

# Unit 224 Produce documents

## Unit summary

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Produce high quality, attractive documents to agreed specifications.

## Skills

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You will apply the following skills:

- Listening
- Questioning
- Reading
- Organising
- Writing
- Using technology
- Checking
- Managing time

## Performance indicators

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You will:

1. Confirm the purpose, content, style, quality standards and deadlines for the document
2. Prepare the resources you need
3. Organise the content you need
4. Make efficient use of the technology available
5. Produce the document in the agreed style
6. Integrate non-text objects in the agreed lay-out
7. Check for accuracy, editing and correcting as necessary
8. Seek clarification when necessary
9. Store the document safely and securely in an approved location
10. Present the document in the required format within agreed deadlines and quality standards

## Knowledge

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You will know:

1. Why it is important to produce high quality and attractive documents
2. The different types of documents that you may be asked to produce and the document styles you should use
3. The different formats in which the text may be presented

4. Why it is important to confirm the purpose, content, style, quality standards and deadlines for the document
5. The different types of technology available for inputting, formatting and editing text and their main features
6. The types of resources you need to produce high quality and attractive documents
7. How to organise the content you need for the document
8. How to integrate and lay out text and non-text
9. How to check for accuracy and correctness – including spelling and grammar – and why this is important
10. Why it is important to store the document safely and securely and how to do so
11. The importance of confidentiality and data protection
12. Why it is important to meet quality standards and deadlines

## Evidence requirements

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This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

\* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to show that they can produce **a minimum of four** types of documents, which could include; letter, fax, memo, report, minutes, newsletter, action plan, poster or flyer.

**Produce documents.** Evidence will include:

- Approved copies of documents

## 7. Contingencies

Performance Indicator 7	If no corrections are necessary during the assessment 'what if' questions may be asked to confirm competence
Performance Indicator 8	If no clarification is necessary during the assessment period 'what if' questions may be asked to confirm competence

## 8. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Support diversity
- Maintain security and confidentiality