

Learning Assessment Guide

Unit Standard 3488 – Version 3

Writing business letters and memoranda

Level 2 – 6 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Write a memorandum and / or fax in an identified workplace.
- Write business letters in an identified workplace.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

The Learner's writing competence must be assessed after they have been given the opportunity to edit and proof read their work.

Assessment Task One – Element 1

Introduction

Assessment task one is designed to assess your ability to write a memorandum and / or fax.

Instructions

Provide your assessor with two memoranda and / or faxes. These should be copies that your assessor can keep.

These can cover any two of:

- routine report
- request for information
- making an announcement
- giving instructions
- providing information.

Whenever possible you should use existing work. If you don't have any suitable work, identify workplace opportunities to write these.

You should proof read and edit your work before submitting it for assessment.

The memoranda and / or faxes you submit for assessment should meet the criteria listed on the Assessor Checklist.

If your assessor is not a member of your workplace and cannot verify that the memoranda / faxes are your own work, you will need to ask your team leader or manager to complete a Verification form.

The completed assessment for task one will include:

Two memoranda and / or faxes.

Assessment Task Two – Element 2

Introduction

Assessment task two is designed to assess your ability to write business letters.

Instructions

Provide your assessor with 2 business letters that you have written. These should be copies that your assessor can keep.

These can cover any two of :

- a letter of explanation
- a letter providing comprehensive information
- a letter responding to a complaint

Whenever possible you should use existing work. If you don't have any suitable work, identify workplace opportunities to write these soon.

You should proof read and edit your work before submitting it for assessment.

The letters that you submit for assessment should meet the criteria listed on the Assessor Checklist.

If your assessor or observer is not a member of your workplace and cannot verify that the letters are your own work, you will need to ask your team leader or manager to complete a Verification Form.

The completed assessment for task two will include:

Two business letters

Assessor Checklist: Memoranda / fax

The assessor should use the 'Comments' space wherever possible to list what they observed that met this requirement.

Observation	Comments	Memoranda / fax 1 Yes/ No	Memoranda / fax 2 Yes/ No
The format and content are applicable to the workplace.			
Information is presented in a coherent sequence and is clear to the intended audience.			
Content, vocabulary, and tone fit the situation, the occasion, the subject matter and the audience.			
Length of the text fits the context and the purpose.			

Assessor Signature:

Date:

Assessor Checklist: Business letters

The assessor should use the 'Comments' space wherever possible to list what they observed that met this requirement.

Observation	Comments	Business letter 1 Yes/ No	Business letter 2 Yes/ No
Content is ordered in a coherent sequence, and the message is clear to the intended audience.			
Content, vocabulary and tone fit the situation, the occasion, the subject matter, and the audience.			
Conventions of the letter format are followed for the identified workplace.			

Assessor Signature:

Date:

Verification Form

_____ (name of learner) is currently being assessed for Unit Standard 3488, Write business letters and memoranda. They are required to submit 2 memoranda and / or faxes and 2 business letters for assessment.

Please confirm that the documents have been prepared by the learner without assistance. It is acceptable that some of the ideas may have come from others or that content may represent the policy of the organisation.

It also needs to be confirmed that your organisation's letter writing conventions have been followed.

Your signature on this document is accepted as confirmation of the above.

- | | | | |
|----|----------------------------|-----------------|----------|
| 1. | Memoranda / Faxes verified | (Please circle) | Yes / No |
| 2. | Business Letters verified | (Please circle) | Yes / No |

Name of verifier: _____

Position of verifier: _____

Date verified: _____

Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 3488.

Task / Element	Evidence required	Judgement
<i>Task 1 / Element 1</i> Write a memorandum and / or fax in an identified workplace.	Copies of two memoranda or faxes letters. Completed assessor checklist. Completed verification sheet may be required.	Assessor's checklist indicates all criteria are met for both documents.
<i>Task 2 / Element 2</i> Write business letters in an identified workplace.	Copies of two business letters. Completed assessor checklist. Completed verification sheet may be required.	Assessor's checklist indicates all criteria are met for both documents.