



Australian Government

FSKOCM009 Use oral communication skills to facilitate workplace meetings

Release: 1

FSKOCM009 Use oral communication skills to facilitate workplace meetings

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 apply oral communication skills to facilitate and participate in complex internal or external workplace meetings, such as committee meetings, board meetings, annual general meetings, project management meetings, inter-departmental meetings, meetings with clients or suppliers, or staff meetings.

An individual performing these tasks works independently and uses support from a range of established resources.

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 4 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 for complex workplace meeting	1.1 Identify purpose of meeting and desired outcome 1.2 Identify meeting participants, roles and responsibilities and the

Element	Performance Criteria
	necessary register of meeting 1.3 Identify any sensitivities or confidentialities and develop plan to manage 1.4 Establish meeting medium and prepare relevant materials
2. Facilitate and participate in meeting	2.1 Use effective oral communication strategies to facilitate meeting 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Recognise and use appropriate non-verbal communication 2.4 Monitor effectiveness of presentation and make adjustments to oral communication strategies as required
3. Review performance	3.1 Identify action points stemming from meeting and document according to organisational procedures 3.2 Review effectiveness of meeting to meet identified purpose 3.3 Seek feedback and reflect on performance to develop 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 FSKOCM09 Use oral communication skills to facilitate workplace meetings.

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 FSKOCM009 Use oral communication skills to facilitate workplace meetings

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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:

- facilitate at least one workplace meeting.

Facilitation 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 desired outcome(s) of complex workplace meetings
- typical participants of complex workplace meetings and their roles and responsibilities
- informal and formal register of communication
- techniques to identify sensitivities or confidentialities relevant to workplace meetings
- common mediums for complex workplace meetings and appropriate uses
- relevant oral communication strategies that support the facilitation of workplace meetings
- non-verbal communication strategies to facilitate workplace meetings
- grammar, vocabulary and pronunciation required to facilitate workplace meetings
- specialised vocabulary, idioms and colloquialisms relevant to workplace
- typical action points stemming from complex workplace meetings and processes to document
- strategies to review performance.
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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 complex oral exchanges that reflect those typically undertaken in a workplace.

The following resources are to be made available:

- own familiar support resources
- participants for workplace meeting 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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