



Australian Government

FSKOCM03 Participate in simple spoken interactions 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 participate in a limited range of simple 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, or talking with clients.

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 2 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 participate in simple spoken interactions	1.1 Identify the purpose and audience of the spoken interaction 1.2 Identify oral communication strategies for spoken interactions
2. Use oral communication skills to participate in simple spoken exchanges	2.1 Use oral communication strategies for simple interactions 2.2 Use appropriate grammar, vocabulary and pronunciation

Element	Performance Criteria
	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
		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 FSKOCM03 Participate in simple spoken interactions at work

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Performance Evidence

Evidence of the ability to:

- participate in a simple spoken interaction appropriate to audience and purpose.

Evidence must be collected using spoken interactions 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 simple spoken interactions
- non-verbal communication for simple spoken exchanges
- grammar, vocabulary and pronunciation for simple spoken interactions.

Assessment Conditions

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

Advice and support available if requested.

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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