



Australian Government

FNSPIM412 Participate in formal communication processes

Release: 1

FNSPIM412 Participate in formal communication processes

Modification History

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

Application

This unit describes the 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.

It applies to individuals who use specialised knowledge and well developed communication and interpersonal skills in their role to facilitate and complete requirements.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Personal injury management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Participate in formal meetings and discussions	1.1 Follow accepted meeting procedures when participating in formal meetings 1.2 Make constructive contributions to discussion at formal meetings 1.3 Use a range of techniques to elicit information and ensure understanding of other points of view 1.4 Ensure minutes of meetings are recorded, if required, following accepted conventions
2. Take part in formal	2.1 Clarify purpose of the interview and role in the interview

interviews	process 2.2 Prepare for the interview by carrying out relevant research, formulating questions and writing an agenda/plan as required 2.3 Use effective listening and questioning techniques to receiving and giving information 2.4 Analyse information or outcomes of the interview
3. Write brief reports	3.1 Use accepted report writing conventions to produce report 3.2 Collect information on which to base the report 3.3 Write brief reports on workplace topics following accepted organisation and industry standards

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.2, 2.4, 3.2	Collects and interprets documentation from a variety of sources and records and consolidates relevant related information
Writing	1.4, 2.2, 3.1, 3.3	- Creates a range of formal texts, following organisational procedures and protocols, using appropriate formats and structures to report and present information logically - Uses clear language, correct spelling and grammar and appropriate terminology to convey information appropriate to audience and purpose
Oral Communication	1.2, 1.3, 2.1, 2.3	- Participates in verbal exchanges using active listening and questioning and uses collaborative techniques to convey and elicit information - Uses appropriate language, concepts, pace and tone to convey information appropriate to audience and purpose
Navigate the world of work	1.1, 3.3	Adheres to expected workplace protocols and responsibilities
Get the work done	1.4, 3.2, 3.3, 2.2, 2.4, 3.2	Uses digital technologies to research and to complete workplace documentation

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM412 Participate in formal communication processes	FNSPIM412A Participate in formal communication processes	Updated to meet Standards for Training Packages. Industry updates. Minor edits to clarify performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSPIM412 Participate in formal communication processes

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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

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