



Australian Government

FSKOCM002 Engage in short and simple spoken exchanges at work

Release: 1

FSKOCM002 Engage in short and simple spoken exchanges at work

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 interact with others in short and simple spoken exchanges at work, which have an explicit purpose, involve a familiar context and require the use of highly familiar vocabulary. For example, following simple instructions, asking or responding to simple questions, engaging in informal exchanges with colleagues, leaving a short telephone message, or describing a routine task.

An individual performing these tasks operates alongside an expert or mentor where prompting and advice can be provided.

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 can 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 1 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 interact in short and simple	1.1 Identify type of spoken workplace exchange

Element	Performance Criteria
workplace spoken exchange	1.2 Identify purpose and audience of exchange 1.3 Identify oral communication strategies required for engagement in exchange
2. Interact in spoken exchange	2.1 Use oral communication strategies to engage in exchange 2.2 Interact using basic grammar, highly familiar vocabulary and simple pronunciation appropriate to workplace 2.3 Recognise and use simple non-verbal communication methods
3. Review interaction	3.1 Seek feedback on whether exchange was appropriate for audience 3.2 Assess effectiveness of exchange in meeting identified purpose, with assistance

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 FSKOCM02 Engage in basic spoken exchanges at work.

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 FSKOCM002 Engage in short and simple spoken exchanges at work

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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:

- participate in at least two different short, simple and explicit spoken workplace exchanges.

Exchanges must be appropriate to audience and purpose and participation must include speaking and listening.

For individuals competent in this unit long pauses and numerous repetitions may be evident in spoken exchanges.

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 audiences of short and simple workplace exchanges
- relevant oral communication strategies that support short and simple spoken exchanges
- simple non-verbal communication techniques for short and simple spoken workplace exchanges
- highly familiar vocabulary related to self and work context
- basic grammatical structures and simple verb tenses.
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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 short, simple and explicit oral exchanges that reflect those typically undertaken in a workplace.

The following resources are to be made available:

- an expert or mentor to provide prompting and advice to learner, as needed
- own familiar support resources
- participants for short and simple exchanges 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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