

Title	Write business correspondence for a workplace		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to write internal communication and external correspondence, for a workplace.
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Classification	Communication Skills > Writing
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Available grade	Achieved
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Explanatory notes

- 1 Candidates must be given the opportunity to edit and proof read their work before it is assessed.
- 2 Definition
For a workplace means the correspondence is on behalf of a workplace rather than the candidate's personal situation. The correspondence must meet the requirements of the workplace.
- 3 Evidence for assessment against this unit standard may be generated in an actual or a simulated workplace.
- 4 Communications and correspondence must be of sufficient length and complexity to provide adequate evidence of competence.

Outcomes and evidence requirements

Outcome 1

Write internal communication for a workplace.

Range two communications with different purposes.

Evidence requirements

- 1.1 The format, content, and context of the internal communication are applicable to a workplace.
- 1.2 Communication is accurate in detail, clear in meaning, relevant to the context, and organised.
- 1.3 Vocabulary and tone fit the purpose and audience.

- 1.4 Punctuation, spelling, and grammar are of a standard acceptable to the workplace.

Outcome 2

Write external correspondence for a workplace.

Range two communications with different purposes.

Evidence requirements

- 2.1 The format, content, and context of the external correspondence are applicable to a workplace.
- 2.2 Correspondence is accurate in detail, clear in meaning, relevant to the context, and organised.
- 2.3 Vocabulary and tone are appropriate to the purpose and audience.
- 2.4 Punctuation, spelling, and grammar are correct.

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Status information and last date for assessment for superseded versions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	18 May 1995	31 December 2014
Review	2	24 March 1998	31 December 2014
Revision	3	11 February 2004	31 December 2014
Review	4	17 April 2009	31 December 2016
Review	5	24 October 2014	31 December 2020
Review	6	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.