



Australian Government

FSKOCM006 Use oral communication skills to participate in workplace teams

Release: 1

FSKOCM006 Use oral communication skills to participate in workplace teams

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 participate in and contribute to workplace teams, such as providing services and information, communicating workplace instructions and messages, or participating in team meetings.

An individual performing these tasks works independently and uses familiar support resources as needed.

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 3 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 to interact in workplace team	1.1 Identify purpose of interaction 1.2 Identify workplace audience and establish appropriate register 1.3 Identify information relevant to exchange

Element	Performance Criteria
	1.4 Identify oral communication strategies to communicate effectively in a team
2. Interact effectively in workplace team	2.1 Use oral communication strategies for routine interaction 2.2 Interact using conventional grammar, every day and some specific vocabulary, and routine pronunciation appropriate to workplace 2.3 Recognise and use appropriate non-verbal communication and interactional strategies to support interaction with workplace team
3. Review interaction	3.1 Seek feedback and evaluate effectiveness of participation 3.2 Review success of interaction to meet workplace outcomes 3.3 Identify areas 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 FSKOCM06 Use oral communication skills to participate in workplace teams.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FSKOCM006 Use oral communication skills to participate in workplace teams

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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:

- participate in and review the success of at least two different spoken exchanges in a workplace team.

Participation 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 audiences of routine workplace team interactions
- appropriate register for formal and informal workplace team interactions
- relevant oral communication strategies that support participation in workplace teams
- intelligible pronunciation of key language
- routine and some specialised vocabulary non-verbal feedback strategies and how to use them in workplace team interactions
- strategies to review success in meeting identified purpose of presentation and to identify areas of improvement.
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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 in a team.

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

The following resources are to be made available:

- own familiar support resources
- participants for spoken exchanges 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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