

## **DES11 Provide written information in relation to your design work -H9WL 04**

### **Unit summary**

This unit is about the skills required to communicate effectively in writing, in relation to your work.

### **What you must be able to do:**

- a) Identify the purpose of the communication and who the intended audience is
- b) Make sure you have all the necessary correct and current information that you need
- c) Write clearly and legibly, giving all the essential information needed
- d) Use approved styles and formats for written communication including any house styles
- e) Pass on written information only to those people authorised to receive it and within agreed timescales
- f) Maintain the confidentiality of information in line with your instructions and organisation's policies and procedures

### **What you must know:**

- 1) What information you need and where to get it
- 2) How to make sure information is correct and current
- 3) The approved styles and formats that you should use for written information
- 4) Why and how you should maintain confidentiality of information
- 5) The different documents that you are required to keep in line with organisational and legal requirements
- 6) Any organisational policies and procedures that may exist for preparing and passing on written information