Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV208A Write routine workplace materials

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PSPGOV208A Write routine workplace materials

Modification History

PSPGOV208A Release 2: Layout adjusted. No changes to content.
PSPGOV208A Release 1: Primary release.

Unit Descriptor

This unit covers routine written communication. It includes extracting meaning from routine written information for workplace purposes and preparing routine written materials. The focus is on the content and structure of written materials and not on the use of computer technology, which is addressed by other competencies.

In practice, writing routine materials overlaps with other generalist or specialist public sector work activities such as working in a public sector environment, using routine communication techniques, delivering client service, handling information, using technology, etc.

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

- PSPGOV313A Compose workplace documents
- PSPGOV413A Compose complex workplace documents
- PSPGOV513A Refine 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. **Read**, **interpret and act on routine written materials**	1.1 Intended recipients and purpose of incoming ***written materials*** are determined with assistance from others.
	1.2 Key points are identified and used to record, store or forward incoming materials in accordance with organisational procedures.
	1.3 Information from ***tables, charts and other graphic information*** is used to plan and organise work.
	1.4 ***Procedural information*** is read and followed to implement workplace routines or remedy problems.
	1.5 Assistance is sought with difficult or ambiguous materials in accordance with organisational procedures.
2. **Prepare routine written materials**	2.1 Requirements of ***written materials*** are confirmed and followed in accordance with ***legislation, organisational procedures*** and standard templates.
	2.2 Information is included that is accurate, clear and concise and meets organisational guidelines for the type of document.
	2.3 Material is checked to ensure correct grammar, spelling and punctuation, and to correct any inaccuracies in content.
	2.4 Written information is presented in accordance with organisational standards for format and accuracy.
	2.5 Written information is prepared and submitted for approval/final editing within required timeframes.

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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 routine workplace materials
- identifying key messages in written information
- writing and sequencing paragraphs according to the required purpose of written material
- linking ideas in written material through selection and use of words, language structures and punctuation appropriate to the purpose
- spelling, punctuation and grammar for workplace documents at a practical level
- responding to diversity requirements, 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 materials such as privacy, freedom of information, information security, confidentiality, copyright
- organisational policy for recordkeeping
- principles of effective written communication
- differences between requirements for written as opposed to spoken English
- government style manual/writing guide
- organisational writing/formatting guidelines
- organisation processes and protocols
- email protocols and records management
- 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 <u>must</u> be achieved <u>prior</u> to this unit:*Nil* • *Co-requisite* units that <u>must</u> be assessed <u>with</u> this unit:*Nil* • *Co-assessed units* that <u>may</u> be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to: PSPGOV201B Work in a public sector environment PSPGOV203B Deliver a service to clients PSPGOV204B Access and use resources PSPGOV205B Participate in workplace change PSPGOV206B Handle workplace information PSPGOV207B Use technology in the workplace PSPOHS201B Follow workplace safety procedures
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 • routine workplace materials written for 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 workplace materials • examples of routine workplace materials • government style manual and organisational writing guidelines • case studies and workplace scenarios to capture the range of routine reading and writing situations likely to be encountered in the public sector
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 reading and writing routine workplace materials, including coping with difficulties, irregularities and breakdowns in routine • routine workplace materials written for 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:

- case studies
- demonstration
- portfolios
- projects
- questioning
- 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.

Written materials to be read may include:	• agendas • emails • facsimiles • flyers • help screens • instructions • letters • manuals • memos • messages • minutes • reports • schedules • timetables • web calendars • web sites
Tables, ***charts and other graphic information*** may include:	• work schedules • organisation charts • timetables • pay scales • leave rosters
Procedural information may include:	• supporting diagrams • manufacturers'/operating instructions/technical instructions • work unit/organisation guidelines and procedures • supervisor's/team leader's instructions • occupational health and safety procedures • style manuals
Written materials may include:	• correspondence • emails • memos • file notes • meeting notes • summaries • short reports

	•	leave applications

Legislation and organisational procedures may include:

- leave applications
- travel forms
- petty cash vouchers
- 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, privacy, copyright, confidentiality, equal employment opportunity, diversity, occupational health and safety
- Commissioner's instructions
- public sector standards
- fraud control standards
- codes of practice
- codes of ethics
- security standards for government information
- administrative procedures
- writing guides/style manuals

Unit Sector(s)

Not applicable.

Competency field

Working in Government.