



Australian Government

FSKOCM007 Interact effectively with others at work

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 interact effectively with others in the workplace, including external clients and internal staff. Interactions include giving or responding to spoken instructions, responding to customer queries and complaints, explaining a workplace procedure, or taking telephone calls from the general public or internal staff.

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. Prepare to interact with others at work	1.1 Identify type of interaction and audience 1.2 Interpret purpose of interaction and the information required for exchange

Element	Performance Criteria
	1.3 Establish appropriate style, tone and register of communication to meet audience needs 1.4 Identify oral communication strategies required for spoken interaction
2. Participate in interactions with others	2.1 Use oral communication strategies to communicate effectively 2.2 Interact using conventional grammar, every day and some specific vocabulary, and routine pronunciation appropriate to the workplace 2.3 Recognise and use appropriate non-verbal communication strategies
3. Review performance	3.1 Confirm if intended meaning and information has been communicated 3.2 Seek feedback and evaluate effectiveness of own performance 3.3 Identify 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 FSKOCM07 Interact effectively with others at work.

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 FSKOCM007 Interact effectively with others at work

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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 at least two different spoken interactions at work appropriate to audience and purpose.

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:

- different types of workplace interactions and their typical audiences
- common purposes of workplace interactions
- different registers, styles and tones of workplace interactions and their application to differing audiences
- relevant oral communication strategies that support effective spoken interactions at work
- range of tenses and appropriate use
- intelligible pronunciation of key language
- routine and some specialised vocabulary
- non-verbal feedback strategies and their application.
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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.

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 interactions 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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