

Course Content

Report Writing

Why attend?

From time to time, professional business people are expected to report on activities, for example: work done, projects, accidents, information gathered and results of an investigation. Important decisions are made according to the results of these reports. Therefore, it is imperative that employees learn how to write effective reports, in order to gain respect in the workplace.

How long is this course?

2 Days

Who should attend?

All members of staff that are required to gather information for reports, write reports, report on activities in the workplace. Staff that respond to client complaints in writing.

What will be covered?

The purpose, content, form, frequency and recipients of reports

- The purpose of reports is defined using: who, why, when questions
- Regular reports are identified for selected organisations :
 - Short informal
 - Short formal
 - Long formal
- The information needs of the organisation are linked to the purpose of each report
- Templates are explained and created for selected reports
- The importance of the audience of a report is explained
- A table is created listing a variety of reports, their purpose, recipients and frequency

Identify information sources and organisational procedures for obtaining information

- Information sources are identified and listed
- Information sources are linked to specific headings within a report
- Company procedures are identified for obtaining information from a variety of sources

Compile reports related to a specific business function

- A report is compiled using current information. This section includes:
 - Planning the report (resources, deadlines, information)
 - Structure of information(introduction, details, conclusion)
- Suitable templates are used to structure the report logically
- Modifications are made to existing templates to ensure compliance with requirements
- Current information is used to provide accurate and objective facts
- The report is checked and proof read using a check list, prior to distribution
- The report is distributed to meet the specified deadline

Verify that reported information is in accordance with requirements

- Check information in terms of purpose and meeting requirements
- Evaluate report in terms of information, accuracy and usefulness
- Make possible amendments in line with suggestions

Accreditation Information

Keybase is accredited with the Services Seta against SAQA US ID: 110023, NQF Level: 4, Credits: 6. This course is interactive and includes group discussions, practical exercises and report writing activities to ensure a clear understanding. Hands on facilitation ensures that written activities are in line with the unit standard requirements as well as organisational requirements: Learners are supplied with course material, refreshments, and lunch.