



Australian Government

FSKOCM012 Use oral communication skills to participate in workplace negotiations

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 use oral communication skills to participate in routine workplace negotiations, such as responding to customer complaints or enquiries, negotiating change to roster with co-workers, discussing a pay rise, or change to contract with manager/supervisor.

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 participate in routine workplace	1.1 Identify purpose of negotiation 1.2 Identify desired outcome and information to support position

Element	Performance Criteria
negotiation	1.3 Identify negotiation participants and level of formality
2. Participate in negotiation	2.1 Use appropriate oral communication strategies for workplace negotiation 2.2 Participate using conventional grammar, every day and some specific vocabulary and routine pronunciation 2.3 Recognise and use appropriate non-verbal communication strategies
3. Finalise negotiation and review performance	3.1 Confirm outcome of negotiation and compare with desired outcome 3.2 Seek feedback on contribution to negotiation 3.3 Evaluate own performance and communication strategies to 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

No equivalent unit.

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 FSKOCM012 Use oral communication skills to participate in workplace negotiations

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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:

- prepare for and participate in at least two different routine workplace negotiations.

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 outcomes of routine workplace negotiations
- typical participants of workplace negotiations
- informal and formal register of communication and the application of each
- relevant oral communication strategies that support participation in routine workplace negotiations
- non-verbal communication strategies to participate in workplace negotiations
- range of tenses and when to use them
- intelligible pronunciation of key language
- routine and some specialised vocabulary
- 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 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 negotiations 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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