



Australian Government

**Assessment Requirements for FSKOCM008
Use oral communication skills to facilitate
workplace negotiations**

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- facilitate at least one complex workplace negotiation.

Facilitation must include speaking and listening.

Knowledge Evidence

During the above spoken exchange the candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- common purposes and outcomes of complex workplace negotiations
- relevant policies and procedures and role in workplace communications
- typical participants of complex workplace negotiations and their roles and responsibilities
- registers of communication and applicability to different workplace contexts
- techniques to identify and manage sensitivities or confidentialities in workplace negotiations
- relevant oral communication strategies that support facilitation of complex workplace negotiations
- non-verbal communication strategies to facilitate workplace negotiations
- grammar, vocabulary and pronunciation to facilitate workplace negotiations
- specialised vocabulary, idioms and colloquialisms relevant to workplace
- techniques to monitor effectiveness of interaction and strategies to influence change in direction
- strategies to review performance.
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Assessment Conditions

Competency is to be assessed in the workplace, a workplace simulated environment or a vocational training context. Spoken exchanges must be undertaken with real individuals.

Skills must be demonstrated using complex oral exchanges that reflect those typically undertaken in a workplace.

The following resources are to be made available:

- own familiar support resources
- participants for workplace negotiation described in performance evidence.

Assessors must:

- satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards, and
- have sound knowledge of the ACSF and performance features of the ACSF level being assessed, and
- have demonstrable expertise, knowledge and skills in the vocational contextualisation and assessment of the core skill, oral communication, and
- have completed the following or equivalent:
 - TAESS00009 Address Foundation Skills in Vocational Practice Skill Set; or
 - a higher level education qualification, such as:
 - TAE80113 Graduate Diploma of Adult Language, Literacy and Numeracy Practice (and its equivalent TAE70111); or
 - Bachelor of Education, Graduate Certificate or Graduate Diploma of Education, or higher. This may include qualifications relating to TESOL, adult education or vocational education.
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Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>