Title | Write business correspondence to convey complex ideas and/or information
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Level | 3
Credit | 3

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

Classification | Communication Skills > Writing

Available grade | Achieved

Guidance Information

1. Definitions
   - Business correspondence refers to external communication on behalf of an organisation.
   - Complex requires taking into account a number of factors, relating them to known principles, and arriving at a set of options or a decision.
   - Organisational requirements refer to organisational policies and procedures, and include any ethical and legal requirements relevant to the context of the correspondence.

2. Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

3. Evidence presented for assessment against this unit standard 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.

4. All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

5. All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

Outcomes and performance criteria

Outcome 1

Write business correspondence to convey complex ideas and/or information.

Range | two different types of business correspondence, each dealing with a different subject.
Performance criteria

1.1 Correspondence is written so that the content and format are in keeping with the subject matter, purpose, and requirements of the organisation and intended audience.

1.2 Correspondence is written so that the tone and vocabulary are in keeping with the subject matter and intended purpose.

1.3 Ideas and/or information are presented in a coherent sequence in keeping with the purpose and context of the correspondence.

1.4 Correspondence is written so that the explanations and/or justifications and/or proposed courses of action are in keeping with organisational requirements.

1.5 Correspondence is written so that the length of communication is in keeping with the context of the correspondence.

1.6 Correspondence is written so that the grammar, spelling, and punctuation are accurate throughout the correspondence.

| Planned review date | 31 December 2027 |

Status information and last date for assessment for superseded versions

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Consent and Moderation Requirements (CMR) reference 0113

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

Comments on this unit standard

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