



@ASK Training
Attitude | Skills | Knowledge



**SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS**

PREREQUISITES

Participants should meet one of the following:

- GCE 'O' Level or equivalent, \geq 21 years old
- NITEC/Higher NITEC, \geq 21 years old
- \geq 30 years old with 2+ years of professional experience
- Other qualifications (case-by-case basis)

Recommended

- Basic English proficiency (spoken & written)
- Work experience involving emails or meetings

DURATION

 **16-hour training course including a 2-hour assessment**

- Oral Questioning: 30 minutes
- Written Examination: 90 minutes

COURSE DATES

<https://asktraining.com.sg/personal-development-courses/wsqa-business-writing-essentials/#course-schedule>

Course Code: **TGS-202505522**

WSQ Business Writing Essentials: From Emails to Meeting Summaries

Course Description

The WSQ Business Writing Essentials: From Emails to Meeting Summaries course is designed for anyone in a professional setting who regularly communicates via email or participates in meetings. It is ideal for individuals looking to enhance their written communication skills and improve their ability to accurately record and disseminate important meeting information, from new team members to experienced professionals.

The course broadly covers the principles of crafting clear, concise, and professional business emails, ensuring messages are understood and achieve their intended purpose. It also delves into the essential techniques for preparing effective meeting minutes, from initial setup to the documentation of decisions and action points. Participants will learn how to manage information efficiently and engage colleagues effectively after meetings.

By completing this course, participants will gain confidence in their everyday business communications. They will be better equipped to manage professional relationships through well-crafted emails and contribute more effectively to organisational efficiency by producing accurate and valuable meeting records. The skills learned will help foster clearer understanding and smoother operations within any team or organisation.

Up to
70%
SkillsFuture Funding*

**Balance Fee
SkillsFuture
Credit, PSEA,
Claimable**

Full Course Fee:
S\$926.50
(inclusive of 9% GST)



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Course Objectives

- ✓ Identify key stakeholders in email communication and apply appropriate communication techniques with consideration of the organisational positions to address stakeholder needs and respond effectively to simple queries.
- ✓ Prepare meeting minutes that document stakeholder decisions and action items and apply appropriate communication techniques to engage stakeholders for post-meeting actions.

Course Outline

Learning Unit 1 – Business Email Writing

Topics:

- Professional Email Writing: Etiquette and Structure
- Clarity, Grammar, and Tone for Effective Business Writing
- Navigating Challenging Communications: Security, Confidentiality, and Technology in Email

Learning Unit 2 – Meeting Minutes

Topics:

- Meeting Minutes Essentials: From Preparation to Documentation
- Effective Meeting Documentation and Management: Structure, Clarity, Tools, Ethics, and Efficiency



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Course Fees & Subsidies

**Eligible for Singaporean Citizens, Permanent Residents, and Long-Term Visit Pass Plus Holders*

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Full Course Fee: S\$926.50

(inclusive of 9% GST)


**Full Course Fee After Eligible SSG Subsidies:
From S\$331.50**

(inclusive of 9% GST) after 70% SSG Subsidies

**Trainees are entitled to the training grant when they meet 75% of the training attendance and pass the requisite assessment.*

 Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ≥ 40 years old	S\$850	70% SkillsFuture Funding	S\$331.50
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		50% SkillsFuture Funding	S\$501.50

SkillsFuture Credits can be used on top of existing subsidies

 Company-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Small-to-Medium Enterprise (SME) Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	S\$850	70% SkillsFuture Funding	S\$331.50
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		50% SkillsFuture Funding	S\$501.50
Non-SME Singaporean Citizens ≥ 40 years old		70% SkillsFuture Funding	S\$331.50

All prices are inclusive of 9% GST. | Absentee Payroll applicable for both SMEs & Non-SMEs

You may use SkillFuture Credit and PSEA to defray 50% of the unfunded course fee.

Important Reminder: Your PSEA claim needs to be submitted **at least 1 month before** the course's commencement date. Should you miss this deadline, an alternative payment method must be used to secure your spot in the course. After the disbursement of your PSEA funds to us, we will reach out to initiate the refund process.