



وزارة التعليم العالي والبحث العلمي  
الجامعة التقنية الجنوبية  
المعهد التقني العمارة  
قسم تقنيات الإدارة الصحية



الحقيبة التدريسية لمادة

Editing Administrative Correspondence

First Year

تدريسي المادة  
اماني ستار جبار

الفصل الدراسي الثاني

## Course Syllabus for Editing Administrative Correspondence

Topic	Week
Commercial Correspondence, The purpose of the letters, Types of Correspondence, Characteristics of business letter	1
Structure of Letters, Terms and Symbols	2
Parts of the Business Letters: (The Enquiry)	3
Replies to enquiries and quotations	4
Terms of Business	5
Letter of Offer, Letter of Reject the Offer	6
Commercial Terms used in enquiry, quotation and replies to enquiries	7
Exercises	8
Letter of Order	9
Letter of Complaint, Replies of Complaint	10
Arrangement and Punctuation Styles of Business Letters	11
The Invoice	12
Communication Technology	13
How to get a job	14
Characteristics of business letters	15

## **General Objective of Studying Administrative Correspondence Writing (First Year)**

The study of Administrative Correspondence Writing for first-year students aims to:

- \_ Enable students to understand the fundamentals of official administrative correspondence**, including structure, content, and standard formats used in professional environments.
- \_ Develop students' skill in administrative writing**, using clear, correct, and formal language suitable for office and administrative settings.
- \_ Prepare students to handle various types of official letters and memos**, such as requests, complaint, notices, and report, ensuring effective and professional communication.

## **Target Group:**

This course is designed for:

First-year students in Health Management Technology Dep.

## **Teaching Techniques and Educational Tools Used:**

- \_ Whiteboard and markers**
- \_ Laptop computer**
- \_ Interactive whiteboard**

## **Week 1**

### **(Commercial Correspondence, The purpose of the Letters and Types of Correspondence)**

Students will be able to understand the general concept of business correspondence, identify its purposes, and classify the main types of correspondences according to use.

#### **Specific Learning Objective:**

The student will be able to understand the concept and importance of administrative correspondence, identify its types, and recognize its role in professional communication within institutions

**Duration of the Lecture:** 2 hours for each group

#### **Class Activities Used:**

- \_ Brainstorming questions
- \_ Homework assignments
- \_ In-class interactive activities

#### **Assessment Methods and Tools**

##### **Assessment Methods:**

- \_ Formative feedback to guide student progress during the course.
- \_ Student participation in self-assessment to encourage reflection and responsibility.
- \_ Summative (final) feedback to evaluate overall achievement at the end of the course.

##### **Assessment Tools:**

- \_ Written quizzes and short tests.
- \_ homework assignment.
- \_ Practical letter-writing tasks
- \_ Class participation and interactive activities.
- \_ Final written exam.

## Week 2

### **(Structure of the Letters and Terms and Symbols)**

- \_ Basic components of an administrative letter (header, recipient info, subject, body, signature, attachments)
- \_ Explanation of Standard abbreviations and symbols (e.g., cc, Enc.)
- \_ Commonly used terms and expressions in official letters.

### **Specific Learning Objective:**

Students will be able to identify and describe the standard structure of an official letter, recognize common administrative terms.

**Duration of the Lecture:** 2 hours for each group

### **Class Activities Used:**

- \_ Brainstorming questions
- \_ Homework assignments
- \_ In-class interactive activities

### **Assessment Methods and Tools**

Assessment Methods:

- \_ Formative feedback to guide student progress during the course.
- \_ Student participation in self-assessment to encourage reflection and responsibility.
- \_ Summative (final) feedback to evaluate overall achievement at the end of the course.

Assessment Tools:

- \_ Written quizzes and short tests.
- \_ homework assignment.
- \_ Practical letter-writing tasks
- \_ Class participation and interactive activities.
- \_ Final written exam.

## **The Enquiry – Structure, Purpose, and Language Used:**

### **Specific Learning Objective:**

Students will be able to understand the purpose of enquiry letters, identify their structure, and write a clear and polite enquiry using appropriate formal language.

### **Main Points Covered:**

Definition and importance of enquiry letters in business and administration

Structure of an enquiry letter (greeting, introduction, request, closing)

Formal language and polite expressions used in enquiries

Examples of common enquiry situations (requesting information, prices, services, availability)

**Duration of the Lecture: 2 hours for each group.**

### **Activities:**

Reading and analyzing sample enquiry letters

Group brainstorming: What makes a good enquiry?

Writing a simple enquiry letter based on a given scenario

### **Teaching Tools:**

Whiteboard and markers

Sample letters (printed or digital)

Laptop and interactive whiteboard

**Assessment Methods:**

Formative feedback

Peer and self-assessment

End-of-class feedback summary

**Assessment Tools:**

Short quiz: identify parts of an enquiry letter

Writing task: draft a formal enquiry

Homework assignment: improve a poorly written enquiry

**Week 4**

**Letters of Reply to Enquiries and Quotations**

**Specific Learning Objective:**

Students will be able to understand the purpose and structure of reply letters to enquiries and quotations, and write appropriate responses using formal and professional language.

**Main Points Covered.**

- \_ The role of reply letters in administrative and business communication.
- \_ Structure of a reply letter (reference to enquiry, response content, closing)
- \_ Phrases commonly used in positive/negative replies
- \_ How to prepare a quotation and include it properly in a response.
- \_ Differences between general replies and quotation responses.

**Duration of the Lecture: 2 hours for each group.**

**Activities:**

- \_ Analyze examples of reply letters and quotations.

- \_ Identify polite language used in replies (e.g., “We are pleased to inform you...”)
- \_ Pair activity: write and exchange enquiry and reply letters.
- \_ Create a basic quotation document.

### **Teaching Tools:**

- \_ Whiteboard and markers.
- \_ Printed samples of reply letters and quotations.
- \_ Laptop and interactive whiteboard.
- \_ Templates for quotation formats.

### **Assessment Methods:**

- \_ Formative teacher feedback.
- \_ Peer review.
- \_ Summary discussion at the end of the class.

### **Assessment Tools:**

- \_ Writing task: compose a reply to an enquiry including a quotation.
- \_ Participation in pair/group writing exercises.
- \_ Homework: write a reply to a sample business enquiry.

## **Week5**

### **Terms of Business – Terms of Delivery and Terms of Payment**

#### **Specific Learning Objective:**

Students will be able to understand key business terms used in correspondence, especially those related to delivery and payment, and apply them correctly in formal letters.

#### **Main Points Covered:**

Definition of “terms of business” in commercial correspondence.

Common delivery terms (e.g., FOB, CIF, EXW) and their meanings.



Payment terms (e.g., cash in advance, net 30, letter of credit)  
How to include delivery and payment terms in offers and quotations.  
Polite and formal expressions related to business terms.

**Duration of the Lecture: 2 hours for each group.**

**Activities:**

Matching activity: business terms and their definitions.  
Analyze examples of letters with delivery and payment clauses.  
Writing task: draft a business letter including delivery and payment terms.

**Teaching Tools:**

Whiteboard and markers.  
Flashcards with business terms.  
Interactive whiteboard / projector.  
Sample business letters and templates.

**Assessment Methods:**

Formative feedback and self-assessment.  
End-of-class group summary.  
Peer correction during writing activity.

**Assessment Tools:**

Quiz: Identify correct delivery and payment terms.  
Writing exercise using real-life business scenarios.  
Homework: Rewrite a letter to include accurate terms.

## **Week 6**

### **Letter of Offer and Letter of Rejecting the Offer**

**Specific Learning Objective:**

Students will be able to write formal offer letters and appropriately structured rejection letters, using polite and professional language in both .positive and negative business contexts

**Main Points Covered:**

Purpose and structure of an offer letter (product/service details, price, terms)

Key expressions used in offer letters (e.g., “We are pleased to offer...”)

How to politely reject an offer while maintaining a professional tone.

Difference in tone between acceptance and rejection.

Importance of clarity and courtesy in both types of letters.

**Duration of the Lecture: 2 hours for each group.****Activities:**

Compare examples of well-written offer and rejection letters.

Class discussion: what makes a rejection respectful and professional.

Writing task: write an offer letter and a corresponding rejection letter.

Role play: one student sends an offer, the other responds with rejection.

**Teaching Tools:**

Whiteboard and markers.

Sample letters and phrases list.

Laptop and interactive whiteboard.

Letter structure templates.

**Assessment Methods:**

Formative feedback during writing tasks.

Peer review and discussion.

Instructor summary of strengths and areas for improvement.

**Assessment Tools:**

In-class writing exercise: offer + rejection letters.

Participation in role play and discussion.

Homework assignment: write a rejection letter based on a sample offer.

## **Week 7**

### **Commercial Terms Used in Enquiries, Quotations, and Replies to Enquiries**

#### **Specific Learning Objective:**

Students will be able to identify and correctly use common commercial terms in enquiry letters, quotations, and replies, enhancing clarity and professionalism in business communication.

#### **Main Points Covered:**

Review of common commercial terms (e.g., FOB, CIF, net payment, delivery time)

Usage of these terms in enquiry letters to request precise information.

How to include commercial terms properly in quotations.

Using commercial terms in replies to clarify conditions and offers.

Examples of sentences and phrases incorporating commercial terms.

**Duration of the Lecture:** 2 hours for each group.

#### **Activities:**

Matching commercial terms with their definitions.

Analyzing sample letters containing commercial terms.

Writing exercise: draft an enquiry or reply letter using appropriate commercial terms.

#### **Teaching Tools:**

Whiteboard and markers.

Handouts with commercial terms and definitions.

Interactive whiteboard or projector.

Sample letter templates.

#### **Assessment Methods:**

Formative teacher feedback.

Peer and self-assessment.

Group discussion summary.

**Assessment Tools:**

Quiz on commercial terms and their meanings.

Written assignment incorporating commercial terms.

Class participation in discussions.

**Week 8**

**Practical Exercises on Enquiries, Quotations, Replies, and Business Terms**

**:Specific Learning Objective**

Students will be able to apply what they have learned in previous weeks by writing full letters using correct structures, appropriate language, and relevant commercial term.

**Main Points Covered:**

Review of letter formats: enquiry, reply, quotation, offer, rejection.

Use of commercial terms in real contexts.

Reinforcing formal tone and polite expressions.

Editing and correcting sample letters.

**Duration of the Lecture: 2hour for each group.**

**Activities:**

Group work: correct and rewrite poorly written letters.

Individual task: write a complete enquiry and reply.

Peer review: exchange and evaluate letters.

Class discussion on common mistakes and improvements.

**Teaching Tools:**

Whiteboard and markers.

Printed letter samples (correct and incorrect)

Interactive whiteboard.

Writing worksheets.

**Assessment Methods:**

Formative feedback during activities.

Peer review and group feedback.

Instructor-led summary and error correction.

**Assessment Tools:**

Writing assignments (graded and ungraded)

Self-reflection checklist.

Participation in exercises and discussions.

**Week 9**

**Letter of Order – Structure and Language**

**Specific Learning Objective:**

Students will be able to write a formal order letter using correct structure, clear details, and appropriate commercial terms related to quantity, delivery, and payment.

**Main Points Covered:**

Definition and purpose of an order letter in business correspondence.

Structure of an order letter (reference, item details, quantity, delivery, payment)

Phrases commonly used in order letters (e.g., “We would like to place an order for...”)

Importance of clarity and completeness in order information.

Linking the order to previous correspondence (e.g., quotation, offer)

**Duration of the Lecture: 2hour for each group.**

**Activities:**

Analyze real and sample order letters.

Identify key components: product specs, quantity, delivery terms.

Writing task: draft a formal order letter based on a sample quotation.

Pair activity: one student sends a quotation, the other replies with an order.

**Teaching Tools:**

Whiteboard and markers.  
Sample letters and templates.  
Interactive whiteboard or projector.  
Commercial terms flashcards.

**Assessment Methods:**

Formative feedback from instructor.  
Peer review and editing.  
End-of-class summary and discussion.

**Assessment Tools:**

Written assignment: order letter.  
Participation in role-play or pair writing.  
Homework: write an order letter based on a new scenario.

**Week 10****Letter of Complaint and Replies to Complaints****Specific Learning Objective:**

Students will be able to write formal complaint letters expressing issues clearly and politely, and write appropriate replies that acknowledge the complaint and offer suitable solutions.

**Main Points Covered:**

Purpose and importance of complaint letters in professional settings.  
Structure of a complaint letter (reference, issue, details, requested action, closing)  
Tone and language: firm yet polite.  
Types of complaints: delays, damaged goods, wrong items, poor service.  
How to respond to complaints professionally (apology, explanation, solution)

**Duration of the Lecture: 2hour for each group.**

**Activities:**

Reading and analyzing sample complaint and reply letters.  
Identifying useful expressions (e.g., “We regret to inform you...”, “Please accept our apologies...”)  
Writing a formal complaint based on a scenario.  
Responding to a peer’s complaint letter with a proper reply.

**Teaching Tools:**

Whiteboard and markers.  
Sample complaint and reply letters.  
Interactive whiteboard or projector.  
Letter templates.

**Assessment Methods:**

Instructor’s formative feedback.  
Peer feedback and group discussion.  
Error analysis of sample letters.

**Assessment Tools:**

In-class writing: complaint + reply.  
Homework: write a complaint letter based on a product or service issue.  
Short quiz: identify proper complaint tone and structure.

**Week 11****Arrangement and Punctuation Styles of Business Letters****Specific Learning Objective:**

Students will be able to distinguish between different formatting styles of business letters, understand punctuation conventions, and apply them correctly when writing formal correspondence.

**Main Points Covered:**

Common arrangements of business letters:  
Block style.  
Modified block style.  
Semi-block style.  
Placement of elements: sender’s address, date, recipient’s address, subject line, salutation, body, closing, signature.

Punctuation styles:

Open punctuation (no punctuation after salutation and closing)

Mixed punctuation (colon after salutation, comma after closing)

Best practices in formatting letters professionally.

Regional differences (e.g., British vs. American styles)

**Duration of the Lecture: 2 hours for each group.**

**Activities:**

Comparing letter samples with different arrangements.

Group activity: identify formatting and punctuation errors.

Formatting a disorganized letter into correct block or modified block style.

Punctuation correction exercises.

**Teaching Tools:**

Interactive whiteboard and projector.

Printed examples of different letter styles.

Letter templates and formatting guides.

Whiteboard and markers.

**Assessment Methods:**

Instructor observation and guidance.

Peer and self-assessment.

Class discussion on formatting choices.

**Assessment Tools:**

Formatting quiz: identify the correct style.

Editing task: fix formatting and punctuation in a sample letter.

Homework: write a correctly formatted business letter using either block or modified block style.



## Week 12

### **The Invoice – Purpose, Structure, and Language**

#### **Specific Learning Objective:**

Students will be able to understand the purpose of an invoice, identify its essential components, and prepare a simple invoice using accurate language and formatting.

#### **Main Points Covered:**

Definition and function of an invoice in business communication.

Difference between invoice, receipt, and quotation.

Key components of an invoice:

Invoice number.

Date.

Buyer and seller information.

Description of goods/services.

Quantity, unit price, total.

Payment terms and due date.

Language and terms commonly used in invoices.

Layout and formatting tips for clear invoicing.

**Duration of the Lecture: 2 hours for each group.**

#### **Activities:**

Analyze and label parts of a real or sample invoice.

Class discussion: why accuracy in invoices is critical.

Practical task: students fill in a blank invoice template.

Role play: one student prepares an invoice, the other reviews it as the client.

#### **Teaching Tools:**

Whiteboard and markers.

Invoice templates (printed or digital)

Interactive whiteboard or projector.

Sample business transaction scenarios.

**Assessment Methods:**

Instructor formative feedback during task.  
Peer review of invoice samples.  
Error analysis discussion.

**Assessment Tools:**

Completed invoice template.  
Quiz: identify missing or incorrect items in a sample invoice.  
Homework: create an invoice based on a case study.

**Week 13****Communication Technology in Administrative Correspondence****Specific Learning Objective:**

Students will be able to understand the role of modern communication technologies in administrative correspondence, recognize their advantages and challenges, and apply best practices when using digital tools.

**Main Points Covered:**

The evolution of administrative correspondence from paper to digital.

Common communication technologies:

Email.

Instant messaging (e.g., Microsoft Teams, Slack)

Video conferencing (e.g., Zoom, Google Meet)

Document sharing platforms (e.g., Google Drive, SharePoint)

Benefits of using technology: speed, documentation, cost-effectiveness.

Challenges and risks: professionalism, tone in emails, security, miscommunication.

Best practices for writing professional emails and digital messages.

**Duration of the Lecture: 2 hours for each group.**

**Activities:**

Compare formal letter vs. email correspondence.

Analyze sample emails: tone, format, clarity.

Class discussion: dos and don'ts of digital communication.

Writing task: convert a traditional letter into a professional email.

**Teaching Tools:**

Laptop and projector.

Email samples and templates.

Whiteboard and markers.

Case studies of workplace communication issues.

**Assessment Methods:**

Instructor feedback during writing tasks.

Peer review of email drafts.

Group discussion on communication challenges.

**Assessment Tools:**

Email writing task.

Quiz on digital communication etiquette.

Homework: write a formal email based on an administrative scenario.

## **Week 14**

### **How to get a Job**

Getting a job involves several important steps. Here's a simple guide to help you get started:

\_ Know What You Want .

Decide the type of job you are looking for.

Identify your skills and interests.

\_ Prepare Your Resume and Cover Letter .

Create a clear, professional resume highlighting your education, skills, and experience.

Write a cover letter tailored to each job you apply for, explaining why you're a good fit.

\_Search for Jobs .

Use job search websites (LinkedIn, Indeed, local job boards)

Check company websites for openings.

Network with friends, family, and professionals.

\_Apply .

Follow application instructions carefully.

Submit your resume and cover letter.

\_Prepare for Interviews .

Practice common interview questions.

Dress professionally.

Be on time and confident.

\_Follow Up .

Send a thank-you email after interviews.

Follow up politely if you haven't heard back

Extra Tips:

Keep learning new skills.

Stay positive and persistent.

Use social media professionally.

## **Week 15**

### **Characteristics of a Business Letter**

#### **Specific Learning Objective:**

By the end of this lesson, students will be able to:

Identify the key.

characteristics of a professional business letter.

Understand how

tone, structure, and language affect clarity and professionalism

Apply correct  
format and style in their own written business letter.

**Main Points Covered:**

- \_ Definition of a business letter.
- \_ Important of Professional communication.
- \_ Key characteristics:
  - Formal tone.
  - Clear purpose.
  - Simple and concise language.
  - Logical organization.
  - Correct grammar and spelling.
  - Proper formatting.
  - Politeness and professionalism.

**Duration of the Lecture: 2 hours for each group.**

**Activities:**

- Identify and label  
parts of a sample business letter
- Compare  
professional vs. informal writing styles
- Correct a poorly  
written business letter (editing activity)
- Write a short  
formal letter based on a given situation

**Teaching Tools:**

- Projector or  
smartboard to display sample letters
- Printed  
handouts: correct vs. incorrect letter examples
- Whiteboard for  
brainstorming letter characteristics
- Templates and  
structure guides

**Assessment Methods:**

Participation in  
identifying features in sample letters  
Peer review of  
writing activity  
Instructor  
feedback on structure and tone

**Assessment Tools:**

In-class letter  
writing assignment  
Short quiz on  
parts and features of a business letter  
Homework: Write  
a formal business letter (e.g., request, complaint, inquiry)