



Australian Government

FSKOCM011 Use oral communication skills to facilitate complex workplace team interactions

Release: 1

FSKOCM011 Use oral communication skills to facilitate complex workplace team interactions

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 facilitate complex workplace team interactions, such as leading group discussions, negotiating agreed outcomes, explaining workplace procedures, or exploring workflow issues.

An individual performing these tasks works independently and initiates 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 facilitate complex workplace team interaction	1.1 Identify the purpose and context of team interaction 1.2 Identify participants required for interaction and appropriate register of communication

Element	Performance Criteria
	1.3 Identify required outcome of team interaction 1.4 Identify information relevant to exchange and plan interaction
2. Facilitate workplace team interaction	2.1 Use oral communication strategies to engage team 2.2 Interact using appropriate grammar, vocabulary and pronunciation 2.3 Use and respond to non-verbal communication strategies to guide and influence the effectiveness of interaction 2.4 Monitor effectiveness of interaction and make adjustments to oral communication strategies as required
3. Review performance	3.1 Seek feedback on oral communication and interactional strategies used 3.2 Review effectiveness of the facilitation to meet identified workplace purpose 3.3 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.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to FSKOCM11 Use oral communication skills to facilitate 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 FSKOCM011 Use oral communication skills to facilitate complex workplace team interactions

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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 complex workplace team interaction using oral communication skills and interpersonal skills to meet workplace audience and purpose.

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 outcomes of complex workplace team interactions
- techniques to identify relevant participants for workplace team interactions and the communication register relevant to audience
- strategies to plan and structure complex team interactions, taking into consideration context, audience and required outcome
- relevant oral communication strategies that support to the facilitation of complex workplace teams
- grammar, vocabulary and pronunciation to facilitate workplace teams
- specialised vocabulary, idioms and colloquialisms relevant to workplace
- non-verbal communication techniques
- 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 team interaction 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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