

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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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
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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
Review	8	24 March 2022	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>.

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.