

MODULE TITLE	REPORT WRITING AND PRESENTATION SKILLS FOR MANAGERS
Nominal Duration	One module
Module Code or Number	EB 020
Module Purpose	This module aims to provide participants with the skills to write, commission, present and evaluate workplace reports.
Relationship to Competency Standards	<p>This module will be modified in line with the requirements of the National metals and Engineering Standards when they become available.</p> <p>The module contains the knowledge and skills identified and agreed by all state/territories. It has been developed on the assumption that these will be reflected in the Standards.</p>
Prerequisites	Nil
Summary of Content	<ol style="list-style-type: none">1. Reports in the Workplace<ul style="list-style-type: none">- types- function- audience- enterprise reporting strategies2. Writing Style<ul style="list-style-type: none">- plain English- paragraphing- appropriate grammatical forms- spelling and punctuation3. Getting the Information<ul style="list-style-type: none">- sources- research methods4. Putting Reports and Letters Together<ul style="list-style-type: none">- house styles and format- ordering and spacing information- presenting graphic and visual information- numbering systems- executive summaries- circulation of the report

5. Report Proformas
6. Commissioning Reports
7. Evaluating Reports Received
8. Verbal Presentation of Reports (formal and semi-formal)
 - preparation
 - use of audio-visual aids
 - structure of presentation
 - use of voice and body language
 - managing stress
 - responding to questions and comments

Delivery

It is recommended that the module be implemented through a range of activities such as presentations, demonstrations, workshop activities, small group work, individual and group projects and assignments and self paced work with teacher guidance.

Activities, tasks, assignments and projects should be:

- relevant to the achievement of the learning outcomes
- based on workplace tasks and needs of the participants
- able to be applied at the enterprise
- clearly planned before being undertaken by the participants

It is expected that Diploma students will develop the following skills in ALL modules and, therefore, any activities and work requirements undertaken should take these into account:

- analysis
- synthesis
- problem solving
- evaluation
- planning
- research
- co-operative work practices

Modules can be delivered:

- in house
- at provider premises
- on-the-job
- through distance education
- a combination of these

The time of delivery can be:

- day
- evening
- weekends
- intense short course or workshop training at provider premises with workplace tasks in between sessions

It is expected that teachers or trainers will negotiate the following with course participants:

- participant and teacher responsibilities
- timelines and deadlines
- program structure
- work requirements
- assessment tasks

Assessment Issues

Major assessment tasks should be negotiated with the participants, so that they meet their workplace requirements.

The learning outcomes can be assessed individually or can be integrated.

The assessment is competency based. Therefore, the assessment tasks must demand demonstration of the achievement of the performance criteria specified for each learning outcome.

Assessment criteria should be specified for each task.

Assessment may be carried out by the teacher, trainer, workplace manager, peers, through self assessment by the participants themselves or any combination of these.

Suggested Assessment Tasks For This Module

- complete a range of writing exercises to assess business writing style
- In small group workshops develop report proformas for a variety of purposes
- Evaluate (and compare with others') the reporting system that currently operates in their own work area or enterprise
- Write a major report based on a workplace situation or as part of a project for another module.
- Present a report to the workshop group with peer assessment

- Present a folio of their own workplace reports which they have evaluated and for which they have recommended changes

Learning Outcomes

On completion of this module participants are able to:

Learning outcome 1

Identify types and functions of reports written at their workplace.

Assessment Criteria

- identify the purpose and audience of reports that they receive in their work area
- identify the purpose and audience of reports that they write on a regular basis
- distinguish between proforma reports, memorandum or letter reports and longer research reports
- identify enterprise's reporting strategy to employees and shareholders

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning outcome 2

Use clear and concise style of writing for business and technical purposes.

Assessment Criteria

- apply the principles of Plain English to their own writing
- use active rather than passive form
- explain any jargon used
- paragraph text correctly
- use correct spelling and punctuation
- identify sources of information on correct grammar and spelling

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 3

Identify ways of gathering information for a range of reports.

Assessment Criteria

- identify work reports which require research or investigation
- identify sources of information for these at the workplace and external to it
- identify methods for gathering information

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 4

Write reports and letters in appropriate structure and format

Assessment Criteria

- take house style into account
- adapt style to purpose and audience
- select relevant information
- order information logically
- use appropriate
- use numbering system for structuring report
- present graphic and visual information clearly
- identify sources of information used

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 5

Write executive summaries

Assessment Criteria

- identify purpose and scope of the report
- identify methods used to gather information for the report
- structure the points in a logical order
- list any recommendations

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 6

Identify the circulation of report

Assessment Criteria

- take into account internal vertical and horizontal circulation
- identify any external persons who should receive the report
- write circulation cover note

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 7

Develop reporting proformas

Assessment Criteria

- identify types of reports for proformas
- identify logical order for report information
- develop appropriate layout

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 8

Commission a report

Assessment Criteria

- state the objectives
- describe the scope of the report
- identify the audience
- identify the timelines
- identify monitoring process

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 9

Evaluate a report

Assessment Criteria

- identify the criteria for evaluation
- measure the report against the criteria
- provide feedback to the writer

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 10

Present a report to management in semi-formal style

Assessment Criteria

- identify appropriate time and place for presentation
- identify key points in the report to highlight in the presentation
- identify anticipated response, questions and comments
- use voice and body language appropriately to enhance the presentation
- identify follow up tasks as a result of the presentation

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 11

Prepare for formal presentations of a report

Assessment Criteria

- identify length of time for the presentation
- identify purpose of the presentation
- identify the interests of the audience
- identify the attitude of the audience to the topic
- evaluate the impact of the physical surroundings on the presentation
- identify appropriate audiovisual aids

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Learning Outcome 12

Conduct presentation of report

Assessment Criteria

- structure presentation in a logical manner
- use appropriate audiovisual aids
- use voice and body language to enhance the presentation
- use language appropriate for the audience and the purpose
- implement strategies for overcoming anxiety
- complete presentation within set time
- answer questions and respond to comments

Conditions

Assessment Method

Negotiated Tasks (see Delivery)

Suggested Learning Resources

Participants will be able to supply report writing proformas and examples from their workplace. These should be the primary source of material.

KENRICK, E.
Business Communication
London, Longman, 1987

STANTON, N.
What Do You Mean "Communication"?
London, Pan, 1982

WINDSCHUTTLE, K. AND WINDSCHUTTLE, E.
Writing Researching Communication
Sydney, McGraw-Hill, 1988

Additional resources to be added.