

# Candidate Assessment Pack

## Unit 11095: Write business correspondence to convey complex ideas and information

Version 2

Level 4    Credit 3

### Candidate Performance

Meets requirements / More evidence required / Suggest further training

Candidate name: \_\_\_\_\_

Candidate NZQA number (ROL): \_\_\_\_\_

Candidate Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

# Candidate Assessment Pack

This is your Candidate Assessment Pack for "Write business correspondence to convey complex ideas and information". This is a Level 4 unit standard worth 3 credits.

## **This pack contains:**

- Assessment tasks for you to complete
- The evidence guide summary that your assessor will use to assess your competence
- A verification form for you to obtain confirmation from you manager on the accuracy of your assessment materials against organisational requirements
- A copy of the checklist that you assessor will use to analyse your documents.

## **Assessment Tasks**

The assessment task is designed to show your assessor that you can write business correspondence to convey complex ideas and information.

## **What do I do now?**

Read through all information contained in this pack

Familiarise yourself with the assessment task and the instructions

Contact your assessor if necessary to clarify anything you are unsure of

Complete the assessment tasks as agreed with your assessor

Make sure you keep a copy of any material that you are mailing to your assessor

GOOD LUCK

## Assessment Task One

### Introduction

This assessment is designed to assess your ability to write business correspondence to convey complex ideas and information.

Complex in this unit standard, requires taking into account a number of factors, relating them to known principles, and arriving at a set of options or a decision.

### Task Instructions

- You will need to provide your assessor with three items of business correspondence you have written.
  
- Of this three you will need to have two different types (medium) of business correspondence which may include but is not limited to:
  - Letters
  - E-mails
  - Memo's
  
- The content of each of the three items of business correspondence will convey (cover) a different complex idea or information such as:
  - Promoting a point of view
  - Explaining an organisational policy or procedures
  - Resolving a problem or setting out a proposal
  - Describing a preferred course of action
  - Making an enquiry, request or complaint.
  
- You should proof read your correspondence before submitting them to your assessor. You should ensure that grammar, spelling and punctuation are accurate and the content, tone and context are appropriate.
  
- You will need to have your manager/team leader/supervisor/team coach complete a "Verifiers Form" to show that your correspondence meets the requirements of your organisation in terms of medium, layout, grammar, spelling, punctuation and accuracy of information.

If the same person is verifying two or more items of correspondence, only one form needs to be completed otherwise you will need to have a completed form for each item.

- Your assessor will apply the Correspondence Checklist to each document to ensure that they meet the requirements of the unit standard. A copy of this checklist is included in your Candidate Pack so that you can see what your assessor is looking for.
- Where necessary your assessor may ask you questions or clarification about the documents that you provide.

**The completed assessment for Task One will include:**

- Three items of business correspondence
- Completed Verifiers Form/s to confirm that your documents meet organisational requirements
- Completed Correspondence Checklist by your assessor for each document

## Verifiers Form

..... is being assessed for Unit 11095 Write business correspondence to convey complex ideas and information. S/he is required to submit three items of business correspondence that they have written for assessment.

You are asked to verify the correspondence in terms of organisational requirements. Please place a ✓ or ✗ in the box provided. If you are verifying two or more documents you need only complete one of these forms

Correspondence:..... (number, content)

- The medium selected for the correspondence meets the organisation's requirements.
- The layout is consistent with organisational formatting requirements.
- Grammar, spelling and punctuation are accurate and meet organisational requirements.
- The explanation and application of policy, procedures identified in the correspondence is correct.

Name:..... Date:.....

Signature:.....

Relationship to the candidate:.....

THANK YOU FOR YOUR COOPERATION

## Correspondence Checklist

(For Use by the Assessor Only)

Candidate:.....

Assessor: .....

Date:.....

Please ✓ or ✗ the checklist in the box provided.

<input type="checkbox"/>	Three items of correspondence have been provided
<input type="checkbox"/>	The content of each item conveys a different complex idea or information (list idea or information covered - 3 examples)
<input type="checkbox"/>	Two different types (medium) have been provided (specify)
	The medium selected is appropriate for:
<input type="checkbox"/>	The subject matter
<input type="checkbox"/>	Purpose of the correspondence
<input type="checkbox"/>	Intended audience
<input type="checkbox"/>	The tone and register is in line with the subject matter and purpose
<input type="checkbox"/>	The content matches the purpose and context
<input type="checkbox"/>	Ideas and information are grouped and follow logically in line with the purpose and context.
<input type="checkbox"/>	Grammar, spelling and punctuation are accurate and consistent
<input type="checkbox"/>	Length of communication is in line with the context
<input type="checkbox"/>	Organisational requirements are met (See Verifiers Form)
	<b>Requirements met/not met</b> (circle the appropriate one)

## Evidence Guide Summary

Unit 11095 v2 Write business correspondence to convey complex ideas and information

Element/Task	Evidence Required	Judgement	Checklist
Task One			
This tasks involves the candidate providing 3 items of business correspondence they have written	The candidate provides the assessor with three items of business correspondence	Three documents,	Yes/No
	The content of each items covers a different complex idea or information	Content different for each item	Yes/No
	There are 2 different types (medium).	Two different types (mediums) used	Yes/No
	The documents must meet all organisational requirements	Verifiers Forms completed indicating all areas ticked	Yes/No
	The documents must meet all requirements relating to medium, tone, register, content, flow, grammar, spelling, punctuation, length	Correspondence checklist completed indicating all areas ticked and requirements met	Yes/No

## Candidate Pack Feedback Form

You have just completed another assessment - well done! Now, can you help us?

We are looking at improving the quality of these candidate packs. If you came across anything in this pack that could be improved, we'd like to know about it please.

Tell us what the problem was, and if possible, tell us your solution. It may be that there was unnecessary repetition, or instructions were not clear. If you found it really worked well for you - then we'd also like to know that.

To provide feedback please do one of the following:

- You can email us on [feedback@psto.govt.nz](mailto:feedback@psto.govt.nz)
- Write your feedback onto the candidate pack and return it.
- Complete this form (using more paper if you need to) and return it.

Return address: PSTO, P.O. Box 10243, Wellington

Candidate Pack for Unit number:

Version number:

Unit Name:

Feedback:

Thank you very much - tena rawa atu koe