

BUSINESS AND REPORT WRITING SKILLS
2 Days

Virtual | Blended | Online | Classroom

(Credits gained towards Further Education and Training Certificate: Generic Management, NQF 4)

1. UNIT STANDARD

Use the writing process to compose texts required in the business environment

Unit Standard: 12153
NQF Level: 4
Credits: 5

Present information in report format

Unit Standard: 110023
NQF Level: 4
Credits: 6

2. PROGRAMME OVERVIEW

Paperwork – the unofficial “grease in the axles” of the business world. Even as we move further and further into the paperless future, digital paperwork remains as a bastion of processing business processes. Writing is, therefore, a critical skill. The difference that effective writing skills make to every layer of the organisation, cannot be understated. When communications are clear, concise and accurate, with the appropriate amount of detail and nuance, the whole business benefits. Misunderstandings don’t happen, things don’t get overlooked, and operational inefficiencies are discovered and addressed.

The **Business and Report Writing Skills** course is all about writing effectively and professionally in the business environment. Delegates learn how to craft clear, unambiguous communication in plain language that improves the quality of written documentation, and how to recognise the conventions and features specific to business texts in order to use them as needed.

The course pays specific attention to report writing, which is included to help delegates relate the features of a range of reports to the information needs of a business. The Report Writing modules teach delegates how to identify information sources, compile function-specific business reports, and follow reporting deadlines. Delegates also learn how to plan research and allocate resources to maximise efficiencies and minimise costs while achieving their information objectives.

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

3. LEARNING OUTCOMES

At the end of the **Business and Report Writing Skills** course, delegates will be able to:

- Use textual features and conventions specific to business texts for effective writing.
- Identify and collect information needed to write a function-specific text.
- Compose a text using plain language for a specific function
- Organise and structure a text appropriately for a business function
- Present a written text for a particular function in a business environment
- Relate the purpose, content, form, frequency and recipients of a range of reports.
- Identify information sources & organisational procedures for obtaining & distributing information.
- Compile reports related to a selected business function.
- Liase with relevant parties and verify that reported information is in accordance with requirements.

4. TARGET AUDIENCE

The **Business and Report Writing Skills** course has been compiled specifically for all businesspeople who want to improve their business effectiveness by communicating more professionally. Anyone in an organisation who is tasked with compiling documentation and reports will also benefit from the course.

5. OUTLINE

Module 1: Identify and collect information needed to write a function-specific text	Module 2: Use textual features and business text conventions for effective writing
Choose a suitable communication channel Set objectives for business writing Plan to achieve objectives	Define good writing: the “unloading rate” of written language Use quick, updated, upgraded business writing Adhere to correct language, structure and standards of business writing Use international and (if required), in-house formats
Module 3: Organise and structure text appropriately for a business function	Module 4: Compose a function-specific text using plain language
Business letters E-mail Memos Minutes	Evaluating whether writing is clear, courteous, complete, concise, correct Editing, proof-reading and the truly “mailable copy” Practical exercises in assessing writing Effective internal and external mail systems
Module 5: Relate the purpose, content, form, frequency and recipients of a range of reports	Module 6: Identify information sources and procedures for obtaining information
Understand the purpose of reports Identify types of business reports and link them to information needs Identify regular reports written within your organisation Identify features which make a good report Report templates	Collect ideas Create a mind map Carry out research Understand company procedures for dealing with information Analyse information Plan a solution

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Module 7: Compile a report for a specific business function	Module 8: Liaise with relevant parties and verify that reported information is in accordance with requirements
Understand the importance of structure Follow a template in writing the report Include all required information	Follow a checklist to evaluate the report Distribute the report Create a report assessment form for use by recipients Use recipient assessments to amend report where necessary
Module 9: Plan a report to meet audience and information requirements	
Analyse the brief Analyse the intended audience/recipients of the report Plan the scope of the report	

6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

Demonstrations, role-plays, experiential exercises, discussion activities and videos are used to encourage participation among delegates.

Upon course completion, a report will be provided with the facilitator's feedback on the delegate's performance which identifies areas for further development

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7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:

Further Education and Training Certificate: Generic Management, NQF 4

You might also be interested in the following courses. Click on the course name to learn more or get in touch directly on 010 612 0679 and info@tlo.co.za

Finance for Non-Financial Managers	Time, Priority and Stress Management
Performance Management	Project Management Fundamentals

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