



## Business Writing Skills (Basics)

National Competency Standard (BSB)  
BSBWRT301 Write simple documents



This is an entry level course that teaches basic business writing skills. If you are already competent in these skills you may wish to consider NDA's *Business Writing Skills (Advanced)* which is presented at a higher level. *Business Writing Skills (Basics)* is presented in an IT training room using PC workstations. It provides many practical opportunities to edit text and discuss alternative forms of expression.

### Aim

This course teaches practical business writing skills and provides guidelines and tips for becoming a more effective business writer

### Audience

The audience for this course is anyone who would like to improve their business writing skills

### Prerequisites

Basic keyboard and mouse skills

### Duration

One day

### Course Outcomes

1. Improve writing skills by using basic writing guidelines
2. Recognise and correct common grammatical errors
3. Write using effective sentences and paragraphs
4. Use five simple steps to improve your composition
5. Use four simple steps to improve your editing
6. Write effective business letters and e-mail messages

### Optional Assessment

**This is a nationally recognised training program.** Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards unit competency.

### Course Content

#### 1 The characteristics of effective business writing

- Writing for different audiences
- The style of this manual

#### 2 The eight most common errors in business writing

- Upper and lower case

- Using numbers
- Apostrophes
- Consistency of tense
- Verb/subject agreement
- Commonly confused words
- Correct use of sentences and paragraphs
- Correct sequence of clauses

### **3 Five steps to improve your composition**

- Define your purpose
- Organise your thoughts
- Be concise
- Refine the content
- Refine the appearance

### **4 Three steps to improve your editing**

- Delete unnecessary words
- Replace complex words and jargon
- Re-write if necessary

### **5 The importance of proofreading**

### **6 Different types of documents**

- How to layout a business letter
- How to write a business email
- Potential disadvantages of email and how to avoid them