



Australian Government

PSPGEN143 Prepare high-level written communication

Release: 1

PSPGEN143 Prepare high-level written communication

Modification History

Supersedes and is equivalent to PSPGEN071 Prepare high-level written communication.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare high-level written communication including the preparation of complex, sensitive materials.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently, seeking advice as required. They perform complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare to write high-level communication.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Clarify communication objectives, identify stakeholders and determine political or other sensitivities.
- 1.2. Undertake research to anticipate the likely attitudes and positions of stakeholders on the matter under consideration.
- 1.3. Research and organise subject matter, identify key messages and plan written materials to maximise outcomes.

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| 2. Critically analyse other positions. | <ul style="list-style-type: none">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. | <ul style="list-style-type: none">3.1. Choose a 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 essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN071 Prepare high-level written communication.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN143 Prepare high-level written communication

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- read and write at a level to address the requirements of complex and sensitive workplace materials including identifying:
 - subtext
 - significant inclusions and exclusions
 - values, attitudes and bias
 - assumptions
- critically analyse and synthesise information to compose complex written documents
- research pertinent information, including supporting and opposing position papers
- refine content, structure and sequence according to the required purpose of written material
- analyse and use language structures and features that influence the interpretation of written communication
- use spelling, punctuation and grammar for accuracy in workplace documents
- provide feedback on other people's work in ways suited to workplace and individual requirements and include creation of learning opportunities to improve research, and document input
- address equity and inclusion requirements in written communication.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to written communication in the public sector, including those related to:
 - privacy
 - freedom of information
 - information security
 - confidentiality
 - copyright and intellectual property
- critical analysis of complex information in a government context
- risk assessment and management procedures in relation to document preparation

- politically and culturally sensitive documents
- evidence-based decision-making principles
- organisational requirements for complex written documents
- government style manual requirements
- persuasive written language devices and their ethical use for calculated effect
- inclusive language conventions in written communications.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to written communication
- subject matter used in high-level written communication.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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