



Australian Government

FSKOCM003 Participate in familiar spoken interactions at work

Release: 1

FSKOCM003 Participate in familiar spoken interactions 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 participate in a limited range of familiar spoken interactions in the workplace, such as talking with co-workers, participating in workplace meetings, giving and responding to simple instructions, receiving and passing on simple messages, making an inquiry, or reporting a problem.

An individual performing these tasks may work with an expert or mentor where support is available if requested.

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 should 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 2 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 participate in familiar spoken interaction	1.1 Identify type of spoken workplace interaction 1.2 Identify the purpose and audience of interaction 1.3 Identify content of interaction and required information

Element	Performance Criteria
	1.4 Identify oral communication strategies required for participation in interaction
2. Interact in spoken exchange	2.1 Use oral communication strategies for simple interactions 2.2 Interact using simple grammar, familiar vocabulary and mostly intelligible pronunciation 2.3 Recognise and use appropriate non-verbal communication methods
3. Review interaction	3.1 Seek feedback on whether exchange was appropriate for audience and purpose 3.2 Reflect on performance to identify areas for improvement, 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 FSKOCM03 Participate in simple spoken interactions 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 FSKOCM003 Participate in familiar spoken interactions 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 and review performance in at least two different simple spoken workplace interactions appropriate to audience and purpose.

Participation must include speaking and listening.

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 simple workplace interactions
- relevant oral communication strategies that support familiar spoken interactions
- non-verbal communication methods to clarify and confirm meaning
- simple grammar and key vocabulary of personal significance
- simple verb tenses in sentences with one or more clauses
- some differences between informal and formal registers.
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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 familiar oral exchanges that reflect those typically undertaken in a workplace.

The following resources are to be made available:

- an expert or mentor to provide support to learner if requested
- own familiar support resources

- participants for familiar spoken interactions 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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