LSIAG11

Negotiate on behalf of clients

Overview

This standard is about negotiating on behalf of clients. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by welfare professionals and others.

The standard also looks at how to exchange offers and establish agreements for clients.

Performance criteria

You must be able to:

1. review requirements of clients in line with their needs
2. identify suitable negotiation strategies to achieve clients' needs
3. prepare offers on behalf of clients to meet their requirements
4. make appropriate offers to other parties in line with agreement of clients
5. assess how far responses to offers meet the needs of clients
6. consult with clients on offers that have been received in ways that meet their needs
7. recommend next stages in negotiations with clients in line with their needs
8. incorporate details into agreements that meet the needs of clients
9. check that agreements can be implemented in line with organisational requirements
10. confirm agreements with clients at appropriate points in the negotiation process
11. record details of negotiations in line with organisational requirements
12. comply with all relevant legal, professional, and organisational requirements and guidelines in relation to negotiating on behalf of clients

Knowledge and understanding

You need to know and understand:

1. the importance of complying with relevant legal, professional and organisational requirements and guidelines
2. legislation, codes of practice, organisational policies and procedures in relation to job role/activities undertaken
3. different methods of communication and how to adapt them to suit the needs and preferences of the clients
4. how to obtain information on clients' requirements
5. types of negotiation strategies suitable for different types of issues
6. how to prepare offers for clients over a period of time and when to present new offers to them
7. how to assess offers received for clients and what different offers might signify
8. when to consult with clients
9. potential next stages in negotiations and when to conclude them
10. different types and format of agreements and detail to be included within them
11. how to check feasibility of agreements and factors that might affect clients
12. the importance of complying with relevant legal, professional and organisational requirements and guidelines
13. level of detail clients require in relation to the negotiation process
14. types of change to agreements that might be required and supporting documentation that would be required
15. recording requirements of your organisation, including how to store recorded information securely

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