



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>