

Overview

This standard is about designing and producing high-quality, professional documents in accordance with agreed specifications. It includes clarifying the requirements for the documents, checking work for accuracy, editing and correcting these as necessary.

This standard is for business administration professionals who design and produce documents.

Performance criteria

You must be able to:

1. agree the purpose, content, style, quality standards for the documents
2. confirm the deadlines for completion of the documents
3. allocate and prepare the required resources for the documents' production
4. research and prepare the required content
5. use the relevant technology for the documents' production
6. draft the documents in accordance with agreed specifications and format
7. review the drafts and incorporate review comments
8. check the documents for accuracy and amend as required
9. design and produce the documents in the agreed style
10. integrate non-text objects in the agreed layout
11. save and store the document safely and securely in relevant locations
12. adhere to the relevant data protection and confidentiality legislation
13. clarify document requirements, when necessary
14. use the relevant methods for the documents' version control
15. review, edit and update the documents on a regular basis

Knowledge and understanding

You need to know and understand:

1. the purpose, content, style, quality standards for the documents
2. the deadlines for completion of the documents
3. how to allocate and prepare the required resources for the documents' production
4. the different formats in which the documents can be presented
5. the different types of technology available for inputting, formatting and editing documents and their main features
6. the agreed specifications and formats for the documents' production
7. how to seek the review of the documents and incorporate the comments
8. how to check the documents for accuracy, including spelling and grammar
9. how to design the documents in the agreed style
10. how to integrate and layout text and non-text objects
11. how to save and store the document safely and securely
12. the relevant data protection and confidentiality legislation
13. the methods of keeping version control of the documents
14. why it is important to review and update the documents on a regular basis

Design and produce documents in a business environment

Skills

1. checking
2. designing
3. listening
4. managing time
5. negotiating
6. organising
7. questioning
8. researching
9. using technology
10. using version control
11. reviewing, proofreading, editing

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