

	SKILL AREA	N/A	1	2	3	4	5
PROCESS	I research the facts before I write.						
	I get clear about my audience, the response I want, and what I must do to get that response.						
	I ask for help with my research if needed.						
	I do my research, write a first draft as quickly as I can, and then improve the draft.						
	I always proofread.						
	If it's an important document, I ask a colleague to read it.						
	I use a dictionary and a style/usage guide.						
STYLE	I make my reason for writing clear in my first paragraph.						
	I put the most important information first.						
	I use a mix of simple, compound and complex sentences, but aim for an average sentence length of about 15 words.						
	In customer/client communications I achieve a friendly, approachable, confident tone.						
	I always use simple, clear, unpretentious language.						
	I use bullet points to break up dense blocks of text.						
	I search for, recognise and remove clutter in my sentences.						
	I highlight important information.						
	I provide examples where needed to aid understanding.						
	I aim for paragraphs of no more than 3-4 sentences.						
	I use appendices, tables, illustrations to reduce text and aid clarity.						
	I make sure it looks good.						
	I avoid using clichés/jargon/generalisations.						
I know what topic sentences are, and I use them effectively.							
PUNCTUATION	Apostrophe						
	Bullet Point						
	Colon						
	Comma						
	Dash						
	Ellipsis						
	Exclamation Mark						
	Full Stop						
	Hyphen						
	Parentheses						
	Question Mark						
	Quotation Marks						
	Semicolon						

	SKILL AREA	N/A	1	2	3	4	5
WORDS OFTEN CONFUSED	Their/there/they're						
	Who/which/that						
	Who/whom						
	Me/myself/I						
	A/an						
	Affect/effect						
	Stationary/stationery						
	While/whilst						
	Learnt/learned						
	Biannual/biennial						
	Compliment/complement						
	Farther/further						
	It's/its						
	Shall/will						
	Who's/whose						
DOCUMENT TYPES	Internal emails						
	Emails to customers						
	Letters to customers						
	Management reports						
	Minutes of meetings						
	Business cases						
	Speeches						
	Marketing brochures						
	Writing for the Web						
	Writing for social media						
	Technical manuals						
	Technical reports						
GRAMMAR 101	Parts of speech (<i>nouns, pronouns, adjectives, verbs, adverbs, conjunctions, prepositions, exclamations</i>)						
	Subject-verb agreement (<i>A box of files <u>was</u> delivered to the office.</i>)						
	Misplaced modifiers (<i>Eating sweets <u>frequently</u> ruins teeth.</i>)						
	Parallel construction (<i>The options include <u>staying</u>, <u>going</u> or <u>taking</u> a short break.</i>)						
	Inclusive language						
	Active and passive voices						
	Tense						
	Phrases, clauses, sentences						
	Sentence fragment						
	Transitional words and phrases						