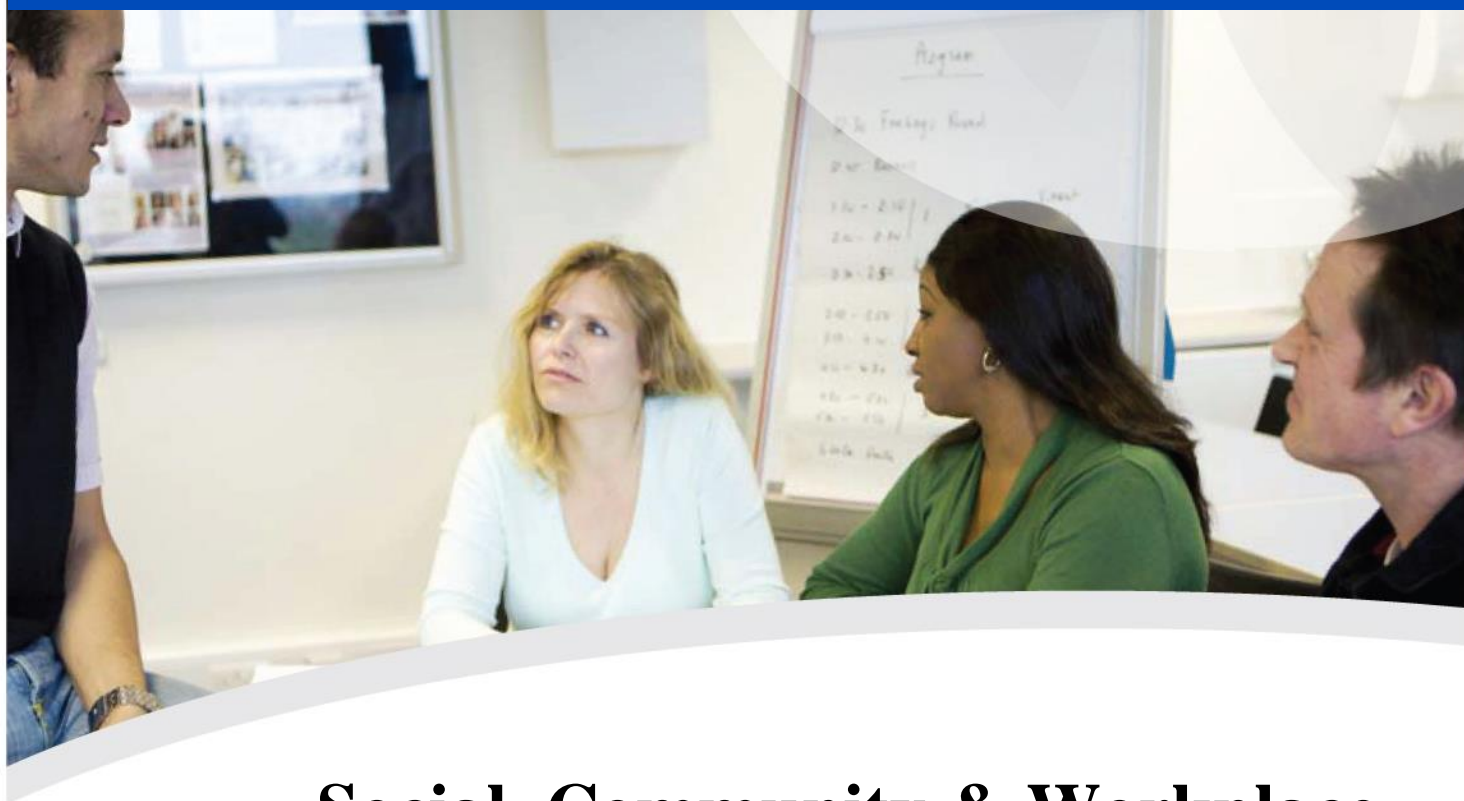




## Foundation Skills

### Language, Literacy & Numeracy Activities Workbook



## Social, Community & Workplace English & Mathematics

### ORAL COMMUNICATION SKILLS - ACSF LEVEL 1

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# Acknowledgements

Each activity in this booklet has been aligned to the Australian Core Skills Framework (ACSF) \* indicators of competence so that they are at the levels appropriate to the delivery of language, literacy and numeracy skills underpinning the units of competency.

- \*The “Title to and Intellectual Property rights in relations to the Australian Core Skills Framework are owned by the Commonwealth of Australia”.

Units of Competency and minimum required levels of reading, writing, numeracy, oral communication and learning skills ACSF level 1

Macro Skill	ACSF Reading Skills Level	ACSF Writing Skills Level	ACSF Oral Communication Skills Level	ACSF Numeracy Skills Level	ACSF Learning Skills Level
Learning Skills					1
Numeracy Skills				1	
Oral Communication Skills			1		
Reading Skills	1				
Writing Skills		1			

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# Oral Communication Skills ACSF Level 1

## CONTENTS

- 1 What's wrong here?
- 2 Where do I go?
- 3 Hello, this is
- 4 I think the problem is here
- 5 The first step is
- 6 Thank you for asking
- 7 My life
- 8 And you are?
- 9 This is my friend
- 10 Where should we meet?
- 11 My working life
- 12 Go this way
- 13 I believe that
- 14 How much is that?
- 15 Self Assessment

Contact details & order information – refer last page.

#### Activity 4 I Think the Problem is here...

The 'wrapping machine' in the *Temy Fasteners* Dispatch area has overheated. They can't wrap any more packages until the machine cools down. The operators and dispatch staff are discussing what to do.....

*Joe*

It's an old machine – been here longer than me!

**A.J.**

I think the problem here is the wrapping film is the wrong one



*Ling*

I believe the problem is the overuse of the machine. It is a hot day. This is a very busy time.

*Sandy*

It's easy, I know what the problem is..... the wrapping film was put in incorrectly so it jammed.

*What do you do now? Go home?  
Have an early lunch?  
How long does it take to cool down the  
wrapping machine?  
What would be the opinions of each  
person about – what to do next as they  
wait for the machine to cool?*

You  
supervisor

Hi everyone. As you can see the wrapping machine has broken down the  
again. We need to work out what everyone will do for the rest of the  
day. The time is now 12.30, have lunch then we meet back here to  
talk about what we can do!

Sandy

---

---

Ling

---

---

Joe

---

---

Activity 9 This is my Friend

Work out which words, phrases and actions belong to which scenario then write the word, phrase or action under the scenario

Sonja and Maggie are walking home together. They both see a friend they haven't seen for ages they run up to her and greet her enthusiastically.

Raoul, Janelle and Mario were all heading to the soccer game. Mario sees another group of friends at a distance and greets them.

**Jimbo, Celeste, Kik and Lurlene have arrived at the restaurant to have dinner with the other staff at the new company restaurant. They each greet the other employees.**

Hello      How are you?      Hi      Hi everyone      See here!

Can I introduce you to.....?      Over here is.....      Have you met.....?

waves hand      shakes hands      hugs      kisses      embraces      smile



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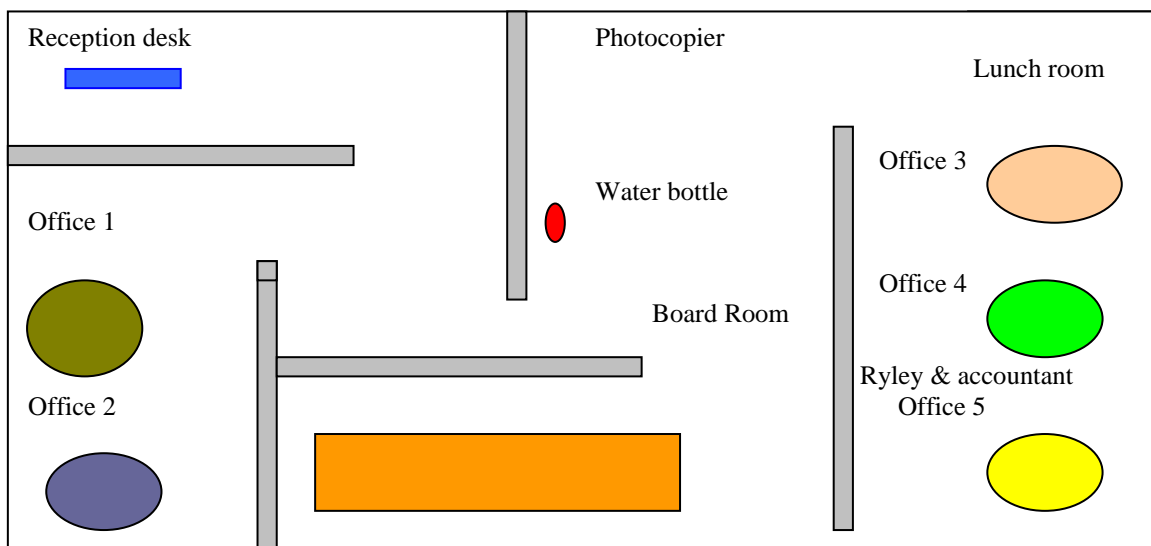
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Activity 12 Go this way

Ryley is visiting her accountant at his new office. She came in with him and was talking so did not notice her surroundings. Now, she has to leave and find her way to the reception desk.

Using this map below write out the instructions he would give her to get there.



**Accountant:**

.....

.....

.....

.....

.....

.....

.....



## Activity 15 Self Assessment

Name .....

Aspects of Communication	Task	Activity Description	Date	Task	Self Assessment Activity	Date
Procedural Communication	<b>1</b>	What's wrong here?		<b>1</b>		
	<b>2</b>	Where do I go?		<b>2</b>		
	<b>3</b>	Hello, this is		<b>3</b>		
Technical Communication	<b>4</b>	I think the problem is here...		<b>4</b>		
	<b>5</b>	The first step is.....		<b>5</b>		
Personal Communication	<b>6</b>	Thank you for asking		<b>6</b>		
	<b>7</b>	My life		<b>7</b>		
	<b>8</b>	And you are?		<b>8</b>		
Cooperative Communication	<b>9</b>	This is my friend		<b>9</b>		
	<b>10</b>	Where should we meet?		<b>10</b>		
System Communication	<b>11</b>	My working life		<b>11</b>		
	<b>12</b>	Go this way		<b>12</b>		
Public Communication	<b>13</b>	I believe that....		<b>13</b>		
	<b>14</b>	How much is that?		<b>14</b>		

## This image shows a full page of white paper with horizontal dotted lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the page.

# Social & Workplace Language, Literacy & Numeracy Activities Workbook

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