



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This accredited, short programme is Unit Standard aligned and aimed at individuals needing to improve their writing skills and techniques for writing different types of business documents.

The programme is highly practical and covers the fundamentals of business and report writing including understanding audience, planning, preparing and writing emails, letters, memos, minutes of meetings and reports, grammar, punctuation, vocabulary, writing persuasively, writing clearly correctly and concisely, proofreading and editing.

The focus of the short programme is on developing a professional style, structure and logical sequence to writing.

## Target Audience

This short programme is aimed at those working in business and office environments where writing clear, concise and accurate business documents and reports is required.

## Entry Requirements

- Competence in Communication, Mathematical Literacy and Computer Literacy at NQF Level 3.

## Additional Requirements

- You will need access to appropriate workplace activities.
- Access to a PC, software and the internet.

Business Administration

# Business & Report Writing

SERVICESSETA Statement of Results

US ID:	110023 & 12155
NQF Level:	4
Credits:	11

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Business and Report Writing, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the short programme, you will be able to:

- Plan, prepare and write with greater confidence and use plain language in business.
- Develop a professional, influential writing style.
- Identify intended audience and purpose and select appropriate text type, format and layout.
- Organise, structure, assess and edit technical text.
- Use appropriate grammar conventions, recognize errors and check for accuracy.
- Produce comprehensive, understandable reports.
- Structure reports in a clear, concise, consistent manner.
- Present reports in a professional way using appropriate graphs, tables, diagrams and charts.





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## Course Content

### Business and Report Writing

Accreditation Body: **SERVICESETA**

| SAQA ID: 110023 | NQF Level: 4 | Credits : 6

| SAQA ID: 12155 | NQF Level: 4 | Credits : 5

#### Module 1: The Principles of Effective Business Writing

- Types of documents
- Write concisely and Avoid Common Problems
- Grammar and Punctuation rules, vocabulary, spelling, jargon and slang

#### Module 2: The Recipient

- Focus on the reader's requirements, get and maintain the readers attention and use action words to inspire a positive response

#### Module 3: Preparation and Approach

- Clearly define the objectives of a document
- Gather information and organise thoughts and material logically

#### Module 4: Styles of Writing and Being Persuasive

- Compelling openings and conclusions
- Informative, persuasive and assertive writing

#### Module 5: Constructive Self-analysis

- Avoid redundant phrases, unnecessary jargon and cliches
- Identify and correct grammatical errors
- Proofread and edit

#### Module 6: Introduction to Report Writing

- Different types of reports, the aim of reports and establishing the correct format

#### Module 7: Plan Your Report and Conduct Research

- Obtain an accurate brief and understand objectives, establish scope and purpose, identify time constraints, ensure the report is reader-focused and establish structure
- Research and collect applicable information. Incorporate form diverse sources and arrange logically

#### Module 8: Professional Style, Structure, Sequence, Editing & Report Formatting

- Develop a Professional Style
- Structure and sequence
- Editing and Formatting

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangqoba



Siyaya<sup>®</sup>  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

