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

# ASSESSOR GUIDE: WRITTEN QUESTIONNAIRE

# Version 1.0

**Assessor instructions:**

Benchmark responses of the questions are in red font. The assessor must mark the learner’s work in accordance with the benchmark responses below. The assessor must provide feedback on all written questions and, if the learner has not met the minimum benchmark response for a question, must provide additional guidance to the learner. The assessor must ensure that the learner has attempted all questions in the written questionnaire. Only if confirmed prior to the assessment, the learner can have access to the learner materials to assist in completing the written questionnaire.

The assessor must complete the assessment record (located in the assessment instrument) and provide an overall result of satisfactory or not yet satisfactory. This result must be given back to the learner within ten (10) business days via email. Assessment records must be retained for at least six (6) months on the company server in accordance with ASQA requirements in case of an audit. The assessor must notify the administration department via email of the learner’s outcome on this assessment instrument as per organisational policy and procedure.

Due to the nature of this assessment, it is important that the assessor marks in accordance with the principle of assessment: flexibility. The assessor must understand the requirements of the core skills outlined at an ACSF level 2 standard, and ensure the learner’s response meets this standard.

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| --- | --- | --- | --- | --- |
| **Question** | **Benchmark Response** | **Result (Assessor use only)** | | |
| S | NYS | Comment |
| 1. How might you begin a conversation with a customer or client? | Individual answers will vary, but should include a greeting and a general follow question such as:  “Hello, how are you today?”  “Hi, how can I help you?” |  |  |  |
| 2. How might you finish a conversation with a customer or client? | Individual answers will vary, but should include a farewell, such as:  “Is there anything else I can help with?”  “I hope you enjoy your day.” |  |  |  |
| 3. List two different types of non-verbal communication. | Body Movements  Posture  Eye Contact  Para-language  Closeness or Personal Space  Facial Expressions  Physiological Changes |  |  |  |
| 4. Which of these sentences is correct:   1. I bring my lunch to work every day 2. I bringing my lunch to work every day | Option a  I bring my lunch to work every day |  |  |  |
| 5. How might you describe a phone (what adjectives would you use)? | Individual answers will vary. Adjectives can be words such as: big, small, white, etc. |  |  |  |