



Australian Government

Assessment Requirements for FNSPIM412 Participate in formal communication processes

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- produce accurate and clear reports
- use active listening and questioning skills in formal meetings and discussions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the main conventions for:
 - writing minutes
 - report writing
- explain the possible purposes for an interview and the impact this may have on the interview process
- discuss appropriate uses of different listening and questioning techniques
- describe the procedures, conventions and protocols for running meetings.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisation records, policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>