

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

Purpose	People credited with this unit standard are able to write business correspondence to convey complex ideas and/or information.
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Classification	Communication Skills > Writing
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Available grade	Achieved
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Explanatory notes

- 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.
- 2 This unit standard can be assessed against in a workplace or other context using naturally occurring evidence, or in a classroom 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.

Outcomes and evidence requirements

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.

Evidence requirements

- 1.1 Content and format are in keeping with the subject matter, purpose, and requirements of the organisation and intended audience.
- 1.2 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 Explanations and/or justifications and/or proposed courses of action are in keeping with organisational requirements.
- 1.5 Length of communication is in keeping with the context of the correspondence.
- 1.6 Grammar, spelling, and punctuation are accurate throughout the correspondence.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 March 1998	31 December 2014
Review	2	26 September 2001	31 December 2014
Review	3	25 July 2006	31 December 2014
Revision	4	24 August 2007	31 December 2014
Review	5	17 April 2009	31 December 2016
Rollover and Revision	6	24 October 2014	31 December 2020
Review	7	16 February 2017	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR 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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.