



Australian Government

FSKWTG07 Write routine formal workplace texts

Release: 1

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Modification History

Release	Comments
Release 1	This streamlined version first released with <i>FSK Foundation Skills Training Package version 1.0</i> .

Application

This unit describes the skills and knowledge required to write routine formal emails and letters, such as when responding to a customer query or complaint, sending a request for goods or services to a supplier, accompanying a quotation for proposed work to a client, or writing an application letter.

The unit applies to individuals who need writing skills at Australian Core Skills Framework (ACSF) level 3 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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

Unit Sector

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. Prepare to write routine formal workplace texts	1.1 Identify the audience and purpose of text 1.2 Identify text features 1.3 Plan to write text
2. Draft routine formal workplace texts	2.1 Use drafting strategies to write formal text 2.2 Use appropriate layout and organisation 2.3 Use appropriate grammar and vocabulary and writing conventions

Element	Performance Criteria
3. Review and finalise routine formal workplace texts	3.1 Review draft text 3.2 Revise and finalise text

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
Oral Communication		Confirms with trainer or supervisor that text is appropriate to audience and purpose

Mapping Information

Not applicable

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>

Assessment Requirements for FSKWTG07 Write routine formal workplace texts

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Performance Evidence

Evidence of the ability to:

- write routine formal workplace texts appropriate to audience and purpose
- review drafts to revise and finalise formal workplace texts.

Evidence must be collected using routine formal texts typically found in the workplace.

Note: Where a specific volume and/or frequency is not specified, evidence must be provided at least once.

Knowledge Evidence

Evidence of the following knowledge must be demonstrated:

- features of routine formal workplace texts
- writing strategies – planning, drafting, proofing, reviewing – to complete routine formal workplace texts
- grammar and vocabulary for routine formal workplace texts
- writing conventions for routine formal workplace texts.

Assessment Conditions

Assessment texts and tasks reflect those typically found in the workplace.

Individuals can access own familiar support resources.

Culturally appropriate processes and techniques suited to the language, literacy and numeracy capacity of individuals and the work being performed must be used.

Reasonable adjustment can be made to ensure equity in assessment for people with disabilities.

Assessors must satisfy NVR/AQTF assessor requirements, have sound knowledge of the ACSF and have demonstrable expertise in the vocational contextualisation and assessment of the core skill - writing.

Links

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