



Australian Government

FSKOCM009 Use oral communication skills to facilitate workplace meetings

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.

Application

This unit describes the skills and knowledge required to apply oral communication skills to facilitate and participate in complex internal or external workplace meetings, such as committee meetings, board meetings, annual general meetings, project management meetings, inter-departmental meetings, meetings with clients or suppliers, or staff meetings.

An individual performing these tasks works independently and uses support from a range of established resources.

This unit applies to individuals who use, or are preparing to use, oral communication skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) oral communication core skill indicators .07 and .08 at level 4 in the workplace and employment domain of communication.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Oral Communication

Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan for complex workplace meeting	1.1 Identify purpose of meeting and desired outcome 1.2 Identify meeting participants, roles and responsibilities and the

Element	Performance Criteria
	necessary register of meeting 1.3 Identify any sensitivities or confidentialities and develop plan to manage 1.4 Establish meeting medium and prepare relevant materials
2. Facilitate and participate in meeting	2.1 Use effective oral communication strategies to facilitate meeting 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Recognise and use appropriate non-verbal communication 2.4 Monitor effectiveness of presentation and make adjustments to oral communication strategies as required
3. Review performance	3.1 Identify action points stemming from meeting and document according to organisational procedures 3.2 Review effectiveness of meeting to meet identified purpose 3.3 Seek feedback and reflect on performance to develop strategies for improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to FSKOCM09 Use oral communication skills to facilitate workplace meetings.

Links

Companion Volume Implementation Guide is found on VETNet -

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