



## UNIVERSITI TEKNOLOGI MARA

### ELS203: WORKPLACE WRITING

<b>Course Name (English)</b>	WORKPLACE WRITING <b>APPROVED</b>
<b>Course Code</b>	ELS203
<b>MQF Credit</b>	3
<b>Course Description</b>	This course aims to improve students' ability to classify different types and parts of work-related documents. Students are exposed to the various structural and linguistic elements used in professional business organisation documents in order for them to be able to develop the documents. This course enables to create work-related documents and respond to them proactively, dynamically and effectively.
<b>Transferable Skills</b>	Ability to transfer written communication skills in academic and workplace setting along with accepting opinion of others.
<b>Teaching Methodologies</b>	Lectures, Discussion, Collaborative Learning
<b>CLO</b>	CLO1 Construct various types of work-related documents in English CLO2 Demonstrate effective written communication along with respecting and accepting opinion of others while constructing various types of work-related documents in English CLO3 Analyse the use of English language rules and features in authentic work-related documents
<b>Pre-Requisite Courses</b>	No course recommendations
<b>Topics</b>	
<b>1. Introduction to Workplace Writing</b> 1.1) Definition of workplace writing 1.2) Writing characteristics: speaking vs writing 1.3) Types of workplace writings 1.4) Understand the elements involved in workplace writing: Writer, Audience, Subject, Format, Structure and Language use	
<b>2. Business Letters</b> 2.1) Identify the layout and format of business letters 2.2) Recognize the mechanics of business letters 2.3) Practice the use language expressions appropriate for business correspondence 2.4) Practice the use the language expressions appropriate for business letters: 2.5) Inquiry, Reply to Inquiry 2.6) Complaint, Reply to Complaint 2.7) Letter of Job Applications, Resume	
<b>3. Memo emails</b> 3.1) Identify the layout and format of memo emails 3.2) Recognize the mechanics of memo emails 3.3) Practice the use appropriate strategies and language in writing memo emails 3.4) Write proper memo emails based on business correspondence situations	
<b>4. Minutes of Meeting</b> 4.1) Identify format of documents related to meetings: notice, agenda and minutes of meeting 4.2) Practice the use appropriate language conventions in writing notice, agenda and minutes of meetings 4.3) Write documents related to meetings: notice, agenda and minutes of meeting	
<b>5. Proposal Report Writing</b> 5.1) Recognize the types of Proposal reports 5.2) Analyze the conventions of a good and effective proposal report 5.3) Practice the use of appropriate language in proposal report 5.4) Write a proposal report	



Assessment Breakdown		%	
Continuous Assessment		100.00%	

  

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Portfolio/Log Book	Portfolio (2)	25%	CLO2
	Portfolio/Log Book	Portfolio (1)	40%	CLO1
	Written Report	Group written report	35%	CLO3

  

Reading List	Recommended Text	Aina Suriani binti mahmood 2015, <i>Business Communication</i> , CENGAGE Learning Asia Pte Ltd Malaysia [ISBN: 9789670357478]
	Reference Book Resources	<ul style="list-style-type: none"> <li>• Bovee, C.L. and Thill, J.V. 2017, <i>Business Communication Today</i>, 14th ed. Ed., 19, Pearson Education Ltd. England [ISBN: 13: 978-01345]</li> <li>• Susan H. Cooperman 2009, <i>Professional Office Procedures</i>, 5th ed. Ed., 18, Prentice Hall [ISBN: 0135156645]</li> <li>• Levy, J.R. 2010, <i>Facebook Designing Your New Marketing Campaign</i>, 2nd ed Ed., Pearson Education Inc Indiana, USA [ISBN: 10: 078974321]</li> <li>• Shwom, B. and Synder Lisa 2012, <i>Business Communication</i>, Pearson 2012</li> <li>• Baker, H. &amp; Greenhall, M. 2010, <i>Writing Meeting Minutes and Agendas</i>, Universe Learning Ltd.</li> <li>• Forsyth, P. 2010, <i>How to Write Reports and Proposals</i>, 2nd ed. Ed., Kogan Page India</li> <li>• Taylor, S. 2012, <i>Model Business Letters, Emails and Other Business Documents</i>, 7th ed. Ed., Financial Times Press USA</li> <li>• Natalie Canavor 2015, <i>Business Writing Today</i>, 2nd Ed., Sage Publications, Incorporated [ISBN: 1483358666]</li> <li>• Canavor, Natalie 2017, <i>Business Writing For Dummies (For Dummies (Lifestyle))</i>, 2nd Ed., John Wiley &amp; Sons Inc Hoboken, New Jersey</li> <li>• Courtland V. Bovee, Courtland L. Bovée, John V. Thill 2014, <i>Business Communication Essentials</i>, Prentice Hall [ISBN: 0133896781]</li> <li>• Wilma Davidson 2015, <i>Business Writing</i>, Macmillan [ISBN: 9781250075499]</li> <li>• Shirley Taylor, Leonard Gartside 2004, <i>Model Business Letters, E-mails &amp; Other Business Documents</i>, Pearson Education [ISBN: 9780273675242]</li> <li>• Andrea B. Geffner 2016, <i>Business English</i>, Barrons Educational Series [ISBN: 9781438006963]</li> <li>• Patrick Forsyth 2019, <i>How to Write Reports and Proposals</i>, Kogan Page [ISBN: 9780749487089]</li> </ul>

  

Article/Paper List	This Course does not have any article/paper resources
Other References	<ul style="list-style-type: none"> <li>• Website Writing @ CSU (Colorado State University) <i>Guide: Business Letters</i> <a href="http://writing.colostate.edu/guides/documents/business_writing/business_letter">http://writing.colostate.edu/guides/documents/business_writing/business_letter</a></li> <li>• Website British Council <i>Business and Work</i> <a href="http://learnenglish.britishcouncil.org/en/business-and-work">http://learnenglish.britishcouncil.org/en/business-and-work</a></li> <li>• Website OWL Purdue Online Writing Lab <i>Workplace Writers</i> <a href="https://owl.english.purdue.edu/owl/resource/681/1/">https://owl.english.purdue.edu/owl/resource/681/1/</a></li> <li>• Website Study.Com <i>What is Written Communication in Business?- Definition, Types &amp; Examples</i> <a href="https://study.com/academy/lesson/what-is-written-communication-in-business-definition-types-examples.html">https://study.com/academy/lesson/what-is-written-communication-in-business-definition-types-examples.html</a></li> </ul>

- Website Writing and Communication Centre, University of Waterloo *Writing Professional Emails in the Workplace*  
<https://uwaterloo.ca/writing-and-communication-centre/writing-professional-emails-workplace>
- Website UniversalClass *Format for Different Business Letter Types*  
<https://www.universalclass.com/articles/writing/business-writing/formats-for-different-business-letters.htm>
- Website Nuraisyah *Job Application Letter*  
[https://www.slideshare.net/nuraishah31/job-application-letter-50165979?qid=0f0aa401-4c3a-42b0-96a4-3ed56a4fd3ce&v=&amp;b=&from\\_search=2](https://www.slideshare.net/nuraishah31/job-application-letter-50165979?qid=0f0aa401-4c3a-42b0-96a4-3ed56a4fd3ce&v=&amp;b=&from_search=2)