

Unit Title:	Negotiate in a business environment
OCR unit number	307
Sector unit number	D/601/2525
Level:	3
Credit value:	5
Guided learning hours:	20

Unit purpose and aim

This unit is about preparing for, and carrying out straightforward negotiations with other parties, in a business environment, in order to reach an agreement on an activity or activities that meets the needs of an organisation.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to prepare for negotiations</p>	<p>The Learner can:</p> <p>1.1 Outline the main principles of negotiations</p> <p>1.2 Outline the process of negotiation and how it is used in business</p> <p>1.3 Outline the purpose of different negotiation strategies and techniques</p> <p>1.4 Explain the value of understanding the roles of other negotiators</p> <p>1.5 Explain the purpose of knowing limits of own responsibility in negotiations</p> <p>1.6 Explain the purpose of having clear objectives for negotiations</p>	<p>Learning outcomes 1, 2 and 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>
<p>2. Understand how to conduct negotiations</p>	<p>2.1 Explain the purpose of being flexible during negotiations while seeking to achieve the main objectives</p> <p>2.2 Explain the purpose of keeping to the brief during negotiations</p>	

	<p>2.3 Explain the purpose of keeping to own level of authority during negotiations</p> <p>2.4 Explain the purpose of referring issues to others, as required</p> <p>2.5 Explain the purpose of keeping goodwill during negotiations, and ways of doing so</p> <p>2.6 Explain when it might be necessary to withdraw from negotiations</p> <p>2.7 Explain how to withdraw from negotiations in a way that maintains goodwill</p>	
3. Understand how to complete negotiations	<p>3.1 Explain the purpose of achieving an outcome that meets main objectives</p> <p>3.2 Explain the purpose of keeping an accurate record of negotiations, if required</p>	
4. Be able to prepare for negotiation	<p>4.1 Identify objectives to be achieved</p> <p>4.2 Identify potential problems in negotiation(s) and ways of overcoming them</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to negotiate in a business environment
5. Be able to conduct negotiations	<p>5.1 Carry out negotiations within limits of own authority</p> <p>5.2 Make proposals which meet main objectives</p> <p>5.3 Use negotiation strategy to obtain results that meet minimum or agreed outcomes</p> <p>5.4 Clarify other negotiator's understanding, and respond to their queries</p> <p>5.5 Suggest solutions to deal with problems, if required</p> <p>5.6 Refer the negotiation to others, when required</p> <p>5.7 Carry out negotiations in a way that maintains goodwill and promotes a positive image of self and an organisation</p>	

<p>6. Be able to complete negotiations</p>	<p>6.1 Reach an agreement to the satisfaction of all those involved in the negotiations, where possible</p> <p>6.2 Maintain records of the negotiations, if required</p> <p>6.3 Complete negotiations in a way that maintains goodwill and promotes a positive image of self and an organisation</p>	
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Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures
- Documentation recording the objectives of the negotiations
- Negotiation plan showing possible contingencies
- Agreed plan
- Internal communication between colleagues relating to the negotiation
- Records of negotiation outcome

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the BAG 123 Negotiate in a business environment

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	
Reading	✓	Analysing		Find and select information	
Writing	✓	Interpreting		Develop, present and communicate information	

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .