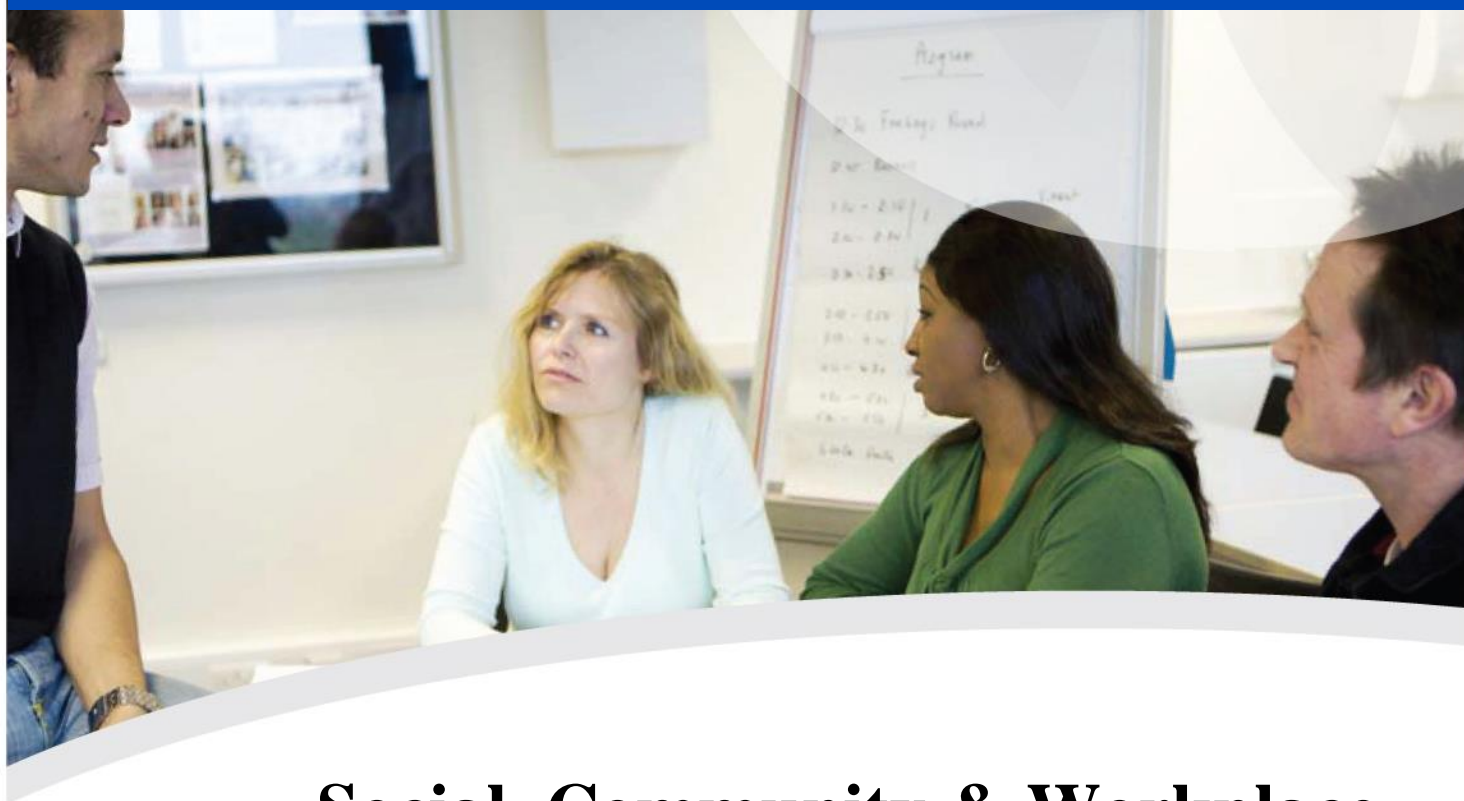




Foundation Skills

Language, Literacy & Numeracy Activities Workbook



Social, Community & Workplace English & Mathematics

ORAL COMMUNICATION SKILLS - ACSF LEVEL 3

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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 3

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					3
Numeracy Skills				3	
Oral Communication Skills			3		
Reading Skills	3				
Writing Skills		3			

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Oral Communication Skills ACSF Level 3

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3. What is this part?
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7. This is not good enough
8. I thought you might like to know
9. What do you really think about...?
10. You should read this
11. In my last job
12. The Customer
13. They have evidence that
14. Follow these instructions ... Now!
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Contact details & order information – refer last page.

Activity 1 Now, This is What you Have to do...

Darcy and James were heading off to school when their mum called out to them to put their cereal bowls in the dishwasher. They ran back inside, took the bowls off the kitchen table and put the bowls and spoons straight into the dishwasher. They called out goodbye to their mum and headed off to school. Their mum also went off to work after putting the dishwasher on.

That afternoon when the twins came home from school, they decided to have a bowl of soup for afternoon tea. They looked for a clean bowl in the cupboard but they had all been used up. They decided to use the bowls from breakfast. When they got them out of the dishwasher they saw that they were stuck with cereal bits and were unusable. They would have to be soaked to get the cereal bits off properly. The other bowls that their mum had used were clean.

When their mum came home and saw the bowls soaking she asked the twins if they had rinsed out their cereal bowls before putting them in the dishwasher. The twins argued that as it was a 'dishwasher' then it should wash the dishes, even those with food scraps. Their mum argued that if they wanted to make sure of clean bowls then this is what they would have to do - they would need to remove the food from the dishes first.

Write the set of instructions ***“To put dirty dishes into a dishwasher”*** that the twins were working from and then the ones their mum was working from.

TWINS

1. _____
2. _____
3. _____

MUM

1. _____
2. _____
3. _____

Activity 6 I'm Setting my Goals

Sue: I think Fiorella has been doing a great job as manager. I know she has only been in the job 3 weeks but already you can sense the uncertainty has lessened. But she might want to have regular weekly meetings with the managers of the sites to make sure everything is ok. At the moment it is only scheduled once a month.

Ollie: Fiorella rang me back that day not like some people who never call back. But she didn't have an answer to my question. Maybe she could've waited for it to come through before she rang.

Andrei: I liked it the old way. George was a bloke you could listen to. He knew when to yell and stomp to get things happening. I suppose it is ok to talk about things but it seems so slow to get things happening

Where could Fiorella improve?

What are the KEY qualities of a Manager according to Ollie, Sue and Andrei?

I'm going to give a speech at the staff meeting about my goals for the company. I will say....

Fiorella

Write Fiorella's speech including the comments from Ollie, Sue and Andrei.

Activity 9 What do you Really Think About...?

Peer Pressure

"Come on! ALL of us are cutting maths. Who wants to take that quiz? We're going to take a walk and get lunch instead. Let's go!" says the kid in school with who you're dying to be friends.

Do you do what you know is right and go to maths class, quiz and all? Or, do you give in and go with them? In other similar cases people are bullied by others because they won't do something, which may cause psychological damage that can be much worse than physical.

What peer pressure are you under? Appearance, smoking, drugs, alcohol, relationships?

Refugees and Australia

Interviewer Why you think refugees have chosen Australia?

Interviewee Well to escape wars, find a better place to live, live in a democracy and get an education for their children.

Interviewer Aren't there proper ways of getting into Australia?

Interviewee Yes, these should be used. But, we need make these ways quicker so refugees can settle into Australia more easily. We need make it cheaper and maybe have more people allowed to migrate here. It would be better to have people with skills so they get work more easily.

Or are your pressures larger? Is it settling into a new country? Is it learning a new language, culture? Is it retaining your own culture?

Ask 5 people what their 'personal pressures' are – e.g. family, money, security, safety and compare the results

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____

Oral Communication Skills Level 3

Activity 15 Self Assessment

Name

Aspects of Communication	Task	Activity Description	Date	Task	Self Assessment Activity	Date
Procedural Communication	1	Now, this is what you have to do....		1	Set up a family activity where you have to organize them and do not do anything	
	2	I don't think that is the right way!		2	At work explain a new procedure to a colleague	
Technical Communication	3	What is this part?		3	Ask your friend or family member to explain how to use a new machine	
	4	So, this is the sequence?		4	Show someone how to use install new software	
Personal Communication	5	Did you hear...?		5	Relate a funny story	
	6	I'm setting my goals		6	Explain to Centrelink what you want to do	
	7	This is not good enough		7	Complain about the service	
Cooperative Communication	8	I thought you might like to know		8	Share some news with a colleague	
	9	What do you really think about...?		9	Ask for others views and listen	
Systems Communication	10	You should read this...		10	Explain a change in the workplace	
	11	In my last job		11	Recount your duties in a previous workplace	
	12	The Customer		12	Explain how you define a 'customer'	
	13	They have evidence that.....		13	What do you think of local politics?	
	14	Follow these instructions ... Now!		14	How would you participate in an emergency situation	

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