



## 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/wsq-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.



**Full Course Fee:**

**S\$926.50**

*(inclusive of 9% GST)*



# 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



# Course Fees & Subsidies

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

Up to  
**70%**  
SkillsFuture Funding\*

Balance Fee  
SkillsFuture  
Credit, PSEA,  
& UTAP  
Claimable


**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 <small>before Subsidy and GST</small>	Eligible Funding	Nett Fees Payable <small>incl. 9% GST</small>
Singapore Citizens ≥ 40 years old	<b>S\$850</b>	<b>70%</b> SkillsFuture Funding	<b>S\$331.50</b>
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		<b>50%</b> SkillsFuture Funding	<b>S\$501.50</b>

SkillsFuture Credits can be used on top of existing subsidies

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

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

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

UTAP funding is capped at \$250/year. NTUC members aged 40 and above will get increased funding support from \$250 to \$500.

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.



## 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 digital literacy (MS Word, online research tools)
- Strong written English for clear technical writing and summarising

## 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-report-technical-writing/#course-schedule>

Course Code: **TGS-202505530**

# WSQ Business Report and Technical Writing Skills

## Course Description

The WSQ Business Report Technical Writing course is tailored for ICT professionals seeking to enhance their written communication skills in documenting technical information, business requirements, and IT solutions. Whether you are involved in systems analysis, project coordination, technical support, or infrastructure management, this course equips you with the tools to produce clear, concise, and professional business reports that support decision-making and align with stakeholder needs.

Through hands-on practice, participants will learn foundational and advanced techniques in technical writing, covering audience analysis, report structuring, executive summary drafting, data presentation using visuals, and proofreading.

By the end of the course, participants will be able to bridge communication gaps between technical and non-technical stakeholders, drive alignment across departments, and contribute more effectively to organisational efficiency and compliance

## Course Objectives

- ✓ Describe the key characteristics of effective technical documentation and apply these principles to document business requirements from operational management or other stakeholders.
- ✓ Develop a business report that includes recommended standard industry IT solutions for addressing business needs and requirements.



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



**@ASK Training**  
Attitude | Skills | Knowledge



**SINGAPORE  
WORKFORCE SKILLS  
QUALIFICATIONS**

# Course Outline

## **Learning Unit 1 - Foundational Skills in Business and Technical Writing**

### **Topics:**

- Foundations of Business and Technical Writing: Audience, Planning, Research, and Writing Style
- Crafting and Refining Reports: Structure, Executive Summaries, Visuals, and Proofreading

## **Learning Unit 2 - Advanced Techniques in Business and Technical Writing**

### **Topics:**

- Understanding IT Solutions, Stakeholder Requirements, and Business Needs
- Techniques for information gathering and exploratory research



# Course Fees & Subsidies

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

Up to  
**70%**  
SkillsFuture Funding\*

Balance Fee  
SkillsFuture  
Credit, PSEA,  
& UTAP  
Claimable


**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 <small>before Subsidy and GST</small>	Eligible Funding	Nett Fees Payable <small>incl. 9% GST</small>
Singapore Citizens ≥ 40 years old	<b>S\$850</b>	<b>70%</b> SkillsFuture Funding	<b>S\$331.50</b>
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		<b>50%</b> SkillsFuture Funding	<b>S\$501.50</b>

SkillsFuture Credits can be used on top of existing subsidies

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

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

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

UTAP funding is capped at \$250/year. NTUC members aged 40 and above will get increased funding support from \$250 to \$500.

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.