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

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| 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 |

**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.

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 will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

5 All activities will, 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 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.

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| Planned review date | 31 December 2026 |

**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 | XXXX 2021 | N/A |

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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 nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.