

**TITLE****Writing at Work**

WES Writing at Work (WRT22)

**Length**

Variable

**Essential Skills**

Writing

**Prerequisites**

None

**Course Description**

Writing text is an integral part of the tasks an employee must perform in the workplace. Because employees are likely to have to write a variety of documents with different purposes and audiences, they should be able to write practical information fluently and confidently. It is important that there be uniform presentation, proper use of vocabulary, syntax and grammar.

The objective of this course is to help learners acquire the skills involved in producing different types of business documents. Learners will perform the following activities to acquire these skills:

1. Follow a procedure in writing a document.
2. Create standard forms and fill out forms.
3. Design and write standard business documents.
4. Distribute documents by using different methods of standard business communication.

**Skill Statement**

**Produce different types of business documents.**

**Implementing Environment****Skill Component 1: Follow a procedure in writing a document.****Performance Criteria**

- 1.1 Adopt a work plan.
- 1.2 Write clearly and succinctly.
- 1.3 Proofread and revise/correct as needed.

**Skill Component 2: Create standard forms and fill out forms.****Performance Criteria**

- 2.1 Create a standard heading for a form.
- 2.2 Create a form to be used for quality control.
- 2.3 Complete forms legibly and accurately.
- 2.4 Complete an agenda of appointments and tasks for a period of two weeks.

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**Skill Component 3: Design and write standard business documents.**

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**Performance Criteria**

- 3.1 Write a memorandum.
- 3.2 Ensure that the vocabulary used is appropriate for the purpose and intended reader.
- 3.3 Design and write four different standard business letters.
- 3.4 Observe proper standards in designing and writing business document.
- 3.5 Create an advertising document.
- 3.6 Produce a sample summary report of a conference.
- 3.7 Produce a seven-page research report.

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**Skill Component 4: Distribute documents by using different methods of standard business communication.**

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**Performance Criteria**

- 4.1 Write and send a sample email message.
- 4.2 Write and send a sample email message with an attachment.
- 4.3 Write and send a sample document by surface mail.
- 4.4 Create properly addressed envelopes and labels.

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**Course 11 Resources/Content**

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Acquire appropriate material locally.