
Basic Business Writing Skills

National Competency Standard (BSB07)
BSBWRT301A Write simple documents



This is an entry level course that teaches basic business writing skills. If you are already competent in this you may wish to consider NDA's *Writing Convincing Reports* which is presented at a higher level. *Business Writing Skills* is presented in an IT training room using PC workstations. It provides many practical opportunities to edit text and discuss alternative forms of expression. Participants are asked to bring with them to the course one example of 'good' business writing and one example of 'bad' business writing.

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 four simple steps to improve your editing.
5. Use five simple steps to improve your composition.
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. The case study assignment is completed in the participant's own time.

Course Content

The characteristics of effective business writing

- Writing for different audiences
- The style of this manual

The eight most common errors in business writing

- Upper and lower case
- Apostrophes
- Consistent tense
- Consistent singular / plural
- Commonly confused words
- Correct use of sentences and paragraphs
- Correct sequence of clauses
- Proofreading

Four steps to improve your editing

- Delete unnecessary words
- Replace complex words and jargon
- Replace complex phrases, clichés and euphemisms
- Re-write if necessary

Five steps to improve your writing

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

Different types of documents

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