



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV513A Refine complex workplace documents

Release 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Layout adjusted.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers 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. It includes critical analysis of workplace information, composition, revision and refinement to meet workplace requirements.

In practice, refinement of complex workplace documents may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, providing client service, leading a group, developing policy, undertaking research and analysis, etc.

This is one of 5 units of competency in the *Working in Government* Competency Field that deal with written communication. Related units are:

- PSPGOV208A Write routine workplace materials
- PSPGOV313A Compose workplace documents
- PSPGOV413A Compose complex workplace documents
- PSPGOV606A Prepare high-level/sensitive written materials

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Critically analyse information	1.1 <i>Information</i> is tested for relevance, reliability, consistency and usefulness to the task/organisation. 1.2 Fact is separated from opinion and underlying values and beliefs are identified. 1.3 Cultural context of the information is taken into account in the analysis. 1.4 Stereotypes, bias, prejudice and motive are recognised. 1.5 Conclusions are drawn and a critical analysis with supporting evidence is prepared and submitted in accordance with organisational requirements.
2. Compose/refine complex documents	2.1 The <i>purpose</i> , audience and objectives of <i>complex documents</i> are confirmed in accordance with organisational requirements. 2.2 <i>Structure and content</i> of document is approved in line with the purpose and intended audience. 2.3 Risk assessment is undertaken and risk management is implemented in relation to document preparation and content, in accordance with the nature and classification of the material. 2.4 Information/documents provided by others are analysed for bias, gaps, the influence of values, attitudes and context, conflicting advice/evidence and political implications. 2.5 Information is synthesised and complex documents are prepared and <i>submitted</i> in accordance with <i>organisational requirements, legislation, policy and procedures</i> . 2.6 Feedback is provided to contributors of information/documents to improve future input in a manner that provides learning opportunities for the researchers/authors.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading and writing at a level to cope with a range of complex and sensitive workplace materials
- critically analysing and synthesising information to compose complex written documents
- refining content, structure and sequence according to the required purpose of written material
- using spelling, punctuation and grammar for workplace documents at an experienced level
- providing feedback on other people's work in ways suited to the diversity of the workplace, including creation of learning opportunities to improve research/document input
- responding to diversity, including gender and disability
- implementing ergonomic requirements for office work
- complying with environmental policies such as those relating to paper use/wastage/recycling

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to written communication in the public sector such as privacy, freedom of information, information security, confidentiality, copyright, intellectual property
- critical analysis of complex information
- politically and culturally sensitive documents
- organisational requirements for complex written documents
- government style manual requirements
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of preparing written materials

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC501B Promote the values and ethos of public service
 - PSPGOV504B Undertake research and analysis
 - PSPGOV505A Promote diversity
 - PSPGOV515A Develop and use political nous
 - PSPLEGN501B Promote compliance with legislation in the public sector
 - PSPOHS501A Monitor and maintain workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- complex workplace documents composed/refined in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to written communication in the public sector
- examples of complex workplace documents
- government style guide
- case studies and workplace scenarios to capture the range of situations likely to be encountered when composing/refining complex workplace documents

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when refining complex workplace documents, including coping with difficulties, irregularities and breakdowns in routine
- complex workplace documents composed/refined in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<p><i>Information</i> for critical analysis may include:</p>	<ul style="list-style-type: none"> • applications • briefing papers • discussion papers • expert opinion • literature • plans • policy advice • project briefs • reports • research • speeches • submissions • web site information
<p><i>Purpose</i> may include:</p>	<ul style="list-style-type: none"> • influencing opinion • reporting on achievement • recommending options and corresponding actions • meeting regulatory requirements • meeting public sector reporting requirements • documenting policy • developing policy • obtaining funding • providing briefing material • contributing to strategic planning • responding to enquiries/complaints
<p><i>Complex documents</i> may include:</p>	<ul style="list-style-type: none"> • funding submissions • briefing papers • speeches • media briefs • position papers • discussion papers • business cases • reports • project briefs • strategic and operational plans

	<ul style="list-style-type: none"> • functional area strategy • justification for policy development • policy guidance • counter argument to submission
Structure and content may include:	<ul style="list-style-type: none"> • executive summary • division into sections or chapters • tables of contents and indexes • conclusions • glossaries • footnotes/endnotes • references • critical analysis • facts and observations • submissions • creative ideas • recommendations and supporting arguments • opinion • anticipated arguments and rebuttals • case studies
Submission of document may include:	<ul style="list-style-type: none"> • approvals • sign-off procedures
Organisational requirements may include:	<ul style="list-style-type: none"> • use of plain English • style formats • acknowledgements • particular terminology to be used/not used: <ul style="list-style-type: none"> • acronyms • technical terms • bureaucratic language • abbreviations • requirements for minimising jargon in written materials • requirements for written material to take account of cultural, ethnic, religious or language differences, disabilities, etiquette • guidelines for illustrative items • standards for references, acknowledgements, citations, footnotes, endnotes • using particular communication channels
Legislation, policy and procedures may include:	<ul style="list-style-type: none"> • State/Territory or Commonwealth legislation, regulations, policies, procedures and guidelines relating to the preparation and security of written information in the public sector, including freedom of information, copyright, privacy, confidentiality, equal employment opportunity, diversity,

	<ul style="list-style-type: none">occupational health and safety• risk assessment• information security requirements• public sector standards• fraud control standards• codes of practice• codes of ethics• private or confidential materials• embargoed material• politically sensitive materials• security standards for government information
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Unit Sector(s)

Not applicable.

Competency field

Working in Government