



Foundation Skills

Language, Literacy & Numeracy Activities Workbook



FSKOCM006 Use oral communication skills to participate in workplace teams

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Activity 1 Teaching others

Dress standard

A policy on dress standard will depend on a number of issues, including:

- if the employer wants staff to be in uniform
- whether the employer will provide the uniform or subsidise the cost of the uniform
- if a uniform is not required, what is appropriate dress for the workplace.

'Business dress' or 'smart casual' are terms that are often used in workplaces. However, the employer should specify what these terms mean. For example, the business may wish to exclude particular items of clothing such as midriff tops, hipster pants, singlets, short and open shoes if safety is an issue.

Remember, the policy cannot discriminate between men and women. If men are not allowed to wear jeans or earrings, neither can women.

If introducing a uniform or dress standard in the workplace, it is important to include employees in the decision making. Some employees have very strong views about being asked to wear a uniform and these need to be considered before taking any action.

Job applicants may dress more formally to an interview than they will on a day-to-day basis and may not be aware of the business's dress standards. Ensure the business's dress requirements are outlined to every new employee before they start. This information should also be included in their appointment letter.

http://www.industrialrelations.nsw.gov.au/oirwww/Employment_info/Managing_employees/Workplace_policies_and_procedures.page#Sample_workplace_policies_

Write down a dress standard for your workplace and include information such as what will be allowed and whether uniforms will be mandatory.

Activity 2 Rosters

Your boss has asked you to find out the availability to work, of the five other staff members in the team (with you that makes six) for the period over Christmas.

At least three people must be rostered on at any given time.

The other people's names are: Tim; Tom; Sarah; Diane and Sally. Don't forget to insert your name.

Write down what would you ask the other people and then complete the roster.

Monday	Tuesday	Wednesday	Thursday	Friday



Activity 3 Organising a lunch

You work in a small aged care facility and it has been decided that there will be a special lunch for the staff members.

Your supervisor Sarah has asked you to organise it. There are 12 staff members in total including yourself and Sarah. You will need to ask the other people what their ideas might be.

As you aren't able to speak with everyone due to different shifts, you have decided to write up a note to put in the staff room.

The feedback from staff included:

- five people wanted to visit the local pub for lunch
- three people wanted catering and hold lunch in the staff room
- two people wanted to cater for the lunch
- you and Sarah will agree to what others wanted.

After speaking with Sarah, you have decided to do the pub lunch. Now you need to let everyone know what you have decided. Write a note to put in the staff room.



Staff Lunch

Ask another person to read your note and provide you with feedback to ensure it is written clearly.

Write the feedback here _____

Activity 4 Moving office

You are working in a team on a project to move offices. There are 3 of you and the following tasks need to be completed.

Write down what you would say to your colleagues about how to divide the tasks:

- arrange the removalist
- organise people to pack their desks up
- clean the current office
- clean the new office

You:

Activity 5 A new printer

You are working in a team of two to buy a new printer for the office. Work with another person to do this activity.

Using the internet, find a printer that you both think would be appropriate for an office of ten people who would use the printer for reports and daily documents. It also needs to be able to scan and photocopy as well.

Write down the points you and the other person discussed to make the decision to purchase the relevant printer. Note the printer product code, price etc as well.





Foundation Skills

Assessment Tasks



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Instructions to Candidates

- Each task needs to be completed independently

Speaking

Task 1: Meeting new people

You have just been appointed as the new courier driver for a company that delivers parcels to both people at their homes and office blocks.

It is important that you can speak clearly and confidently with your customers. It is also important that you can answer their questions and listen to their complaints.

You have just arrived at a customer's office delivering a parcel to:

MR BOB BRUCE
ABC HAPPY COMPANY
1/3 LONGLINE ROAD
HAPPYVILLE QLD 4444

The lady who is at the front desk tells you that Mr Bob Bruce doesn't work there anymore. You radio back to head office and they tell you to leave it with the company as it is addressed to them. However the lady at the front desk doesn't want to accept it. Negotiate an outcome. Complete the following (you may do this exercise with another person to enable feedback):

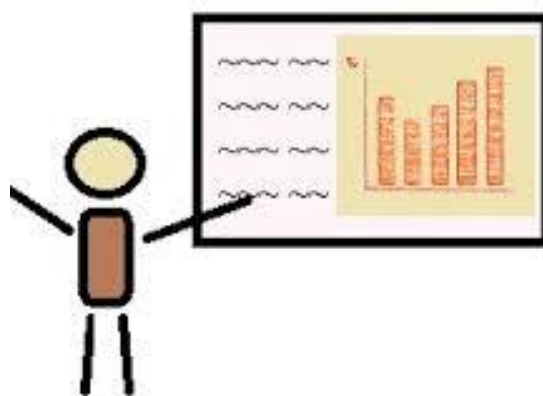


Speaking

Task 2: Making a presentation

You have been asked to prepare a presentation to deliver at the next staff meeting. The presentation will be about workplace health and safety and how people are leaving boxes in the corridors between desks. Draft your presentation first and then ask another person to listen to it. The presentation needs to be at least two minutes long.

When you have received feedback, note it here



Attach a written copy of your presentation here.

Write down how you think you went in your presentation. Were you happy with it? What would you do differently next time?

Final Recording Form

Candidate name:.....

Trainer/Assessor:.....

Course: Foundation Skills

Code	Foundation Skill – ACSF Level 3	Completed	Date
FSK0CM06 Use oral communication skills to participate in workplace teams	Speaking	Task 1	
	Speaking	Task 2	
	Speaking	Task 3	
	Speaking	Task 4	

Student is

Satisfactory

Not Yet Satisfactory

Signed: (Candidate)

Date:.....

Signed:..... (Assessor)

Date:.....