

## Care Skillsbase: Skills Check 16

### Write a Formal Letter

#### Interviewer's pack

##### Contents

- Skills Check activity for general use
- Skills Check activity for domiciliary use
- Feedback form
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Summary	
<b>Suitable for</b>	Care/support worker
<b>Skill checked</b>	Writing
<b>Covers</b>	Language and concepts associated with writing a formal letter
<b>Learning for interviewer</b>	Can the member of staff write a formal letter?
<b>Learning for member of staff</b>	Writing a formal letter at work
<b>Approx time needed</b>	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
<b>How it works</b>	Offers information about formal letter writing and asks the person to write a letter on behalf of someone. Discuss the person's answers to check understanding.
<b>Notes</b>	A model answer is supplied.
<b>Before you start</b>	Read the <b>general guidance</b> in the <b>Skills Check</b> area of the Care Skillsbase website.

**We welcome suggestions to improve this Skills Check. Please use the contact form on our website at [www.scie.org.uk/careskillsbase](http://www.scie.org.uk/careskillsbase)**

Effective communication is vital in health and social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

(Last name)

(Date: Day-Month-Year)

.....

## 1. Did you know?

Writing at work is different from writing for family and friends. Writing always has a purpose and what you write, how you write it and what it looks like on the page depends on that purpose.

## 2. Wrong size!

Mrs Kate Burns, one of the people you care for, ordered a size 42 pink sweater from a catalogue. The catalogue company has sent Mrs Burns a pink sweater but it is the wrong size (size 38). Here is the receipt that came with her sweater. It clearly shows that Mrs Burns ordered a size 42.

<b>Cantel Ltd</b> 4 Mitchell Dean Way, Cottisfield, Dorset GN3 4XY						
Order number: 456-2341				Date: 4th September 2012		
Item code	Item	Colour	Size	No.	Unit Price	Amount
3045	Sweater	Pink	42	1	£35.99	£35.99
					Subtotal	£35.99
					P&P	£4.50
					Total	£40.49
Payment received: £40.49					Thank you.	
					Balance	£0.00
Send to:						
Name	Mrs K Burns			Address	Marden Homes 2 Oxon Road, Bicester	
Tel	01789 342555			Postcode	OX12 4WE	
Please allow 14 days for delivery						

## 3. Write a letter

Mrs Burns has asked you to **write a letter** for her to go with the returned sweater. She wants you to explain why she is returning the sweater and ask them to send her a new one in the right size.

Write the letter here.

Model answer

Mrs K. Burns  
Marden Homes  
2 Oxon Road  
Bicester  
OX12 4WE

[Today's date]

Cantel Ltd  
4 Mitchell Dean Way  
Cottisfield  
Dorset GN3 4XY

Dear Sir or Madam

I recently ordered a size 42 pink sweater from you. It is item number 3045 in your catalogue. My order number is 456-2341.

Unfortunately you have sent me a size 38 sweater.

I am returning the sweater with this letter.

I would like you to send me the size 42 sweater that I ordered.

Thank you.

Yours faithfully

pp Mrs K Burns

The carer should either allow the person to sign the letter or sign it pp\* on their behalf.

\*pp is an abbreviation for the Latin phrase *per procuracionem* and is used when signing a letter on someone else's behalf.

# Understand the Job: Write a Formal Letter

For domiciliary use

Effective communication is vital in health and social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

(Last name)

(Date: Day-Month-Year)

## 1. Did you know?

Writing at work is different from writing for family and friends. Writing always has a purpose and what you write, how you write it and what it looks like on the page depends on that purpose.

## 2. Wrong size!

Mrs Kate Burns, one of the people you care for, ordered a size 42 pink sweater from a catalogue. The catalogue company has sent Mrs Burns a pink sweater but it is the wrong size (size 38). Here is the receipt that came with her sweater. It clearly shows that Mrs Burns ordered a size 42.

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Send to:							
Name	Mrs K Burns			Address	2 Oxford Road, Bicester		
Tel	01789 342555			Postcode	OX12 4WE		
Please allow 14 days for delivery							

## 3. Write a letter

Mrs Burns has asked you to **write a letter** for her to go with the returned sweater. She wants you to explain why she is returning the sweater and ask them to send her a new one in the right size.

Write the letter here.

A large, empty rectangular box with a thin black border, intended for the student to write their formal letter. The box occupies most of the page's vertical space.

Model answer

Mrs K Burns  
2 Oxford Road  
Bicester  
OX12 4WE

[Today's date]

Cantel Ltd  
4 Mitchell Dean Way  
Cottisfield  
Dorset GN3 4XY

Dear Sir or Madam

I recently ordered a size 42 pink sweater from you. It is item number 3045 in your catalogue. My order number is 456-2341.

Unfortunately you have sent me a size 38 sweater.

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pp Mrs K Burns

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<b>Feedback form</b>	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
<b>1. Interviewer's view</b>	The member of staff ...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a.	Used writing skills effectively.			
b.	Understood what key words and ideas mean for their work.			
<b>2. Interviewer's reasons</b>	The member of staff's piece of writing ...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a.	Is clearly and legibly handwritten.			
b.	Includes the right information.			
c.	Presents information in a way that is logical and easy to follow.			
d.	Uses accurate spelling.			
e.	Uses accurate punctuation (e.g. commas, full stops, apostrophes).			
f.	Uses the right words in the right ways (vocabulary).			
g.	Uses standard English appropriately (grammar).			
h.	Was completed within the time allocated (ability to write quickly).			
<b>3. Next steps to help develop skills and knowledge for the job</b>		<b>Yes</b>	<b>No</b>	
a.	Interviewer will arrange monitoring, feedback and support from a supervisor.			
b.	Interviewer and member of staff will plan personal development to improve member of staff's understanding of key social care words and ideas.			
c.	Interviewer and member of staff will plan personal development to improve member of staff's writing skills.			
<b>4. Interviewer's signature</b>	<b>Staff member's signature</b>			

*Use the other side of this sheet for notes.*

<b>Personal development form</b>	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
<b>1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following writing skills</b>		<b>Tick (✓) if 'yes'</b>
a. General writing skills.		
b. Care work writing skills.		
c. Care vocabulary: to understand key words and ideas and how they relate to the job.		
<b>2. How will the learning happen?</b>		
<b>3. What support and resources will be needed to make the learning successful?</b>		
<b>4. When will the learning happen?</b>		
<b>5. How will we know the learning has been successful?</b>		
<b>6. Progress review date</b>		
<b>7. Interviewer's signature</b>	<b>Staff member's signature</b>	