

Write business correspondence to convey complex ideas and information

Level 3

Credits 3

Purpose People credited with this unit standard are able to write business correspondence to convey complex ideas and information.

Subfield Communication Skills

Domain Writing

Status Registered

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Entry information Open.

Accreditation Evaluation of documentation by NZQA.

Standard setting body (SSB) NZQA National Qualifications Services

Accreditation and Moderation Action Plan (AMAP) reference 0023

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special Notes

- 1 Definitions
Complex, requires taking into account a number of factors, relating them to known principles, and arriving at a set of options or a decision.
Context of the communication means the situation, occasion, or issues which gives rise to the need for the business communication to be written, and the intended use of the communication.
Organisational requirements refer to the standards, policies, and procedures that apply within a specific organisation or workplace.
Register, means a variety of language that is appropriate to the audience receiving the communication, and to the context.
- 2 This unit standard can be assessed against in an actual workplace or other context using naturally occurring evidence, or in a classroom context.

- 3 Evidence of the elements of this unit standard must be presented in three different types of business communication, each dealing with a different context and subject matter, and which may include but is not limited to – promoting a point of view; explaining organisational policy or procedures; resolving a problem or setting out a proposal; describing a preferred course of action; making an enquiry, request, or complaint.

Elements and performance criteria

Element 1

Write business correspondence to convey complex ideas and information.

Range three different types of business communication.

Performance criteria

- 1.1 Content is in keeping with the subject matter, intended purpose, organisational requirements, and requirements of the intended audience.
- 1.2 Layout is consistent with organisational formatting requirements.
- 1.3 Selection of tone and register is in keeping with the subject matter and intended purpose.
- 1.4 Content matches context of the communication.
- 1.5 Ideas and information are grouped and presented in a coherent sequence in keeping with the purpose and context of the communication.
- 1.6 Explanations, justifications, and proposed courses of action are in keeping with organisational requirements.
- 1.7 Length of communication is in keeping with the context of the communication.
- 1.8 Correspondence is written and is consistent with intended method of distribution, in accordance with organisational requirements.
- 1.9 Grammar, spelling, and punctuation are accurate and consistent throughout the communication, and meet organisational requirements.

Please Note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.