
Please complete this form with your details.

Learner to complete:

Your details	
Name:	
Contact number:	
Email:	
Start date:	

If you are working, write the following information:

Place of work	
Company name:	
Address:	
Postal address (if different):	
Workplace supervisor name:	
Phone number:	
Fax:	
Email:	

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Before you begin

This learner guide is based on the unit of competency
FSKOCM02 Engage in basic spoken exchanges at work, Release 1.

How to work through this learner guide

Your trainer or assessor will tell you which parts of the learner guide you need to read, and which activities you need to finish. The learner guide has the following parts.

Part	How you use it
Learning content	Read each topic. If you cannot understand it, talk to your trainer.
Examples	This learner guide has examples of completed documents that may be used in a workplace.
Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code or for more help, please visit our website: www.aspirelr.com.au/help . 
Checkpoints	Checkpoints help you make sure you understand what you have read. Your trainer will tell you which activities to do.
What you have learned	At the end of the learner guide, there is a list of what you have learned. You can use this to check you are ready for the final assessment.
Final assessment	Your assessor may ask you to do the final assessment tasks. The assessment tasks allow you to show the assessor what you have learned.

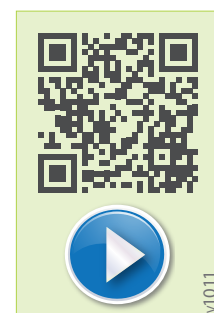
Your story

Today is the first day of your job at Paws Animal Hospital as an office assistant. Paws Animal Hospital is a place where people bring their animals if they are sick or need care.

Your office supervisor, Ben, tells you what your tasks are. Tasks are the things you do, to do your job. Your tasks are to answer the phone, take messages and speak to people who come into the hospital.

The people who come into the animal hospital are customers. Customers also telephone you to ask when they can bring their pet into the animal hospital.

It is part of your job to take customers details, such as their phone numbers, and answer any simple questions they may have. If there are questions that you do not know the answer to, you should ask Ben.



Day 1

When you arrive at Paws Animal Hospital, Ben shows you where you work. It is where the customers bring in their animals. Ben tells you about answering the telephone, speaking with customers, taking telephone messages and passing on messages.

For each telephone message there is a:

- reason for the message
- person who should receive the message.



Purpose and audience of messages

The reason for the message is the purpose. Why are you being told the information?

The audience of the message is the person the message is for. Who needs to be told the information?

Here are some examples.

<u>To inform</u>	To tell staff about a staff meeting.
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<u>To share information</u>	A customer may tell you their pet cat is doing much better, and to thank the people you work with.
------------------------------------	----------------------------------------------------------------------------------------------------

<u>To obtain information</u>	Your supervisor may ask you about something that has happened.
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<u>To build a workplace relationship</u>	You may ask your supervisor for help if you do not know how to complete a task.
-------------------------------------------------	---------------------------------------------------------------------------------

To inform

Some messages tell you some information. For example, you answer the telephone and it is Ben, your supervisor. Ben has telephoned to tell you there is staff meeting tomorrow. The meeting is for everyone who works at Paws Animal Hospital.

This message has a purpose and an audience. For example:

- The purpose is to inform you of the staff meeting.
- The audience is you, because Ben is speaking with you.



To build a workplace relationship

Building workplace relationships means working well together. This means you work well with the other people who work at the Paws Animal Hospital.

- The purpose of speaking with other people in your workplace may be to:
 - ask for help when you have a problem
 - offer help to someone else if they need it
 - remind someone when something needs to be ordered.

The audience is the people you are building a workplace relationship with.



Taking messages

Ben explains that when taking telephone messages at the Paws Animal Hospital, you need to be sure about what the person is telling you. For example, if a customer asks to come in to see the veterinarian (often called the vet), you need to ask them some information.

Ben shows you the form you need to fill in when a customer calls.

You need to ask the customer:

- their name
- the date they would like to come in
- the name of their pet
- their phone number.

Appointment scheduling

Date	Type of pet	Pet's name	Customer's name	Phone	Paid (Y or N)

What has happened on Day 1

On Day 1 at the Paws Animal Hospital you have learned about:

- the purpose of messages:
 - to inform
 - to share information
 - to obtain information
 - to build a workplace relationship
- the audience of messages
- the importance of checking information.

Checkpoint: Day 1

1. Today you answer the telephone and a customer tells you that their dog has been hurt.

You tell them to bring the dog into the hospital. You go to your supervisor and tell him that a dog is being brought into the hospital.

What is the purpose of this message? Place a tick ✓ inside the box beside the correct answer.

- ☐ To inform
- ☐ To share information
- ☐ To ask for information
- ☐ To work together well

2. Ben telephones and asks you to tell staff that he will be late.

Who is the audience of this message?

What you have learned

When working at the Paws Animal Hospital you have learned about:

- the purpose of messages:
 - to inform
 - to share information
 - to obtain information
 - to build a workplace relationship
- the audience of messages
- the importance of checking information
- how to speak to people using:
 - verbal and non-verbal communication
 - pauses
 - words people can understand
 - the right emphasis on words
- listening to questions
- reviewing
- feedback
- how to use feedback.

You are now ready for the Final Assessment.

Final assessment

How to work through this final assessment

This final assessment is for the unit *FSKOCM02 Engage in basic spoken exchanges at work*, Release 1.

An assessor will look at the tasks you complete and decide if you are competent for this unit. Your assessor may be your trainer or your workplace supervisor.

This assessment has six sections.

Section	Explanation
1. Assessment information	This section has information about who the assessment is for and the aims of the final assessment.
2. Are you ready for assessment?	This section is for you to check that you are ready to do the assessment.
3. Final assessment overview	This section explains the assessment tasks you will do.
4. Assessment plan	You will complete a form with your assessor. Your assessor will talk to you about the assessment tasks. You will need to sign the form to say that you have understood what has been discussed.
5. Final assessment tasks	This section has the tasks for you to do.
6. Record of outcome	Your assessor will use the work that you do to make a decision on your competence. They will discuss your work to give you feedback and tell you about their decision.

Question 1: What is the purpose of the message?
Place a tick ✓ inside the box beside the correct answer.

Answer:

- ☐ To inform
- ☐ To share information
- ☐ To ask for information

Marking: ☐ Satisfactory ☐ Unsatisfactory

Question 2: Who is the audience of the message?

Answer:

Marking: ☐ Satisfactory ☐ Unsatisfactory

Solutions to Checkpoints

Checkpoint: Day 1

1. The learner should have placed a tick in the box beside 'To inform'.
2. The learner should have answered 'everyone at work'.
3. a) The learner should have answered that they would:
 - repeat the phone number back to Mrs Jacobs
 - ask her if that is the correct number.b) The learner should have answered 'the veterinarian'.

Checkpoint: Day 2

1. The learner should have placed a tick in the box beside image 'b'.
2. The learner should have mentioned 'pausing'.
3. The learner should have mentioned asking them to repeat the question and explain it.
4. The learner should have mentioned words that they know and the correct pronunciation.