

<b>UNIT CODE</b>	<b>PSPGEN071</b>
<b>UNIT TITLE</b>	<b>Prepare high-level written communication</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to prepare high-level written communication including the preparation of complex, sensitive materials.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently seeking advice as required, performing complex tasks in a range of familiar and unfamiliar 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>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	General
<b>UNIT SECTOR</b>	

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to write high level communication.	1.1 Clarify communication objectives, identify stakeholders and determine political or other sensitivities. 1.2 Undertake research to anticipate the likely attitudes and positions of stakeholders on matter under consideration. 1.3 Research and organise subject matter, identify key messages and plan written materials to maximise outcomes.

2. Critically analyse other positions.	<p>2.1 Evaluate other positions critically to identify complex meaning in written communication.</p> <p>2.2 Examine written materials to identify.</p> <p>2.3 Explore complex concepts and ideas to clarify understanding, and justify, or challenge interpretations.</p> <p>2.4 Compare and contrast evidence and evaluate sources for reliability and authenticity.</p> <p>2.5 Use evidence to test other positions and draw conclusions about their validity and strengths.</p>
3. Prepare persuasive written communication.	<p>3.1 Choose a communication approach to positively influence and remove barriers to understanding for the audience.</p> <p>3.2 Undertake a risk assessment and implement risk management in relation to document preparation and content.</p> <p>3.3 Analyse input information provided by others for fit with the chosen approach and consistency with values.</p> <p>3.4 Synthesise information and prepare complex documents.</p> <p>3.5 Seek feedback from others on document effectiveness for the purpose intended, assess outcomes, and use feedback to underpin future writing.</p> <p>3.6 Provide feedback to contributors of information to improve future input in a manner that provides learning opportunities for the contributors.</p>

## 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
<b>UNIT MAPPING INFORMATION</b>	Release 1: Supersedes and is not equivalent to PSPGEN071 Prepare high-level written communication
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGEN071 Prepare high-level written communication</b>
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<b>PERFORMANCE EVIDENCE</b>	<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"><li>■ read and write at a level to address the requirements of complex and sensitive workplace materials</li><li>■ critically analyse and synthesise information to compose complex written documents</li><li>■ research pertinent information, including supporting and opposing position papers</li><li>■ refine content, structure and sequence according to the required purpose of written material</li><li>■ analyse and use language structures and features that influence the interpretation of written communication</li><li>■ use spelling, punctuation and grammar for workplace documents at an experienced level</li><li>■ provide feedback on other people's work in ways suited to the diversity of the workplace, including creation of learning opportunities to improve research and document input</li><li>■ address inclusive communication requirements.</li></ul>
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<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"><li>■ regulations, policies, procedures and guidelines relating to written communication in the public sector, including privacy, freedom of information, information security, confidentiality, copyright and intellectual property</li><li>■ critical analysis of complex information in a government context</li><li>■ politically and culturally sensitive documents</li><li>■ organisational requirements for complex written documents</li><li>■ government style manual requirements</li><li>■ persuasive written language devices and their ethical use for calculated effect</li><li>■ inclusive language conventions in written communications.</li></ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"><li>■ workplace environment or</li><li>■ simulated environment.</li></ul> <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"><li>■ legislation, policy, procedures and protocols relating to written communication in the public sector</li><li>■ examples of complex workplace documents</li><li>■ government style guide</li><li>■ organisational writing guides</li></ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide