

HRODC Postgraduate Training Institute



A Postgraduate - Only Institution



#144

**Advanced English, Business Communication,
Research, and Report Writing**

Programme

Leading To:

Postgraduate Certificate in

**Advanced English, Business Communication,
Research, and Report Writing**

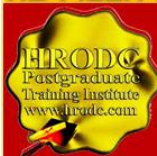
Accumulating to A

POSTGRADUATE DIPLOMA

With 180 Additional Credit-Hours

Postgraduate Certificate in Advanced English, Business Communication, Research, and Report Writing - Page 1 of 40

HRODC Postgraduate Training Institute
HQ : 122A Bhylls Lane, Castlecroft, Wolverhampton, West Midlands WV3 8DZ, UK



Prof. Dr. Ronald B. Crawford - Director

PhD (Uni London); M. Ed. M (Bristol); PGCIS (UWL); Adv. Dip. Sc. Ed (Bristol); Dip. Doc.
Res. (Uni Wlv); F.I.M.S.; HR. S. (I.M.S.); Exec. M. AOM; M. AAM; M.I.S.G.S.; M.S.C.O.S.;
M. RG. C.



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Websites:
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HRODC Postgraduate Training Institute, A Postgraduate-Only Institution

Our UK Government's Verification and Registration

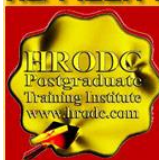
Our Institute is Verified by, and Registered with, the United Kingdom (UK) Register of Learning Providers (UKRLP), of the Department for Education (DfE). Its UK Provider Reference Number (UKPRN) is: 10019585 and might be located at: <https://www.ukrlp.co.uk/>.

Programme Coordinator:

Prof. Dr. R. B. Crawford is the Director of HRODC Postgraduate Training Institute, A Postgraduate-Only Institution. He has the following Qualifications and Affiliations:

- Doctor of Philosophy {(PhD) {University College London (UCL) - University of London}};
- MEd Management (University of Bath);
- Postgraduate (Advanced) Diploma Science Teacher Ed. (University of Bristol);
- Postgraduate Certificate in Information Systems (University of West London, formerly Thames Valley University);
- Diploma in Doctoral Research Supervision, (University of Wolverhampton);
- Teaching Certificate;

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- Fellow of the Institute of Management Specialists;
- Human Resources Specialist, of the Institute of Management Specialists;
- Member of the Asian Academy of Management (MAAM);
- Member of the International Society of Gesture Studies (MISGS);
- Member of the Standing Council for Organisational Symbolism (MSCOS);
- Member of ResearchGate;
- Executive Member of Academy of Management (AOM). There, his contribution incorporates the judging of competitions, review of journal articles, and guiding the development of conference papers. He also contributes to the Disciplines of:
 - Human Resources;
 - Organization and Management Theory;
 - Organization Development and Change;
 - Research Methods;
 - Conflict Management;
 - Organizational Behavior;
 - Management Consulting;
 - Gender & Diversity in Organizations; and
 - Critical Management Studies.

Professor Dr. Crawford has been an Academic in the following UK Universities:

- University of London (Royal Holloway), as Research Tutor;
- University of Greenwich (Business School), as Senior Lecturer (Associate Professor), in Organisational Behaviour and Human Resource Management;
- University of Wolverhampton, (Wolverhampton Business School), as Senior Lecturer (Associate Professor), in Organisational Behaviour and Human Resource Management;
- London Southbank University (Business School), as Lecturer and Unit Leader.

His responsibilities in these roles included:

- Doctoral Research Supervisor;
- Admissions Tutor;
- Postgraduate and Undergraduate Dissertation Supervisor;
- Programme Leader;
- Personal Tutor

For Whom This Programme is Designed

This Programme is Designed For:

Module 1

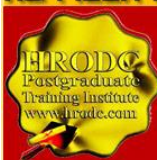
- Administrators;
- Copywriters, who need to express their ideas even more clearly and effectively, to an advanced standard of English;
- Departmental Heads;
- Directors;
- English Professors;
- Executives;
- Front Line Staffs;
- Managers;
- Accountants;
- Bookkeepers;
- Office Managers;
- Senior Administrators;
- Reception Administrators;
- Personal Assistants;
- Supervisors;
- University Lecturers;
- College Lecturers;
- English Teachers;
- Those others requiring the development of their persuasive, professional writing, and English Communication proficiency;
- Others who are desirous of enhancing their Business Communication, and Research Expertise.

Module 2

- Estimators;
- Business Analysts;
- Project Managers;
- Operations Managers;
- Production Managers;
- Purchasing Managers;
- Procurement Managers;
- Sales Managers;
- Sales Associates;
- Warehouse Managers;
- Dispatch Managers;
- Business Researchers;
- Data Analysts;
- Senior Researchers;
- Team Leaders;
- Corporate Communication Officers;
- Report Writers;
- Editors;
- Account Managers;
- Product Managers;
- Service Managers;
- Invoice Administrators;
- Research Assistants;
- Business Researchers;
- Others desirous of enhancing their Business Communication, Research and Reporting Skills;
- All others who are desirous of undertaking postgraduate level training in Research Methodology - generally - but more specifically:
 - Ethnographic Research;
 - Qualitative Research;

- Quantitative Research;
- Research Triangulation;
- Research Design,
- Research Project Management;
- Questionnaire Design;
- Population and Sampling Frame Choice;
- Sampling Design;
- Interview Formulation;
- Data Elicitation;
- Data Analysis;
- Data Interpretation;
- Research Report Writing;
- Designing Unstructured Interview Questions;
- Designing Structured Interview Questions;
- Designing Structured Closed-Ended Interview Questions;
- Designing Structured Open-Ended Interview Questions;
- Multiple-choice Format as the basis for Designing Structured Closed-Ended Interview Questions;
- Avoiding 'Forced-choice' in Structured Closed-Ended Questions;
- Incorporating Prompts and Guides.

Classroom-Based Duration and Cost:	
Classroom-Based Duration:	6 Weeks (5 Days per Week)
Classroom-Based Cost:	£30,000.00 Per Student
Online (Video-Enhanced) Duration and Cost	
Online Duration:	10 Weeks – 3 Hours Per Day, 6 Days Per Week
Online Cost:	£20,100.00 Per Student



Classroom-Based Programme Cost includes:

- Free Continuous snacks throughout the Event Days;
- Free Hot Lunch on Event Days;
- Free City Tour;
- Free Stationery;
- Free On-site Internet Access;
- Postgraduate Diploma/ Diploma – Postgraduate –or
- Certificate of Attendance and Participation – if unsuccessful on resit.

Students and Delegates will be given a Selection of our Complimentary Products, which include:

- **Our Branded Leather Conference Folder;**
- **Our Branded Leather Conference Ring Binder/ Writing Pad;**
- **Our Branded Key Ring/ Chain;**
- **Our Branded Leather Conference (Computer – Phone) Bag – Black or Brown;**
- **Our Branded 8-16 GB USB Flash Memory Drive, with Course Material;**
- **Our Branded Metal Pen;**
- **Our Branded Polo Shirt.;**
- **Our Branded Carrier Bag.**

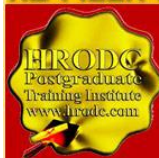
Daily Schedule: 9:30 to 4:30 pm.

Delivery Locations:

- 1. Central London, UK;**
- 2. Dubai, UAE;**
- 3. Kuala Lumpur, Malaysia;**
- 4. Amsterdam, The Netherlands;**
- 5. Brussels, Belgium;**
- 6. Paris, France; and**
- 7. Durban, South Africa;**
- 8. Other International Locations, on request.**

Postgraduate Certificate in Advanced English, Business Communication, Research, and Report Writing - Page 7 of 40

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Advanced English, Business Communication, and Report Writing Programme

Leading to Postgraduate Certificate in Advanced English, Business Communication, Research, and Report Writing, Accumulating to a Postgraduate Diploma, with 180 Additional Credit-Hours

Programme Objectives

By the conclusion of the specified learning and development activities, delegates will be able to:

Module 1

- Appropriately use specific verbs in their present tense, in at least three sentences that they construct;
- Choose the two sentences, from a set of pre-constructed ones, which contain gerunds, pointing these out correctly;
- Classify the different parts of speech, using them effectively in sentence construction;
- Construct at least three sentences, using a present perfect tense;
- Construct at least two sentences that demonstrate the situations wherein a verb takes the place of a noun, thereby becoming a noun – in that context;
- Construct at least two sentences with proper nouns, identifying them accurately;
- Construct at least two sentences, using collective nouns;
- Construct at least two sentences, with exclamation, correctly pointing them out;
- Construct at least two sentences, with noun clauses, accurately pointing them out;
- Construct simple sentences that are grammatically correct;
- Correctly identify at least two conjunctions in given complex sentences;
- Demonstrate advanced knowledge and skills in their application of the English Grammar;
- Demonstrate the correct usage of punctuation or external marks as writing mechanics;
- Demonstrate their ability to read passages, with emphasis on pronunciation of vowels, syllables, and intonations;
- Demonstrate their knowledge of the distinction between ‘countables’ and ‘uncountables’, by identifying at least two of each in pre-pared sentences;

- Distinguish between adjectives and adverbs, using each correctly in at least two sentences;
- Distinguish between common and proper nouns;
- Distinguish between main clauses and subordinate clauses, by deconstructing at least two pre-designed sentences;
- Distinguish between vowels and consonants, identifying at least two of each type of word, in the written sentences provided;
- Effectively develop coordination of compound sentences by using clauses and conjunctions;
- Formulate at least two sentences that illustrate their correct use of reported speech;
- Identify at least five adjectival clauses from pre-prepared passages;
- Identify at least three singular nouns from reconstructed sentences;
- Identify at least three verbs in their past-perfect tense, in pre-constructed sentences;
- Identify at least two 'nouns-in-a-position' in pre-formulated sentences;
- Identify at least two different types of pronouns, as are used in pre-constructed sentences;
- Identify at least two silent vowels, in pre-prepared passages, using them in at least two sentences that they construct;
- Identify the silent vowels in at least three specific words that they have been given;
- Label or categorise forms of messages – neutral, positive, negative, or persuasive.
- Name at least four distinct parts of speech, providing an example of each;
- Name at least two types of nouns;
- Provide at least two examples of adjectives in pre-prepared sentences;
- Reconstruct at least three simple sentences into complex sentences;
- Transform at least four singular nouns, in pre-designed sentences, into plural nouns;
- Use at least four different parts of speech in sentences, specifying the different ones that have been used;
- Utilise basic patterns, form, function, and roles of simple and complex sentences;
- Extract the Greek Root of at least two words, as used in given sentences, from a list of words such as:
 - Dysfunctional;
 - Dyslexic;
 - Hydration;

- Dehydrate;
 - Microbe;
 - Microscope;
 - Monologue;
 - Monotonous;
 - Photograph;
 - Phosphorous.
- Demonstrate their understanding of the different types of verbs such as:
- Regular Verbs;
 - Irregular Verbs;
 - Transitive verbs;
 - Intransitive Verbs;
 - Auxiliary Verbs.
- Tell the Latin Root, and their meanings, of at least two words, as used in given sentences, from a list of words such as:
- Ambiguous;
 - Ambidextrous;
 - Fortitude;
 - Fortress;
 - Projection;
 - Rejection;
 - Material;
 - Maternity.
- Use pre-constructed sentences and passages to demonstrate their knowledge of at least one occurrence of each of the following clauses:
- Types of clauses:
 - Defining Clauses;
 - Non-Defining Clauses;
 - Noun Clauses;
 - Adjectival Clauses; and
 - Adverbial Clauses.

- Through self-initiated sentence construction illustrate their enhanced understanding of the correct usage of at least two occurrences of each of the following punctuation marks:
 - The Period;
 - The Question Mark;
 - The Exclamation Point;
 - The Comma;
 - The Semicolon;
 - The Colon;
 - The Dash;
 - The Hyphen;
 - Quotation Marks;
 - Parentheses; and
 - The Apostrophe.
- Demonstrate their understanding of the different parts of speech, by picking at least two of each from pre-prepared passages, as are exemplified by:
 - Relative Pronouns;
 - Reciprocal Pronoun;
 - Personal Pronoun;
 - Indefinite Pronoun;
 - Demonstrative Pronoun;
 - Reflexive Pronoun; and
 - Interrogative Pronoun.
- Demonstrate in a sentence, or statement, the appropriate use of:
 - Will/ Would;
 - Shall/ Should;
 - Can/ Could;
 - May/ Might; and
 - Must.

Module 2

- Exhibit their enhanced ability to write business reports and proposals;
- Effectually apply the writing strategies for a persuasive proposal;
- Demonstrate an effective presentation of business documents and business correspondence;
- Demonstrate their ability to accurately record the minutes of a meeting, which has been convened for training purpose, in this course;
- Identify the importance and functions of specified business documents;
- Manage an active communication with would-be users and clients, whether face to face or telephone conversation;
- Choose the most appropriate data elicitation techniques, in relation to the sampling frame, sampling unit, sample size & time span, among other factors;
- Advise others of the situations in which participant observation, conversation analysis, documentary analysis, focus groups, interviews & questionnaires, respectively, are appropriate;
- Design interviews & questionnaires that will elicit information appropriate to the research objectives;
- Design structured & unstructured questions, determining the conditions under which they should be used;
- Design questionnaires & interview schedules, with a mixture of open-ended & closed-ended questions, avoiding forced-choice in the latter;
- Employ appropriate data analysis techniques, based on the type & volume of data available;
- Draw out and illustrate within the contexts of video case studies and simulation exercises, respectively, behaviours that are conducive to effective customer and client care, with specific relation to the following:
 - Effective Customer Service;
 - Encourageable Customer Service Culture;
 - Effective Customer Interaction;
 - Managing Challenging Client Care Situations;

- Effective Face-to-Face Communication;
 - Maintaining Productive Conversation;
 - Positive Telephone Conversation;
 - Award-winning Outgoing Calls;
 - Receptivity to Incoming Calls.
- Take practical measures to illustrate their mastery of each of the following report elements, through the production process and outcome of a stipulated report, which incorporate the following aspects:
- Report Starting Point;
 - Periodic Reports;
 - Writing of the Business Reports;
 - Progress Reports;
 - Data Reports;
 - Recommendation Reports.
 - Effective Business Report Format;
 - Determining the Purpose of the Report;
 - Understanding of the Audience Needs;
 - Brainstorming about the Topic;
 - Researching the Topic;
 - Arranging the Major Points;
 - Writing the Rough Draft;
 - Revising the Rough Draft;
 - Reviewing the Appearance of Rough Draft;
 - Preparing the Final Copy;
 - Presenting the Report.
- Demonstrate their enhanced ability to produce the following documents, by providing at least one written example of each of the following:
- Notice of Meetings;
 - Meeting Agenda;
 - Minutes of Meetings;
 - Letter of Job Application;
 - Testimonial;
 - Favourable Reference;

- Unfavourable Reference;
 - Interview Invitation Letter;
 - Offers of Appointment;
 - Letter of Termination of Employment.
- Demonstrate their mastery of relevant data elicitation techniques, associated with Qualitative and Quantitative Research Methodologies, by exhibiting the behaviours below:
- Distinguishing between Interviews and Questionnaires;
 - Stating the positive Issues associated with the use of Questionnaires;
 - Indicating at least two negative Issues associated with the use of Questionnaires;
 - Outlining two positive Issues associated with the use of Interviews;
 - Narrating two negative Issues associated with the use of Interviews;
 - Designing at least four closed-ended Questions;
 - Designing at least four closed-ended questions, while avoiding 'Forced Choice';
 - Designing Unstructured Interview Questions;
 - Designing Structured Interview Questions;
 - Designing Structured Closed-Ended Interview Questions;
 - Designing Structured Open-Ended Interview Questions;
 - Multiple-choice Format as the basis for Designing Structured Closed-Ended Interview Questions;
 - Avoiding 'Forced-choice' in Structured Closed-Ended Questions;
 - Incorporating Prompts and Guides.

Programme Contents, Concepts, and Issues

Module 1

Advanced English Communication Skills

M1. Part 1 – General Grammatical Issues: Word Formation, and Speech Organisation

Salient Aspects of English Grammar:

- An Overview of English Grammar;
- Spelling Unusual Words ;
- The Silent Vowel;
- The Peculiar.

Word Formation and Speech Organisation:

- Root, Base and Affix;
- Simple Words;
- Complex Words;
- Compound Words;
- Speech Organisation.

M1. Part 2 – Parts of Speech: Nouns

Nouns:

- Singular and Plural Nouns;
- Common Nouns;
- Proper Nouns;
- 'Noun in a Position';
- Countable Noun;
- Uncountable Noun.

M1. Part 3 – Parts of Speech: Pronouns, and Verbs

Pronouns and Their Types:

- What are Pronouns?
- Relative Pronoun;
- Possessive Pronouns;
- Reciprocal Pronoun;
- Personal Pronoun;
- Indefinite Pronoun;
- Demonstrative Pronoun;
- Reflexive Pronoun;
- Interrogative Pronoun.

Understanding and Using Verbs: Types of Verbs:

- Regular Verbs;
- Irregular Verbs;
- Transitive;
- Intransitive Verbs;
- Auxiliary Verbs.

M1. Part 4 – Phrases

- What is a Phrase?
- Exemplifying Phrases

Noun Phrase:

- Introduction;
- Parts of a Noun Phrase;
- Modifiers of the Noun Head.

Verb Phrase:

- Introduction to Verb Phrase;
- Structure of the Verb Phrase;
- Finite and Non-Finite Verb Phrases;
- Modifiers of the Verb.

M1. Part 5 – Structure of a Simple Sentence

- What constitutes a Simple Sentence;
- Sentences with Verbs;
- Sentences with Nouns;
- Simple Sentences, with Pronouns;
- Subjects in Sentences;
- Objects in Sentences’;
- Punctuating Simple Sentences;
- Simple Sentences, with Singular and Plural Numbers.
- Using Exclamations in Simple Sentences.

M1. Part 6 – Exploring Tenses

- Present Tense;
- Past Tense;
- Simple Present Tense;
- Present Perfect Tense;
- Present Perfect Continuous Tense;
- Pluperfect or Past Perfect Tense;
- Future Tense;
- Future Continuous Tense;
- Future Perfect Tense.

M1. Part 7 – Some Other Parts of Speech

- Preposition and Phrasal Verbs;
- Adjectives;
- Adverbs;
- Adverbs of Degree;
- Adverbs of Frequency;
- Interrogative Adverbs;
- Adverbials;
- Prepositions;
- Exclamations or Interjections;
- Conjunction;
- Gerunds;
- The Superlatives;

M1. Part 8 – Direct and Indirect (Reported) Speech

- Direct Speech;
- Direct Speech's Conventions;
- Verb tense, in Direct Speech;
- What is Indirect or Reported Speech?
- Conventions associated with Reported Speech;
- Verb tense in Reported Speech;
- Key to the concept of Reported Speech;
- Differentiating between Subjects and Objects;
- Relating number of verbs to number of subject or object.

M1. Part 9 – Constructing and Deconstructing Clauses

- Conceptualising a Clause;
- Main clauses;
- Subordinate Clauses;
- Subsidiary clauses.

- Functions of a Subordinate Clause;
- Structure of a Subordinate Clause;
- A 'Matrix Clause', or a 'Higher Clause';
- Adjectival Clauses;
- Appositive Clauses;
- Adverbial Clauses;
- Non-Defining Clauses;
- Noun Clauses;
- Adjectival Clauses.

M1. Part 10 – Compound and Complex Sentences

- Dependent Clauses;
- Independent Clauses;
- Compound Sentences and Coordinate Clauses;
- Meaning Related to Coordinating Conjunctions;
- Coordination of the Constituents of a Sentence;
- Conjunctions.

Exemplifying Subordinate Conjunctions

- Although;
- Because;
- Even Though;
- Despite;
- When.

M1. Part 11 – Punctuation Marks: Internal and External Marks

Internal Punctuation Marks

- 'Full Stop', 'Full Point', or 'Period';
- Apostrophe;
- Brackets;
- Colon;
- Colon;
- Comma;
- Dash;
- Ellipsis Marks;
- Exclamation Mark;
- Hyphen;
- Parentheses;
- Question Mark;
- Quotation Marks;
- Semicolon;
- Single Quotation Marks.
- Slash

M1. Part 12 – Special Word Usage, Capitalisation and Abbreviations

Special Word Usage

- The Uses of Will/ Would;
- The Uses of Shall;
- The Uses of Should;
- The Uses of Can/ Could;
- The Uses of May/ Might;
- The Uses of Must.

Capitalisation, and Abbreviations:

- Capitalisation;
- Abbreviation.

M1. Part 13 – Commands, Requests, Active and Passive Voice

- Commands;
- Requests;
- Active Voice;
- Passive Voice.

M1. Part 14 – Words With Greek Root: Their Meanings

- Dysfunctional;
- Dyslexic;
- Hydration;
- Dehydrate;
- Microbe;
- Microscope;
- Monologue;
- Monotonous;
- Photograph;
- Phosphorous.

M1. Part 15 – Words With Latin Root: Their Meanings

- Ambiguous;
- Ambidextrous;
- Fortitude;
- Fortress;
- Projection;
- Rejection;
- Material;
- Maternity.

Module 2 Advanced Business Communication Research, and Report Writing Skills

M2. Part 1 - Quotations, Estimates and Tenders

- Common Terminology used in Quotations;
- Terminological Conventions in Estimates;
- Terminologies common to Tenders;
- Formulating General Quotations;
- Making Quotations Subject to Conditions of Acceptance;
- Constructing Tabulated Quotations;
- Providing Estimates, with Specifications;
- Responding to Tenders;
- Addressing Quotations that have not been Accepted or those that have been Amended;
- Writing Follow-Up Letters.

M2. Part 2 – Creating Invoices, and Making Account Settlement and Payment Requests

- Creating Invoices;
- Creating Pro Forma Invoices;
- Credit Note Formats;
- Generating a Credit Note;
- Issuing Statements of Account;
- Generating Payment Terms;
- Varying the Terms of Payment;
- Establishing Methods of Payment.
- Tone and Interpretation of;
- Writing Late Payment Letters;
- Formulating 'Collection Letters'.

M2. Part 3 – Salient Business Documents

- Notice of Meetings;
- Meeting Agenda;
- Minutes of Meetings;
- Letter of Job Application;
- Testimonial;
- Favourable Reference;
- Unfavourable Reference;
- Interview Invitation Letter;
- Offers of Appointment;
- Letter of Termination of Employment.

M2. Part 4: Report: Purposes and Types (1)

Report: Definition, Purposes, Formal and Informal

- What is a Report?
- Purposes of Reports;
- Informal Reports;
- Formal Reports.

Some Report Types (1)

- Accident Reports;
- Agendas for Committee Meetings;
- Annual Reports;
- Appraisal Reports;
- Audit Reports;
- Comparative Testing Reports;
- Duty Notes Reports;
- Explanatory Reports;
- Feasibility Reports;
- Informative Reports.

M2. Part 5 - Report: Purposes and Types (2)

Some Report Types (2)

- Instructional Manuals.
- Interview Reports.
- Corporate Financial Reports;
- Minutes of Meetings;

- Process Description Reports;
- Progress Reports;
- Research Reports;
- Scientific Reports;
- Systems Evaluation Reports;
- Technical Reports;
- Technological Reports;
- Trouble-Shooting Reports.

M2. Part 6 – Salient Report Elements

- Report Starting Point;
- Periodic Reports;
- Writing of the Business Reports;
- Progress Reports;
- Data Reports;
- Recommendation Reports.
- Effective Business Report Format;
- Determining the Purpose of the Report;
- Understanding of the Audience Needs;
- Brainstorming about the Topic;
- Researching the Topic;
- Arranging the Major Points;
- Writing the Rough Draft;
- Revising the Rough Draft;
- Reviewing the Appearance of Rough Draft;
- Preparing the Final Copy;
- Presenting the Report.

M2. Part 7 - A Style Guide to Good Report Writing

- Report style;
- Achieving an Appropriate and Effective Style;
- Choice of Words and Phrases;
- Principles of an Effective Report Writing;
- Report Draft;
- Revising and Editing the Report;
- Collaborating Writing.

M2. Part 8 - Report Characteristics and Organisation

- Components of an Effective Report;
- Agreeing Collaborative Objectives;
- Techniques in Ordering Report Information;
- Purpose of an Executive Summary;
- Writing an Executive Summary;
- What is an Abstract?
- Formulating an Abstract;
- Organizing Contents and Indices;
- Enhancing Business Report Presentation.

M2. Part 9 - Empirical Research for Business Reports

- Surveys;
- Participant Observation;
- Conversation Analysis;
- Documentary Analysis;
- Focus Groups;
- Interviews;
- Questionnaires.

M2. Part 10 - Information Sources for Business Reports

Sources of Information and Literature:

- Secondary Sources;
- Primary Sources;
- Reviewing Literature.

Choosing the Methodology;

- Qualitative Approaches;
- Quantitative Approaches;
- Triangulating' the Methodology.

M2. Part 11 - Sampling for Business Reports

- The Sampling Frame.

Sampling Techniques:

- Convenience or Non-random Samples;
- Quota Sample;
- Systematic Sample;
- Probability or Random Samples;
- Simple Random Sample;
- Stratified Sampling;
- Multi-stage Sampling.

M2. Part 12 - Data Elicitation for Business Reports: Interview or Questionnaire? (1)

- Ethnographic Research;
- Qualitative Research;
- Quantitative Research;
- Research Triangulation;
- Research Design,
- Research Project Management,
- Questionnaire Design,
- Population and Sampling Frame Choice,
- Sampling Design,
- Interview Formulation;
- Data Elicitation;
- Data Analysis;
- Date Interpretation;
- Using Unstructured Questions.

M2. Part 13 - Data Elicitation for Business Reports: Interview or Questionnaire? (2)

- Interviews and Questionnaires as Data Elicitation Techniques in Qualitative and Quantitative Research Methodologies;
- Distinguishing between Interviews and Questionnaires;
- Positive Issues associated with the use of Questionnaires;
- Negative Issues associated with the use of Questionnaires;
- Positive Issues associated with the use of Interviews;
- Negative Issues associated with the use of Interviews:

Using Open-ended and Closed-ended Questions:

- Designing Closed-ended Questions;
- Avoiding 'Forced Choice';
- Designing Unstructured Interview Questions;
- Designing Structured Interview Questions;
- Designing Structured Closed-Ended Interview Questions;
- Designing Structured Open-Ended Interview Questions;
- Multiple-choice Format as the basis for Designing Structured Closed-Ended Interview Questions;
- Avoiding 'Forced-choice' in Structured Closed-Ended Questions;
- Incorporating Prompts and Guides.

M2 - Part 14 - Data Analysis and Interpretation for Business Reports

Instruments of Analysis:

- Using a 'Tally System';
- Using SPSS Package;
- Using Excel Package;

Data Interpretation:

- Making Sense of The Information;
- Identifying 'Trends' & 'Patterns' in Information;
- Arriving at Conclusions;
- Reporting the Findings;
- Reporting Styles;
- Using the Evidence.

M2. Part 15 - Analysing Data for Complex Business Reports

- Qualitative and Quantitative Data;
- Requirements for Accurate Data Analysis;
- Data Preparation;
- No statistical Analysis;
- Statistical Analysis;
- Levels of Data Interpretation.

M2. Part 16 - Planning and Delivering an Oral Report

- Planning the Report Presentation;
- Preparing and Using Presentation Aids;
- Rehearsing the Presentation;
- Managing Question-and-Answer Sessions;
- Team Presentation;
- Ethical Considerations.

M2. Part 17 - Business Report Presentation

Business Report Structure:

- Planning;
- Layout;
- Sections;
- Language.

Preparing The Script

- Word Processing;
- Layout and Design;
- Typography;
- Illustrations;
- Colours;
- Paper Choice;
- Covers;
- Finishing.

Postgraduate Diploma, Postgraduate Certificate, and Diploma – Postgraduate - Short Course Regulation

Postgraduate Certificate, Postgraduate Diploma, and Diploma – Postgraduate: Their Distinction, Credit Value and Award Title

Postgraduate Short Courses of a minimum of five days' duration, are referred to as Diploma – Postgraduate. This means that they are postgraduate credits, towards a Postgraduate Certificate and Postgraduate Diploma. Postgraduate Certificate and Postgraduate Diploma represent Programmes of Study, leading to Awards bearing their title prefixes. While we refer to our short studies, of 5 days to five weeks, as 'Courses', those with duration of 6 weeks and more are labelled 'Programmes'. Nevertheless, in line with popular usage, we often refer to all study durations as 'Courses'. Another mark of distinction, in this regard, is that participants in a short course are referred to as 'Delegates', as opposed to the term 'Students', which is confined to those studying a Postgraduate Programme.

Courses are of varying Credit-Values; some being Single-Credit, Double-Credit, Triple-Credit, Quad-Credit, 5-Credit, etc. These short courses accumulate to Postgraduate Certificate, with a total of 180 Credit-Hours (= 6 X 5-Day Courses or 3 X 10-Day Courses), or Postgraduate Diploma, with a total of 360 Credit-Hours (= 12 X 5-Day Courses or 6 X 10-Day Courses).

Delegates studying courses of 5-7 days' duration, equivalent to 30-42 Credit-Hours (Direct Lecturer Contact), will, on successful assessment, receive the Diploma – Postgraduate Award. This represents a single credit at Postgraduate Level. While 6-day and 7-day courses also lead to a Diploma – Postgraduate, they accumulate 36 and 42 Credit Hours, respectively.

Postgraduate Certificate, Postgraduate Diploma, and Diploma – Postgraduate Assessment Requirement

Because of the intensive nature of our courses and programmes, assessment will largely be in-course, adopting differing formats. These assessment formats include, but not limited to, in-class tests, assignments, end of course examinations. Based on these assessments, successful candidates will receive the Diploma – Postgraduate, Postgraduate Certificate, or Postgraduate Diploma, as appropriate.

In the case of Diploma – Postgraduate, a minimum of 70% overall pass is expected. In order to receive the Awards of Postgraduate Certificate and Postgraduate Diploma, candidates must have accumulated at least the required minimum 'Credit-Hours', with a pass (of 70% and above) in at least 70% of the courses taken.

Delegates and students who fail to achieve the requirement for Postgraduate Certificate, Postgraduate Diploma, or Diploma - Postgraduate - will be given support for 2 re-submissions for each course. Those delegates who fail to achieve the assessment requirement for the Postgraduate Diploma or Diploma - Postgraduate - on 2 resubmissions, or those who elect not to receive them, will be awarded the Certificate of Attendance and Participation.

Diploma – Postgraduate, Postgraduate Certificate, and Postgraduate Diploma Application Requirements

Applicants for Diploma – Postgraduate – Postgraduate Certificate, and Postgraduate Diploma are required to submit the following documents:

- Completed Postgraduate Application Form, including a passport sized picture affixed to the form;
- A copy of Issue and Photo (bio data) page of the applicant's current valid passport or copy of his or her Photo-embedded National Identity Card;
- Copies of credentials mentioned in the application form.

Admission and Enrolment Procedure

- On receipt of all the above documents we will assess applicants' suitability for the Course or Programme for which they have applied;
- If they are accepted on their chosen Course or Programme, they will be notified accordingly and sent Admission Letters and Invoices;
- One week after the receipt of an applicant's payment or official payment notification, the relevant Course or Programme Tutor will contact him or her, by e-mail or telephone, welcoming him or her to HRODC Postgraduate Training Institute;
- Those intending to study in a foreign country, and require a Visa, will be sent the necessary immigration documentation, to support their application;
- Applicants will be notified of the dates, location and venue of enrolment and orientation, where appropriate.

Modes of Study and Duration of Postgraduate Certificate and Postgraduate Diploma Programmes

There are two delivery formats for Postgraduate Certificate and Postgraduate Diploma Programmes, as follows:

1. Intensive Full-time (Classroom-Based) Mode, lasting 3 months for Postgraduate Diploma, and 6 weeks for Postgraduate Certificate. These durations are based on six hours' lecturer-contact per day, five days (30 hours) per week, for Postgraduate Diploma;
2. Video-Enhanced On-Line Mode. This interactive online mode lasts twenty (20) weeks, for Postgraduate Diploma, and ten (10) weeks for Postgraduate Certificate. Our calculation is based on three hours per day, six days per week.

Whichever study mode is selected, the aggregate of 360 Credit Hours must be achieved.

Introducing Our Video-Enhanced Online Study Mode

In a move away from the traditional online courses and embracing recent developments in technology-mediated distance education, HRODC Postgraduate Training Institute has introduced a Video-Enhanced Online delivery. This Online mode of delivery is revolutionary and, at the time of writing, unique to HRODC Postgraduate Training Institute.

You are taught as individuals, on a one-to-one or one-to-small-group basis. You see the tutor face to-face, for the duration of your course. You will interact with the tutor, ask and address questions; sit examinations in the presence of the tutor. It is as real as any face-to-face lecture and seminar can be. Choose from a wide range of Diploma – Postgraduate Courses and an increasing number of Specialist Postgraduate Certificate and Postgraduate Diploma Programmes. You might also accumulate Postgraduate Short Courses, via this mode of study, over a 6-year period, towards a Postgraduate Certificate or Postgraduate Diploma.

Key Features of Our Online Study: Video-Enhanced Online Mode

- The tutor meets the group and presents the course, via Video, in a similar way to its classroom-based counterpart;
- All participants are able to see, and interact with, each other, and with the tutor;
- They watch and discuss the various video cases and demonstrations that form an integral part of our delivery methodology;
- Their assessment is structured in the same way as it is done in a classroom setting;
- The Video-Enhanced Online mode of training usually starts on the 1st of each month, with the cut-off date being the 20th of each month, for inclusion the following month;
- Its duration is twice as long as its classroom-based counterpart. For example, a 5-day (30 Credit Hours) classroom-based course will last 10 days, in Video-Enhanced Online mode. This calculation is based on 3 hours tuition per day, adhering to the Institute's required 30 Credit-Hours;
- The cost of the Video-Enhanced Online mode is 67% of similar classroom-based courses;
- For example, a 5-day classroom-based course, which costs Five Thousand Pounds, is only Three Thousand Three Hundred and Fifty Pounds (£3,350.00) in Video-Enhanced Online Mode.

10-Week Video-Enhanced Online Postgraduate Certificate and 20-Week Video-Enhanced Online Postgraduate Diploma


You might study an Online Postgraduate Certificate or Online Postgraduate Diploma, in 10 and 20 weeks, respectively, in the comfort of your office or homes, through HRODC Postgraduate Training Institute's Video-Enhanced Online Delivery. We will deliver the 180 Credit-Hours and 360 Credit-Hours, in line with our regulation, through 'Direct-Lecturer-Contact', within the stipulated timeframe. We aim to fit the tuition around your work, family commitment and leisure, thereby enhancing your maintenance of an effective 'work-study-life-style balance', at times convenient to you and your appointed tutor.

Postgraduate Certificate in Advanced English, Business Communication, Research, and Report Writing - Page 35 of 40

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Cumulative Postgraduate Certificate and Postgraduate Diploma Courses


All short courses can accumulate to the required number of Credit-Hours, for the Postgraduate Certificate and Postgraduate Diploma, over a six-year period from first registration and applies to both general and specialist groupings. In this regard, it is important to note that short courses vary in length, the minimum being 5 days (Diploma – Postgraduate) – equivalent to 30 Credit Hours, representing one credit, as is tabulated below.

On this basis, the definitive calculation on the Award requirement is based on the number of hours studied (aggregate credit-value), rather than merely the number of credits achieved. This approach is particularly useful when a student or delegate studies a mixture of courses of different credit-values.

For those delegates choosing the accumulative route, it is advisable that at least one or two credits be attempted each year. This will ensure that the required 180 Credit-Hours and 360 Credit-Hours, for the Postgraduate Certificate and Postgraduate Diploma, respectively, are achieved, within the designated period. These Credit-Values, awards and their accumulation are exemplified below.

Examples of Postgraduate Course Credits: Their Value, Award Prefix & Suffix – Based on 5-Day Multiples		
Credit Value	Credit Hours	Award Title Prefix (& Suffix)
Single-Credit	30-54	Diploma - Postgraduate
Double-Credit	60-84	Diploma – Postgraduate (Double-Credit)
Triple-Credit	90-114	Diploma – Postgraduate (Triple-Credit)
Quad-Credit	120-144	Diploma – Postgraduate (Quad-Credit)
5-Credit	150-174	Diploma – Postgraduate (5-Credit)
6-Credit	180-204	Postgraduate Certificate

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Examples of Postgraduate Course Credits: Their Value, Award Prefix & Suffix – Based on 5-Day Multiples		
Credit Value	Credit Hours	Award Title Prefix (& Suffix)
7-Credit	210-234	Postgraduate Certificate (+ 1 Credit)
8-Credit	240-264	Postgraduate Certificate (+2 Credits)
9-Credit	270-294	Postgraduate Certificate (+3 Credits)
10-Credit	300-324	Postgraduate Certificate (+ 4 Credits)
11-Credit	330-354	Postgraduate Certificate (+5 Credits)
12-Credit	360	Postgraduate Diploma
360 Credit-Hours = Postgraduate Diploma		
12 X 5-Day Courses = 360 Credit-Hours = Postgraduate Diploma		
10 X 6-Day Courses = 360 Credit-Hours = Postgraduate Diploma		

Exemplification of Accumulated Postgraduate Certificate and Postgraduate Diploma Award Titles


All Specialist Postgraduate Certificate and Postgraduate Diploma Programmes have their predetermined Award Titles. Where delegates do not follow a Specialism, for accumulation to a Postgraduate Diploma, they will normally be Awarded a General Award, without any Specialist Award Title. However, a Specialist Award will be given, where a delegate studies at least seventy percent (70%) of his or her courses in a specialist grouping. These are exemplified below:

- 1. Postgraduate Diploma in Accounting and Finance;**
- 2. Postgraduate Certificate in Accounting and Finance;**
- 3. Postgraduate Certificate in Aviation Management;**
- 4. Postgraduate Diploma in Aviation Management;**
- 5. Postgraduate Certificate in Industrial Health and Safety Management, Incorporating Oil and Gas Safety;**
- 6. Postgraduate Diploma in Industrial Health and Safety Management, Incorporating Oil and Gas Safety;**

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- 7. Postgraduate Certificate in Business Communication;**
- 8. Postgraduate Diploma in Business Communication;**
- 9. Postgraduate Certificate in Corporate Governance;**
- 10. Postgraduate Diploma in Corporate Governance;**
- 11. Postgraduate Certificate in Costing and Budgeting;**
- 12. Postgraduate Diploma in Costing and Budgeting;**
- 13. Postgraduate Certificate in Client or Customer Relations;**
- 14. Postgraduate Diploma in Client or Customer Relations;**
- 15. Postgraduate Certificate in Engineering and Technical Skills;**
- 16. Postgraduate Diploma in Engineering and Technical Skills;**
- 17. Postgraduate Certificate in Events Management;**
- 18. Postgraduate Diploma in Events Management;**
- 19. Postgraduate Certificate in Health and Safety Management;**
- 20. Postgraduate Diploma in Health and Safety Management;**
- 21. Postgraduate Certificate in Health Care Management;**
- 22. Postgraduate Diploma in Health Care Management;**
- 23. Postgraduate Certificate in Human Resource Development;**
- 24. Postgraduate Diploma in Human Resource Development;**
- 25. Postgraduate Certificate in Human Resource Management;**
- 26. Postgraduate Diploma in Human Resource Management;**
- 27. Postgraduate Certificate in Information and Communications Technology (ICT);**
- 28. Postgraduate Diploma in Information and Communications Technology (ICT);**
- 29. Postgraduate Certificate in Leadership Skills;**
- 30. Postgraduate Diploma in Leadership Skills;**
- 31. Postgraduate Certificate in Law – International and National;**
- 32. Postgraduate Diploma in Law – International and National;**
- 33. Postgraduate Certificate in Logistics and Supply Chain Management;**
- 34. Postgraduate Diploma in Logistics and Supply Chain Management;**


35. **Postgraduate Certificate in Management Skills;**
36. **Postgraduate Diploma in Management Skills;**
37. **Postgraduate Certificate in Maritime Studies;**
38. **Postgraduate Diploma in Maritime Studies;**
39. **Postgraduate Certificate in Oil and Gas Operation;**
40. **Postgraduate Diploma in Oil and Gas Operation;**
41. **Postgraduate Certificate in Oil and Gas Accounting;**
42. **Postgraduate Diploma in Oil and Gas Accounting;**
43. **Postgraduate Certificate in Politics and Economic Development;**
44. **Postgraduate Diploma in Politics and Economic Development;**
45. **Postgraduate Certificate in Procurement Management;**
46. **Postgraduate Diploma in Procurement Management;**
47. **Postgraduate Certificate in Project Management;**
48. **Postgraduate Diploma in Project Management;**
49. **Postgraduate Certificate in Public Administration;**
50. **Postgraduate Diploma in Public Administration;**
51. **Postgraduate Certificate in Quality Management;**
52. **Postgraduate Diploma in Quality Management;**
53. **Postgraduate Certificate in Real Estate Management;**
54. **Postgraduate Diploma in Real Estate Management;**
55. **Postgraduate Certificate in Research Methods;**
56. **Postgraduate Diploma in Research Methods;**
57. **Postgraduate Certificate in Risk Management;**
58. **Postgraduate Diploma in Risk Management;**
59. **Postgraduate Certificate in Sales and Marketing;**
60. **Postgraduate Diploma in Sales and Marketing;**
61. **Postgraduate Certificate in Travel, Tourism and International Relations;**
62. **Postgraduate Diploma in Travel, Tourism and International Relations.**

The actual courses studied will be detailed in a student or delegate's Transcript.

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