The Vientiane College Diploma - Module Overview

DIPPC115 Professional Correspondence

Overview of the module

Are you afraid of being embarrassed by sending a poorly written letter or email? Can you risk creating a misunderstanding by your lack of writing skills? In a work environment, correspondence is assessed on its efficiency and professionalism. In this module, you will learn to how to write professional letters and emails. Formal and informal language, business letter style and structure, enquiry and reply emails, and complaint and apology emails are the main focus.   A special emphasis is placed on developing your ability to self-assess your own writing as well as offering feedback to others.

Key questions explored in the course

- What prior knowledge of formal writing do I have, and how can I use this effectively on the course?
- How can I write effective, professional formal letters and emails within a general or business setting?
- How can I successfully assess and edit my own and others' work?

Skills

This module will help you improve your English language skills with special emphasis on:

- analyzing the purpose and audience for each writing task, anticipating all the information your audience will need, knowing what you should leave out
- structuring and organizing letters/emails appropriately and effectively
- adjusting your tone to match your audience; distinguishing between formal and formal language
- developing an eye for details; providing accurate information presented appropriately
- applying business specific language phrases accurately and in appropriate contexts
- utilizing self and peer editing
- presenting your work in a professional, error-free manner

Performance tasks

In this module you will:

- write a large number of letters and emails with different degrees of guidance
- develop skills to assess and correct your and others' work
- create a portfolio of useful language, model/example letters and emails as well as your own writing samples which will be useful references in the future

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