



CATAPULT

FSKOCM003

Participate in familiar spoken interactions at work

Table of Contents (Extract)

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For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/FSKOCM003/>

Trainer/assessor guide

FSKOCM003

Participate in familiar spoken interactions at work

Welcome to this unit of study

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.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Prepare to participate in familiar spoken interaction	5
Identify the type of interaction	5
Purpose and audience	7
Identify content of interaction and required information	8
Identify oral communication strategies	10
Check your understanding	11
Topic 2: Interact in spoken exchange	13
Use oral communication strategies.....	13
Grammar, vocabulary and pronunciation	16
Non-verbal communication.....	19
Check your understanding	21
Topic 3: Review interaction	23
Seek feedback on whether exchange was appropriate for audience and purpose.....	23
Reflect on your performance to identify areas for improvement	24
Check your understanding	25
References.....	27
Assessment workbook.....	29
Unit information	31
What is competency-based assessment?.....	32
How will my competency be assessed?.....	33
Assessment agreement.....	34
Foundation skills checklist.....	35
Skills recognition.....	36
Topic 1: Prepare to participate in familiar spoken interaction	37
Topic 2: Interact in spoken exchange	38
Topic 3: Review interaction	39
Knowledge questions	40
Topic 1: Prepare to participate in familiar spoken interaction	41
Topic 2: Interact in spoken exchange	43
Topic 3: Review interaction	45
Topic 4: Specific knowledge evidence.....	47
Performance tasks.....	53
Third party evidence collection agreement	54
Topic 1: Prepare to participate in familiar spoken interaction	56
Topic 2: Interact in spoken exchange	58
Topic 3: Review interaction	60
Completion record.....	62
Unit mapping.....	63
Trainer/ assessor user instructions.....	65

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Prepare to participate in familiar spoken interaction
- » Interact in spoken exchange
- » Review interaction

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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