



Australian Government

**Assessment Requirements for FSKOCM11
Use oral communication skills to facilitate
workplace teams**

Release: 1

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Modification History

Release	Comments
Release 1	This streamlined version first released with <i>FSK Foundation Skills Training Package version 1.0</i> .

Performance Evidence

Evidence of the ability to:

- facilitate workplace teams using oral communication skills and interpersonal skills
- review the effectiveness of own performance to identify areas for improvement.

Evidence must be collected using spoken exchanges typically found in the workplace.

Note: Where a specific volume and/or frequency is not specified, evidence must be provided at least once.

Knowledge Evidence

Evidence of the following knowledge must be demonstrated:

- oral communication strategies to facilitate workplace teams
- non-verbal communication to facilitate workplace teams
- grammar, vocabulary and pronunciation to facilitate workplace teams.

Assessment Conditions

Assessment texts and tasks reflect those typically found in the workplace.

Individuals can access a range of established support resources.

Culturally appropriate processes and techniques suited to the language, literacy and numeracy capacity of individuals and the work being performed must be used.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities.

Assessors must satisfy NVR/AQTF assessor requirements, have sound knowledge of the ACSF and have demonstrable expertise in the vocational contextualisation and assessment of the core skill – oral communication.

Links

Companion volumes from the IBSA website - <http://www.ibsa.org.au>