

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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Guidance Information

- 1 Candidates must be given the opportunity to edit and proofread 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 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.
- 4 Communications and correspondence must be of sufficient complexity to provide adequate evidence of competence.
- 5 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 6 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 internal communication for a workplace.

Range two communications with different purposes.

Performance criteria

- 1.1 The internal communication is written so that the format, content, and context are applicable to the workplace.

- 1.2 The internal communication is written to be accurate in detail, clear in meaning, relevant to the context, and organised.
- 1.3 The internal communication is written so that the vocabulary and tone fit the purpose and audience.
- 1.4 The internal communication is written so that the 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.

Performance criteria

- 2.1 The external correspondence is written so that the format, content, and context are applicable to the workplace.
- 2.2 The external correspondence is written to be accurate in detail, clear in meaning, relevant to the context, and organised.
- 2.3 The external correspondence is written so that the vocabulary and tone are appropriate to the purpose and audience.
- 2.4 The external correspondence is written so that the punctuation, spelling, and grammar are correct.

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	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
Review	7	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.