**FSKOCM03 Participate in simple spoken interactions at work**

# ASSESSOR GUIDE: PRACTICAL ACTIVITY

# Version 1.0

**Assessor instructions:**

You are to engage in an oral conversation with the learner. The focus of the conversation can be based on the learner’s workplace or prospective workplace (e.g., office environment).

The conversation must be general in nature. Use simple words and non-verbal cues. The conversation should only go for 5 minutes, however you must allocate at least 30 minutes to ensure flexible arrangements are made and support is given if requested.

At the conclusion of the practical activity, the assessor must complete the following observation checklist. Benchmark responses are in red font.

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| **Observations Criteria:** | **Benchmark** |
| Did the learner use different oral communication strategies? | E.g., begin with a greeting, general small talk, non-verbal communication etc. |
| Did the learner use appropriate grammar? | Correct use of tense, sentence structure, etc. |
| Did the learner use appropriate vocabulary? | Correct use of words. |
| Did the learner use appropriate pronunciation? | Words are pronounced correctly. |
| Was the learner aware of the audience and purpose of the interaction | Learner was aware that the conversation was a general conversation within a work environment |
| Did the learner identify any improvements to their oral communication skills? | Prompt the learner to seek opportunities for improvements (e.g., better use of non-verbal skills, different word usage, etc.) |