 4 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Demonstrate knowledge of negotiation processes and characteristics.
- Plan a process to achieve a commercial outcome through negotiation.
- Apply negotiation skills and close a commercial negotiation.
- Evaluate personal performance in the negotiation.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Observation checklist that the approved observer or assessor will use to record your performance.
- Verification Form to be completed by stakeholder(s).
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

- 1 This unit standard is for people who have, or seek, responsibility for undertaking commercial contract negotiations with current or potential suppliers or customers for goods, services, materials, or systems.
- 2 Glossary
Commercial negotiation refers to the process of negotiation with a supplier, customer, or contractor on terms of purchase, sale, or supply of materials, goods, services, equipment, or property for valuable consideration. The outcome of negotiation may be in the form of a purchase or sales order, supply contract, deed of sale, lease, or other commercial agreement.
Organisation refers to the business entity which may be – profit or non-profit; in private, public, or voluntary sectors; a business unit, iwi, or other special purpose body.
Organisational requirements are those that are formally documented, and are available for reference in the workplace.

- 3 This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace, or in simulated situations that demand performance equivalent to that required in work.
- 4 Evidence is expected for at least two negotiations

Assessment Task One – Element 1

Introduction

Assessment task one is designed to assess your ability to demonstrate knowledge of negotiation processes and characteristics.

Instructions

- Answer the following questions concerning the negotiation process as fully as you can. You may answer orally or in writing. If you choose to answer orally, your assessor will write down your answers on the question sheet.
- Your assessor may wish to ask you further questions if any points need expanding on or clarifying.

The completed assessment for task one will include:

- Answers to questions.
- Assessor's notes where required.

Task One Questions
(to be completed by the learner)

Name of Learner	
Date	

Question One Identify at least three negotiation theories. Briefly describe the characteristics of each and explain how they differ from each other.		
Theory	Characteristic	Differences

Question Two Explain the following essential processes of negotiation.
<i>Preparation</i>
<i>Discussion</i>
<i>Proposed Bargaining</i>
<i>Closing</i>

Assessment Task Two – Element 2

Introduction

Assessment task two is designed to assess your ability to plan a process to achieve a commercial outcome through negotiation.

Instructions

- You must produce evidence of planning a negotiation process for **two** negotiations. As commercial outcomes are required, this must be done within your place of work. You will also be required to participate in the negotiations and evaluate them in later tasks.
- Your plans must include the following:
 1. Defined objectives that will allow the outcome to be achieved.
 2. The essential processes of the negotiation, which must suit the objectives.
 3. At least one negotiation theory - as identified in task one.
 4. Possible contingencies. These must be incorporated into the plan in line with your organisation's requirements.
- Please provide the plans in writing with any supporting documentation. These may include such items as tender documents, offers of employment etc.
- Your assessor may wish to discuss your work with you.

The completed assessment for task two will include:

- Two completed negotiation plans.
- Back-up documentation if required.
- Assessor's notes where relevant.

Assessment Task Three – Element 3

Introduction

Assessment task three is designed to assess your ability to apply negotiation skills and close a commercial negotiation.

Instructions

- You must take part in the negotiations planned in task two. You are required to have an observer, who should be someone who will witness the negotiations and is approved by your assessor. These may be different people for each negotiation.
- You must be involved in the entire negotiations including the closings.
- An Observation Checklist is included in this guide. This outlines the requirements of the task. Please read this carefully and give it to your observer(s) who will complete it and forward it to your assessor. One Checklist is required per negotiation.
- You will need to give your assessor a copy of the written record of the negotiations.
- Your assessor may want to discuss your performance with you once the process is complete.

The completed assessment for task three will include:

- Completed Observation Checklists.
- Copies of the record of the negotiations.
- Assessor's notes where relevant.

Observation Checklist
(For use by assessor or approved observer)

Name of learner:	
Name of observer/assessor:	
Negotiation date and time:	
Purpose of Negotiation:	

Please indicate if the learner has met the criteria during the interview. Use the space to add comment for feedback to the learner and for moderation purposes.

Observed that the learner:	Observer comments	Yes / No
Conducted the negotiation according to the negotiation plan, and justifies any variations.		
Closes the negotiation in accordance with the plan, and justifies any variations.		
Records the negotiation in an appropriate format given the type of commercial agreement and the requirements of the two parties.		

Assessor / Observer:

Signature:

Date of observation:

Assessment Task Four – Element 4

Introduction

Assessment task four is designed to assess your ability to evaluate personal performance in the negotiation.

Instructions

- In this task you must reflect on your performance during the negotiation process, and how well you adhered to the requirements of the plans. You are required to evaluate both negotiations.
- You must also consult with others involved to identify any personal performance issues that are required to be addressed.
- Discuss your performance with your assessor, including where you think you did well and where you think you deviated from the plans. Your assessor will make notes of the discussion. If you are required to make a written evaluation as part of organisational policy, please include this.
- Ask the appropriate stakeholder(s) to complete the enclosed Verification Form, which provides evidence of consultation. Use as many copies as required. Hand these to your assessor when complete.

The completed assessment for task three will include:

- Assessor's notes of your discussion.
- Completed Verification Forms.
- Any required written evaluation.

Verification Form

(to be completed by stakeholder)

Name of Learner:			
Name of Verifier			
Position		Phone	

_____ (name of learner) is currently being assessed toward unit standard 16615 Explain and apply negotiation skills and techniques in a commercial situation.

The learner has been asked to consult with you concerning their performance in a recent negotiation.

Your confirmation is sought that the learner has had this consultation with you and any personal performance issues that may have arisen have been discussed.

Comments

The assessor may contact you to discuss the learner's performance.

Signed:

Date:

Thank you for your assistance.

Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 16615.

Task / Element	Evidence required	Judgement
<p><i>Task 1 / Element 1</i></p> <p>This task involves the learner answering questions concerning the negotiation process.</p>	<p>Answers to questions.</p> <p>Assessor's notes where required.</p>	<p>Learner identifies at least three negotiation theories, their characteristics and differences.</p> <p>Learner explains the following essential processes of negotiation:</p> <ul style="list-style-type: none"> • Preparation • Discussion • Proposing bargaining • Closing.
<p><i>Task 2 / Element 2</i></p> <p>This task involves the learner planning two commercial negotiations.</p>	<p>The learner produces a negotiation plan.</p> <p>Back-up documentation is provided where it exists.</p> <p>Assessor's notes where relevant.</p> <p>Evidence is required for two negotiations.</p>	<p>.</p> <p>The learner defines the objectives that will allow the outcome to be achieved.</p> <p>The plans include the essential processes, which in turn must suit the negotiation objectives.</p> <p>At least one identified negotiation theory is integrated into the plans.</p> <p>The learner identifies possible contingencies, and includes these in the plans in line with organisational requirements.</p>
<p><i>Task 3 / Element 3</i></p> <p>This task involves the learner participating in two commercial negotiations.</p>	<p>Completed Observation Checklists.</p> <p>Written record of the negotiations.</p> <p>Assessor's post-task notes if relevant.</p> <p>Evidence is required for two negotiations.</p>	<p>The completed Observation Checklist indicates the learner met the performance standards required.</p> <p>The learner conducts and closes the negotiations in accordance with the plan. Any deviations from the plan must be justified.</p> <p>The learner records the negotiations in a format that is appropriate to the type of agreement and is approved by the parties involved.</p>

Task / Element	Evidence required	Judgement
<p><i>Task 4 / Element 4</i></p> <p>In this task the learner must evaluate their performance in the negotiations.</p>	<p>Notes from discussion with the assessor.</p> <p>Completed Verification Forms signed by stakeholder(s).</p>	<p>Learner must give a self-reflection on their performance in relation to the requirements of the plans.</p> <p>Learner must consult with stakeholder(s) and identify any personal performance issues that are required to be addressed.</p>