

UNIT CODE	PSPGEN055
UNIT TITLE	Refine complex workplace documents
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to refine complex written workplace communication at a level where preliminary research or documents may have been prepared by others as input, and final documents are being prepared.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work autonomously 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>
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. Analyse information	<p>1.1 Test information for relevance, reliability, consistency and usefulness to the task.</p> <p>1.2 Separate fact from opinion and identify underlying values and beliefs.</p> <p>1.3 Recognise information that is not inclusive or consistent with diversity principles.</p> <p>1.4 Draw conclusions and prepare and submit a critical analysis with supporting evidence.</p>

2. Refine complex documents	<p>2.1 Confirm the purpose, audience and objectives of complex documents.</p> <p>2.2 Approve structure and content of document in line with the purpose and intended audience.</p> <p>2.3 Undertake a risk assessment and implement risk management in relation to document preparation and content, in accordance with the nature and classification of the material.</p> <p>2.4 Analyse information or documents provided by others for inclusive language, the influence of values, attitudes and context, conflicting advice and evidence and political implications.</p> <p>2.5 Synthesise information and prepare and submit documents.</p> <p>2.6 Provide feedback to contributors of documents to improve future input.</p>
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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>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> ■ assess complex written workplace communication according to organisation requirements.
Oral communication skills to:	<ul style="list-style-type: none"> ■ explain sometimes complex and sensitive writing protocols to contributors of documents.
Problem solving skills to:	<ul style="list-style-type: none"> ■ address information that is inconsistent with diversity and inclusion principles ■ use feedback as a learning opportunity for others.
UNIT MAPPING INFORMATION	Release1: Supersedes and is not equivalent to PSPGEN055 Refine complex workplace documents.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN055 Refine complex workplace documents
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"> ■ read and write at a level to address requirements of complex and sensitive workplace materials ■ use spelling, punctuation and grammar for workplace documents at an experienced level ■ provide feedback on other people's work in appropriate ways, including creation of learning opportunities to improve research and document input.

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"> ■ 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 ■ critical analysis of complex information ■ politically and culturally sensitive documents ■ organisational requirements for complex written documents ■ principles of diversity and inclusion and how they relate to written documents ■ style manual requirements.
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 written communication in the public sector ■ examples of complex workplace documents ■ applicable style guide. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide