



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV313A Compose workplace documents

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers interpreting and composing a range of workplace documents from a number of sources. It includes interpreting written information for workplace purposes and preparing written materials. The focus is on the content and structure of written materials and not on the use of computer technology, which is addressed by other competencies.

In practice, interpreting and composing workplace documents may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working effectively, working with diversity, etc.

This is one of 5 units of competency in the *Working in Government* Competency Field that deal with written communication. Related units are:

- PSPGOV208A Write routine workplace materials
- PSPGOV413A Compose complex workplace documents
- PSPGOV513A Refine complex workplace documents
- PSPGOV606A Prepare high-level/sensitive written materials
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- No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Interpret written information

- 1.1 **Workplace materials** are scanned to identify the subject and key information for using or reporting to others.
- 1.2 **Procedural** manuals and codes of practice are scanned to locate specific information to carry out work functions in accordance with **legislation, policy and standards**.
- 1.3 A range of written materials is scanned to locate and select required information for summaries, short reports and responses to requests.
- 1.4 Cultural context and assumed prior knowledge needed for interpretation of workplace information are identified and assistance is obtained when required.
- 1.5 Assistance is sought with interpretation of complex materials in accordance with organisational procedures.

2. Compose written materials

- 2.1 Established **protocols** for a range of **written materials** are identified and complied with in accordance with organisational procedures and standard templates.
- 2.2 **Audience** for the material is identified and any **specific requirements and sensitivities** are investigated and catered for.
- 2.3 Material is planned in terms of structure, level of formality and key information to be included, in accordance with the purpose and organisational protocols.
- 2.4 Written information is prepared in an accurate, concise and unambiguous manner that meets intended audience, legislative and organisational requirements.
- 2.5 Material is checked to confirm readability, grammar, spelling and punctuation, and to correct any inaccuracies or gaps in content.
- 2.6 Written materials are prepared and provided for approval within required timeframes.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading and writing at a level to cope with a range of workplace materials
- integrating information from a number of sources in order to generate meaning
- writing and sequencing paragraphs according to the required purpose of written material
- linking ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose
- spelling, punctuation and grammar for workplace documents at an experienced level
- responding to diversity, including gender and disability
- implementing ergonomic requirements for office work
- complying with environmental policies such as those relating to paper use/wastage/recycling

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to written communication in the public sector such as privacy, freedom of information, information security, confidentiality, copyright
- principles of effective written communication
- differences in register/style between workplace communication for different purposes
- government style manual
- organisation protocols for a range of written communication
- channels of communication and processes for obtaining advice, approvals etc
- organisational policy for recordkeeping - paper-based and electronic
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of preparing written materials

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV302B Contribute to workgroup activities
 - PSPGOV307B Organise workplace information
 - PSPGOV308B Work effectively with diversity
 - PSPLEGN301B Comply with legislation in the public sector
 - PSPOHS301A Contribute to workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- workplace documents interpreted and composed in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to written materials in the public sector
- case studies and workplace scenarios to capture the range of written communication situations likely to be encountered in the public sector

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when interpreting and composing workplace documents, including coping with difficulties, irregularities and breakdowns in routine
- workplace documents interpreted and composed in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as

literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:
 - case studies
 - portfolios
 - questioning
 - scenarios
 - authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Workplace materials</i> may include:	• agendas • applications • charts • correspondence, including formal letters requesting/responding to information, applications, letters of complaint • diagrams • discussion papers • emails • flyers • graphs • help screens • instructions • letters • manuals • maps • memos • messages • minutes • newsletters • reports • schedules • submissions • timetables • web sites
<i>Procedural</i> information may include:	• manufacturers'/operating instructions/technical instructions • occupational health and safety procedures • organisational code of practice • public sector code of ethics • quality assurance procedures • standard workplace documents • style manuals • supervisor's/team leader's instructions • work instructions, guidelines and procedures
<i>Legislation, policy and</i>	• State/Territory or Commonwealth legislation, regulations,

<i>standards</i> may include:	policies, procedures and guidelines relating to the preparation and security of written information in the public sector, including freedom of information, copyright, privacy, confidentiality, equal employment opportunity, diversity, occupational health and safety • Commissioner's instructions • government style guide • organisational writing guidelines • public sector standards • fraud control standards • codes of practice/codes of conduct • codes of ethics • security standards for government information
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Protocols may include:	• use of plain English • style formats • style manuals • particular terminology to be used/not used: • acronyms • technical terms • bureaucratic language • abbreviations • requirements for minimising jargon in written materials • requirements for written material to take account of cultural, ethnic, religious or language differences, disabilities, etiquette • guidelines for illustrative items • standards for references, acknowledgements, citations, footnotes, endnotes • using particular communication channels
Written materials may include:	• agendas • applications • emails • factual information • formal correspondence • forms • file notes • instructions • meeting notes • memos • minutes • newsletters • orders • questionnaires • records • reports • rosters • summaries • petty cash vouchers
Audience may include:	• internal and external clients • knowledge experts • addressee • those who receive a copy for information • public
Specific requirements and sensitivities may	• technical and organisation specific vocabulary • cultural, ethnic, religious or language differences, disabilities • government protocols/etiquette

include:	• private or confidential materials • security requirements • politically sensitive materials
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Unit Sector(s)

Not applicable.

Competency field

Working in Government.