

UNIT CODE	PSPGEN020
UNIT TITLE	Compose workplace documents
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to interpret and compose a range of workplace documents from a number of sources.</p> <p>This unit applies to those working in public sector roles under supervision, performing routine tasks in a range of familiar contexts, and may be applied to anyone working in a similar organisational context.</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	

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 written information	1.1 Identify the subject and key information in workplace materials. 1.2 Locate specific information in procedural manuals and codes of practice. 1.3 Identify information in written materials for summaries, short reports and responses to requests. 1.4 Identify cultural context and assumed prior knowledge needed for interpretation of workplace information. 1.5 Seek assistance to interpret complex materials.

2. Compose written materials	2.1 Comply with established protocols for written materials. 2.2 Plan the required format, style and structure for the document ensuring it meets the needs of the intended audience. 2.3 Draft text according to document purposes and requirements. 2.4 Check grammar, spelling and style for accuracy and punctuation and correct any inaccuracies or gaps in content. 2.5 Review and incorporate any amendments in final copy.
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FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Reading skills to:	<ul style="list-style-type: none"> interpret a variety of texts to determine and confirm task requirements.
Writing skills to:	<ul style="list-style-type: none"> apply an experienced level of spelling, punctuation and grammar for workplace documents.
Initiative and enterprise skills to:	<ul style="list-style-type: none"> identify and address inclusion and diversity issues in document content to ensure it meets the requirements of intended audiences.
UNIT MAPPING INFORMATION	Release 1. This unit supersedes and is not equivalent to PSPGEN020 Compose workplace documents.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN020 Compose workplace documents
PERFORMANCE EVIDENCE	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: <ul style="list-style-type: none"> read and write at a level to address the requirements of workplace materials respond to diversity requirements integrate information from a number of sources to generate meaning link ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose comply with environmental policies, including those relating to paper use, wastage and recycling.

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"> ■ access legislation including WHS and environment ■ regulations, policies, procedures and guidelines relating to written communication in the organisation, including privacy, freedom of information, information security, confidentiality, copyright ■ principles of effective written communication ■ differences in register and style between workplace communications for different purposes ■ organisation protocols for written communication ■ organisational policy for paper-based and electronic recordkeeping ■ ergonomic requirements for office work.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated at least once in either:</p> <ul style="list-style-type: none"> ■ a workplace environment or ■ a 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 written materials in the organisation. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide