

## SFJPD3.1

### Produce documents in a business environment



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#### Overview

Produce high-quality, attractive documents to agreed specifications.

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#### Performance criteria

*You must be able to:*

- P1 confirm the purpose, content, style and deadlines for the document
- P2 prepare the required resources
- P3 organise the required content
- P4 use available technology appropriate to the document being produced
- P5 produce the document in the agreed style
- P6 integrate non-text objects in the agreed layout, where required
- P7 check for accuracy, editing and correcting text as necessary
- P8 clarify document requirements, when necessary
- P9 store the document safely and securely in approved locations

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the purpose and benefits of producing high-quality and attractive documents
- K2 the different types of documents that may be designed and produced and document styles that could be used
- K3 the different formats in which the text may be presented
- K4 the purpose and benefits of agreeing the purpose, content, style, quality standards and deadline for production of the document
- K5 the different types of technology available for inputting, formatting and editing text and their main features
- K6 the types of resources needed to produce high-quality and attractive documents
- K7 how to organise content needed for the document
- K8 how to integrate and layout text and non-text objects
- K9 how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
- K10 the purpose of storing the document safely and securely and how to do so
- K11 the purpose of confidentiality and data protection
- K12 the purpose and benefits of meeting deadlines

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#### Additional Information

##### Skills

Checking  
Designing  
Listening  
Managing  
Managing time  
Negotiating  
Organising  
Questioning  
Using technology

##### External Links

Document Production  
IT  
Health, Safety and Security of People, Premises and Property

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	1
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<b>Validity</b>	Current
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<b>Status</b>	Tailored
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<b>Originating organisation</b>	CfA
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<b>Original URN</b>	BAA 211
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	NOS for Operational Delivery Processing roles
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<b>Key words</b>	Operational Delivery, Processing, checking, designing, listening, managing, managing time, negotiating, organising, questioning, using technology
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