



Australian Government

FSKOCM02 Engage in basic spoken exchanges at work

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 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	3.1 Seek feedback on whether exchange was appropriate for

Element	Performance Criteria
performance	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
		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 FSKOCM02 Engage in basic spoken exchanges at work

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Performance Evidence

Evidence of the ability to:

- participate in basic spoken exchanges appropriate to audience and purpose.

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

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 for basic spoken exchanges
- non-verbal communication for basic spoken exchanges
- grammar, vocabulary and pronunciation for basic spoken exchanges.

Assessment Conditions

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

Advice and support is available.

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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