



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM412A Participate in formal communication processes

Revision Number: 1

FNSPIM412A Participate in formal communication processes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to use oral and written communication skills, in processes such as participation in formal meetings, interviews, formal performance appraisals and the associated writing tasks. These tasks are generally covered by accepted conventions within the personal injury management sector.</p> <p>This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.</p>
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Application of the Unit

Application of the unit	This unit applies to job roles within the financial services and personal injury management sectors.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Apply accepted conventions to participation in formal meetings and discussions	1.1. Knowledge of <i>meeting procedures</i> is applied to participation in formal meetings 1.2. Constructive contributions are made to discussion at formal meetings 1.3. Good <i>listening techniques</i> are used to achieve understanding of other points of view 1.4. Minutes of meetings are written, if required, following accepted conventions
2. Take part in formal interviews	2.1. <i>Purpose of the interview</i> and role in the interview process are clarified 2.2. <i>Preparations</i> for the interview are made 2.3. Effective listening and questioning techniques are applied to receiving and giving information 2.4. Information or outcomes of the interview are analysed
3. Write brief reports	3.1. Accepted <i>report writing conventions</i> are applied to production of report 3.2. Information on which to base the report is collected 3.3. Brief reports on workplace topics are written following accepted organisation and industry standards

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- highly-developed communication skills to:
 - determine and confirm information, using active listening and questioning for confirmation
 - participate in interviews and meetings
 - empathise with others
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- effective interpersonal skills
- research skills
- numeracy and IT skills to:
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- well-developed literacy skills to:
 - read and interpret documentation from a variety of sources and record and consolidate relevant related information
 - draft reports

Required knowledge

- conventions for writing minutes
- listening and questioning techniques
- meetings procedures
- report writing conventions

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • produce accurate and clear reports • demonstrate listening and questioning skills.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation records • access to organisation policies and procedures.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Meeting procedures</i> may include:</p>	<ul style="list-style-type: none"> • formal conventions of meetings such as: <ul style="list-style-type: none"> • addressing the chair • only one person speaking at once, no interrupting • putting forward motions • taking minutes • undertaking role of chair including addressing participants, maintaining control of proceedings, following proceedings and managing voting procedures • voting.
<p><i>Listening techniques</i> may include:</p>	<ul style="list-style-type: none"> • paying attention • using culturally appropriate body language and gestures to convey attention • reflecting back what has been said to show understanding • avoiding interruptions • responding with respect and understanding.
<p><i>Purpose of the interview</i> may include:</p>	<ul style="list-style-type: none"> • discipline • employment • information gathering • promotion.
<p><i>Preparations</i> may include:</p>	<ul style="list-style-type: none"> • carrying out relevant research • formulating questions • writing agendas.
<p><i>Report writing conventions</i> may include:</p>	<ul style="list-style-type: none"> • justifying recommendations • making sure the conclusions are based on the information presented • noting attachments and appendixes • using accepted structure for the report.

Unit Sector(s)

Unit sector	Personal injury management
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		