



Australian Government

PSPGEN071 Prepare high-level written communication

Release: 1

PSPGEN071 Prepare high-level written communication

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV606A Prepare high-level/sensitive written materials. • Unit code updated • Unit title changed • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to prepare high-level written communication including the preparation of complex, sensitive materials. It includes preparing for high-level written communication, critically analysing other positions and preparing persuasive written communication.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently seeking advice as required, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Prepare to write high-level communication	1.1 Clarify communication objectives, identify stakeholders and determine political or other sensitivities. 1.2 Undertake research to anticipate the likely attitudes of and positions of stakeholders on the matter under consideration. 1.3 Research and organise subject matter, identify key messages and plan written materials that will maximise outcomes.
2. Critically analyse other positions	2.1 Evaluate other positions critically to identify complex meaning in written communication. 2.2 Examine written materials to identify subtext, bias or unsupported argument. 2.3 Explore complex concepts and ideas to clarify understanding, and justify, or challenge interpretations. 2.4 Compare and contrast evidence and evaluate sources for reliability and authenticity. 2.5 Use evidence to test other positions and draw conclusions about their validity and strengths.
3. Prepare persuasive written communication	3.1 Choose communication approach to positively influence and remove barriers to understanding for the audience. 3.2 Undertake a risk assessment and implement risk management in relation to document preparation and content. 3.3 Analyse input information provided by others for fit with the chosen approach and consistency with values. 3.4 Synthesise information and prepare complex documents. 3.5 Seek feedback from others on document effectiveness for the purpose intended, assess outcomes, and use feedback to underpin future writing. 3.6 Provide feedback to contributors of information to improve future input in a manner that provides learning opportunities for the contributors.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV606A Prepare high-level/sensitive written materials.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN071 Prepare high-level written communication

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the candidate must demonstrate evidence of performance of the following on at least one occasion.

- reading and writing at a level to cope with complex and sensitive workplace materials, including identifying:
 - subtext
 - significant inclusions and exclusions
 - socio-cultural values
 - attitudes and bias
 - assumptions
- critically analysing and synthesising information to compose complex written documents
- researching other pertinent information, including supporting/opposing position papers
- refining content, structure and sequence according to the required purpose of written material
- analysing and using language structures and features that influence the interpretation of written communication, including:
 - 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 and document input
- cross-cultural communication requirements

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including WHS and environment
- 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 in a government context
- politically and culturally sensitive documents
- organisational requirements for complex written documents
- government style manual requirements
- persuasive written language devices and their ethical use for calculated effect
- the ways in which socio-cultural factors, language features and structures combine to influence the interpretation of written information

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>