



**Australian Government**

# **FSKOCM02 Engage in basic spoken exchanges at work**

**Release: 1**

## FSKOCM02 Engage in basic spoken exchanges at work

### 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 with others in basic spoken exchanges at work, such as following simple instructions, engaging in informal exchanges with colleagues, leaving a short telephone message, or participating in a workplace team meeting.

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 1 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 in basic spoken exchanges	1.1 Identify purpose and audience of the exchanges 1.2 Identify oral communication strategies for basic exchanges
2. Interact in basic spoken exchanges	2.1 Use oral communication strategies for basic spoken exchanges 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication
3. Review own performance	3.1 Seek feedback on whether exchange was appropriate for audience and purpose 3.2 Reflect on 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
		<ul style="list-style-type: none"> <li>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</li> </ul>

## Mapping Information

Not applicable

## Links

Companion volumes from the IBSA website - <http://www.ibsa.org.au>