

Write formal personal correspondence

Level 1

Credits 3

Purpose People credited with this unit standard are able to write formal personal correspondence by traditional post (a letter) and by electronic mail (e-mail).

Subfield Communication Skills

Domain Writing

Status Registered

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Entry information Open.

Accreditation Evaluation of documentation by NZQA.

Standard setting body (SSB) NZQA National Qualifications Services

Accreditation and Moderation Action Plan (AMAP) reference 0023

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special Notes

- 1 Formal personal correspondence:
 - is written for personal purposes, and not on behalf of an organisation
 - may include but is not limited to that written to – government departments, local authorities, banks, insurance companies, businesses, shops, service providers, landlords or rental agents, education bodies, solicitors
 - may be about, but is not limited to – change of address, cancellation of service, forwarding payment, providing information requested, job or training application (perhaps accompanying a CV), complaint (service or product), request for service, product, or information.
- 2 At least three items of formal personal correspondence are required, including at least one e-mail and at least one letter.
- 3 The candidate's writing competence should be assessed after they have been given the opportunity to edit and proof read their work.

Elements and performance criteria

Element 1

Write formal personal correspondence to be sent by traditional post (a letter).

Performance criteria

- 1.1 The letter is addressed to the intended recipient, and the purpose of the letter is stated at or near the beginning.
- 1.2 The information presented is accurate in detail, clear in meaning, relevant, and ordered in a sequence which fits the context.
- 1.3 Information is presented so that the content, vocabulary, and tone fit the context, subject matter, and audience.
- 1.4 Punctuation, spelling, and grammar errors do not appreciably affect the intended message.
- 1.5 A formal letter format is followed, and the form of address used fits the context and the relationship between writer and recipient.

Element 2

Write formal personal correspondence by e-mail.

Performance criteria

- 2.1 The message is addressed to the intended recipient, and the subject is clearly stated in the subject line.
- 2.2 The information presented is accurate in detail, clear in meaning, relevant, and ordered in a sequence which fits the context.
- 2.3 Information is presented so that the content, vocabulary, and tone fit the context, subject matter, and audience.
- 2.4 Punctuation, spelling, and grammar errors do not appreciably affect the intended message.
- 2.5 The form of address used fits the context and the relationship between writer and audience.

Please Note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.