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| Title | **Write business correspondence for a workplace** | | |
| Level | **2** | **Credits** | **3** |

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| 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 |

**Guidance Information**

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

6 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 internal communication for a workplace.

Range two communications with different purposes.

**Performance criteria**

1.1 The format, content, and context of the internal communication are applicable to the 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.

**Performance criteria**

2.1 The format, content, and context of the external correspondence are applicable to the 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.

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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 | 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 | 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](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.