



**Australian Government**

# **BSBWRT401 Write complex documents**

**Release: 1**

## BSBWRT401 Write complex documents

### Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

### Application

This unit describes the skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity.

It applies to individuals who work in a range of business environments and are skilled in the creation of reports, information and general promotion documents that are more complex than basic correspondence, memos or forms and that require review and analysis of a range of information sources.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Communication – Writing

### Elements and Performance Criteria

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                       |
| 1 Plan documents                                 | 1.1 Determine the purposes of documents<br>1.2 Choose appropriate formats for documents<br>1.3 Establish means of communication<br>1.4 Determine requirements of documents<br>1.5 Determine categories and logical sequences of data, information and knowledge to achieve document objectives<br>1.6 Develop overview of structure and content of documents |
| 2 Draft text                                     | 2.1 Review and organise available data, information and knowledge according to proposed structure and content                                                                                                                                                                                                                                                |

| ELEMENT              | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | 2.2 Ensure data, information and knowledge is aggregated, interpreted and summarised to prepare text that satisfies document purposes and objectives<br>2.3 Include graphics as appropriate<br>2.4 Identify gaps in required data and information, and collect additional material from relevant enterprise personnel<br>2.5 Draft text according to document requirements and genre<br>2.6 Use language appropriate to the audience |
| 3 Prepare final text | 3.1 Review draft text to ensure document objectives are achieved and requirements are met<br>3.2 Check grammar, spelling and style for accuracy and punctuation<br>3.3 Ensure draft text is approved by relevant enterprise personnel<br>3.4 Incorporate revisions in final copy                                                                                                                                                     |
| 4 Produce document   | 4.1 Choose basic design elements for documents appropriate to audience and purpose<br>4.2 Use word processing software to apply basic design elements to text<br>4.3 Check documents to ensure all requirements are met                                                                                                                                                                                                              |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill   | Performance Criteria                   | Description                                                                                                                                                                                                                                                                              |
|---------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading | 1.1, 1.2, 2.1, 2.2, 2.4, 3.1, 3.2, 4.3 | <ul style="list-style-type: none"><li>Interprets information to identify requirements and prepares material suitable to target audience and environment</li><li>Proofreads texts for accuracy</li></ul>                                                                                  |
| Writing | 1.6, 2.2, 2.3, 2.5, 2.6, 3.2, 3.4, 4.1 | <ul style="list-style-type: none"><li>Creates documents for a specific audience using cohesive and well-structured language to convey detailed and accurate information</li><li>Ensures vocabulary, layout and grammatical arrangement achieves meaning and intent of document</li></ul> |

|                            |                                |                                                                                                                                                                                                                                                                                                                           |
|----------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Oral Communication         | 1.1, 1.4, 2.4, 3.3             | <ul style="list-style-type: none"><li>Obtains information or clarifies requirements by asking questions and listening</li></ul>                                                                                                                                                                                           |
| Navigate the world of work | 1.4, 4.3                       | <ul style="list-style-type: none"><li>Adheres to organisational policies and procedures related to document production</li></ul>                                                                                                                                                                                          |
| Interact with others       | 1.1, 1.4, 1.5, 2.4, 3.3        | <ul style="list-style-type: none"><li>Follows accepted communication practices and protocols when seeking advice about documents from colleagues, supervisors and managers</li></ul>                                                                                                                                      |
| Get the work done          | 1.1-1.6, 2.1-2.5, 3.3, 4.1-4.2 | <ul style="list-style-type: none"><li>Plans, organises and implements tasks required to produce documents</li><li>Makes decisions based on standard procedures, using more formal decision making processes where required</li><li>Uses the main features and functions of digital tools to complete work tasks</li></ul> |

## Unit Mapping Information

| Code and title current version    | Code and title previous version    | Comments                                        | Equivalence status |
|-----------------------------------|------------------------------------|-------------------------------------------------|--------------------|
| BSBWRT401 Write complex documents | BSBWRT401A Write complex documents | Updated to meet Standards for Training Packages | Equivalent unit    |

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>