



Australian Government

FSKOCM07 Interact effectively with others at work

Release: 1

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Modification History

Release	Comments
Release 1	This streamlined version first released with <i>FSK Foundation Skills Training Package version 1.0</i> .

Application

This unit describes the skills and knowledge required to interact effectively with others – external clients and internal staff, such as giving or responding to spoken instructions, responding to customer queries and complaints, negotiating with co-workers and management, explaining a workplace procedure, or taking telephone calls from the general public or internal staff.

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 3 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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 the audience and purpose of the interaction 1.2 Identify the oral communication strategies for spoken interaction
2. Participate in interactions with others at work	2.1 Use oral communication strategies to communicate effectively 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication strategies

Element	Performance Criteria
3. Review own performance	3.1 Seek feedback on effectiveness of interaction with others at work 3.2 Evaluate own performance to identify strategies for improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
		Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Mapping Information

Not applicable

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>

Assessment Requirements for FSKOCM07 Interact effectively with others at work

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Performance Evidence

Evidence of the ability to:

- participate in spoken interactions appropriate to audience and purpose
- review own performance to identify areas for improvement.

Evidence must be collected using spoken interactions typically found in the workplace.

Note: Where a specific volume and/or frequency is not specified, evidence must be provided at least once.

Knowledge Evidence

Evidence of the following knowledge must be demonstrated:

- oral communication strategies for spoken interactions
- non-verbal communication for spoken interactions
- grammar, vocabulary and pronunciation for spoken interactions.

Assessment Conditions

Assessment texts and tasks reflect those typically found in the workplace.

Individuals can access own familiar support resources.

Culturally appropriate processes and techniques suited to the language, literacy and numeracy capacity of individuals and the work being performed must be used.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities.

Assessors must satisfy NVR/AQTF assessor requirements, have sound knowledge of the ACSF and have demonstrable expertise in the vocational contextualisation and assessment of the core skill – oral communication.

Links

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