



Australian Government

FSKOCM11 Use oral communication skills to facilitate workplace teams

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 use oral communication skills to facilitate workplace teams, such as leading group discussions, negotiating agreed outcomes, explaining workplace procedures, or exploring workflow issues.

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 4 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. Plan to facilitate workplace teams	1.1 Identify the purpose of the team 1.2 Identify the type of interaction
2. Facilitate workplace teams	2.1 Use oral communication strategies to facilitate workplace teams 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication
3. Review own	3.1 Seek feedback on effectiveness of the facilitation of workplace

Element	Performance Criteria
performance	teams 3.2 Critically evaluate own performance to identify areas 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 FSKOCM11 Use oral communication skills to facilitate workplace teams

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Performance Evidence

Evidence of the ability to:

- facilitate workplace teams using oral communication skills and interpersonal skills
- review the effectiveness of own performance to identify areas for improvement.

Evidence must be collected using spoken exchanges 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 to facilitate workplace teams
- non-verbal communication to facilitate workplace teams
- grammar, vocabulary and pronunciation to facilitate workplace teams.

Assessment Conditions

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

Individuals can access a range of established 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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