
Write business correspondence

standard code	HM/01/0002/04
field	Communication Skills
level	4
credit	3
final date for comment	December 2004
expiry date	November 2008

- purpose:** Learners credited with this unit standard are able to write business correspondence to convey complex ideas and information.
- entry information:** Open.
- accreditation option:** To be finalised.
- moderation option:** To be finalised.
- special notes:**
- 1 Evidence of the elements of this unit standard must be presented in two types of business communication, each dealing with different context and subject matter, and which may include but is not limited to: letter, memorandum, e-mail.
 - 2 For the purposes of assessing this unit standard, *context of communication* means the situation, occasion or issues, which give rise to the need for the business communication to be written.
 - 3 The term *complex*, referred to 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.

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Elements and Performance Criteria

element 1

Write business correspondence to convey complex ideas and information.

Range: any three types of business correspondence - promoting a point of view, explaining organisational policy or procedures, resolving a problem or setting out a proposal, describing a preferred course of action, making an enquiry, request or complaint.

performance criteria

- 1.1 Medium selected for the communication is in keeping with the subject matter, writer's purpose, organisational conventions, and requirements of the intended audience.
- 1.2 Layout is consistent with organisational formatting requirements.
- 1.3 Selection of tone and register is in keeping with the subject matter and writer's purpose.
- 1.4 Content matches purpose and context of the communication.
- 1.5 Ideas and information are grouped and presented in a coherent sequence in keeping with the purpose and context of the communication.
- 1.6 Grammar, spelling, and punctuation are accurate and consistent throughout the communication and meet organisational requirements.
- 1.7 Length of communication is in keeping with the context of the communication.
- 1.8 Explanations, justifications, or proposed courses of action are in keeping with organisational policies and procedures.

Comments on this unit standard

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Please Note: Providers must be accredited by the Mauritius Qualifications Authority.