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| UNIT CODE | PSPGEN034 |
| UNIT TITLE | Compose complex workplace documents |
| APPLICATION | <p>This unit describes the performance outcomes, skills and knowledge required to compose written complex workplace documents.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently performing complex tasks in a range of contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p> |
| PREREQUISITE UNIT | Nil |
| COMPETENCY FIELD | General |
| UNIT SECTOR | |

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| ELEMENTS | PERFORMANCE CRITERIA |
| <i>Elements describe the essential outcomes</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Interpret and evaluate workplace information | 1.1 Gather reliable information from inside and outside the organisation. 1.2 Distinguish context of the information and use to aid in interpretation. 1.3 Analyse information for relevance to own work and seek assistance with interpretation of complex materials. 1.4 Identify assumed prior knowledge underpinning workplace information and gather information if necessary. 1.5 Advise implications of information to relevant personnel. |

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| 2. Compose complex written materials | 2.1 Determine the purpose, objectives and format for the materials. 2.2 Access, collate and assess information to inform the document. 2.3 Determine content, structure and sequencing of materials in line with the purpose and intended audience. 2.4 Consider options for inclusion. 2.5 Assess possible impact on the target audience and counter potential issues and conflicts. 2.6 Review composed material to confirm intent is met 2.7 Submit materials for approval within required timeframes. |
| 3. Edit written material | 3.1 Confirm intent of the communication. 3.2 Check content and proofread for errors. 3.3 Assess communication according to the needs of the intended audience. 3.4 Make recommendations for improvement and record. 3.5 Amend information and submit for approval. |

FOUNDATION SKILLS

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| SKILLS | DESCRIPTION |
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| Reading skills to: | <ul style="list-style-type: none"> Identify and interpret information to use in complex formal documents. |
| Writing skills to: | <ul style="list-style-type: none"> document complex information in a style and form suited to the needs of the audience. |
| UNIT MAPPING INFORMATION | Release 1: Supersedes and is equivalent to PSPGEN034 Compose complex workplace documents |
| LINKS | Companion Volume Implementation Guide |

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| TITLE | Assessment Requirements for PSPGEN034 Compose complex workplace documents |
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| PERFORMANCE EVIDENCE | <p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:</p> <ul style="list-style-type: none">■ integrate information from a diverse number of sources in order to generate content■ write and sequence abstract concepts according to the required purpose of written material■ link complex ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose |
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| KNOWLEDGE EVIDENCE | <p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none">■ public sector legislation, regulations, policies, procedures and guidelines relating to written communication including:<ul style="list-style-type: none">○ privacy,○ freedom of information,○ information security,○ confidentiality and copyright■ principles of effective written communication at a high level of complexity■ differences in register and style between workplace communication for different purposes■ style manual■ organisation protocols for complex written communication■ channels of communication and processes for obtaining advice and approvals■ organisational policy for recordkeeping and security – paper based and electronic. |
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| ASSESSMENT CONDITIONS | <p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none">■ workplace environment or■ simulated environment. <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ legislation, policy, procedures and protocols relating to communication in the public sector, including freedom of information, privacy, equal employment opportunity, anti-discrimination, occupational health and safety. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p> |
| LINKS | Companion Volume Implementation Guide |