



Australian Government

PSPGEN071 Prepare high-level written communication

Release: 1

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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>

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