



Australian Government

FSKOCM010 Use oral communication skills for complex workplace presentations

Release: 1

FSKOCM010 Use oral communication skills for complex workplace presentations

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 use oral communication skills to deliver complex workplace presentations, such as a sales promotion or product launch, presentation at staff development forum, presentation of a proposal, seminar presentations, or leading a focus group.

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 to deliver complex workplace presentation	1.1 Identify purpose of presentation and required outcome 1.2 Identify audience of presentation and establish appropriate

Element	Performance Criteria
	register
2. Develop presentation	2.1 Identify options for presentation structure and select appropriate format 2.2 Locate and evaluate information and materials for presentation 2.3 Organise and sequence information into presentation structure and relevant support material(s)
3. Deliver presentation	3.1 Use positive oral communication strategies to deliver presentation 3.2 Present using appropriate grammar, vocabulary and pronunciation, and clarify all industry jargon 3.3 Use appropriate positive non-verbal communication strategies to support and enhance delivery 3.4 Monitor effectiveness of presentation and make adjustments to oral communication strategies as required
4. Review performance	4.1 Seek feedback on oral communication strategies used 4.2 Review effectiveness of presentation to meet identified purpose 4.3 Critically reflect on own performance and 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.

Skill	Description
Reading	Researching information from a range of sources

Unit Mapping Information

Supersedes and is equivalent to FSKOCM10 Use oral communication skills for complex workplace presentations.

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 FSKOCM010 Use oral communication skills for complex workplace presentations

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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:

- plan and deliver at least one complex workplace presentation appropriate to audience and purpose, and review the effectiveness of own performance to identify areas for improvement.
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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, audiences and outcomes of complex workplace presentations
- informal and formal oral communication registers and relevance to audiences
- range of presentation structures and uses
- techniques to locate relevant information and synthesise into presentation structure
- relevant oral communication strategies that support the delivery of complex workplace presentations
- non-verbal communication strategies to enhance the delivery of workplace presentations
- grammar, vocabulary and pronunciation for complex workplace presentations
- specialised vocabulary, idioms, colloquialisms and jargon relevant to workplace
- techniques to monitor effectiveness of interaction and strategies to influence change in direction
- 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 presentation 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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