# Arabic Official and Administrative Correspondence: Letters, Memos, Circulars and Decisions

3 – 7 May 2027
Barcelona - Eixample district four-star



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**Ref:** 1230_7158 **Date:** 3 – 7 May 2027 **Location:** Barcelona - Eixample district four-star **Fees:** 23500 SAR

**Technical depth:** Practitioner · **Practical mode:** Case study

## Introduction

Official correspondence carries an organisation's decisions, commitments and reputation, yet many letters leave with inconsistent formats, weak structure, grammatical errors and a tone that does not suit the reader. Each correction costs a manager's time, and an unclear circular or decision can be misapplied across a whole organisation. This Core Concept course equips administrative staff to draft official and administrative correspondence in accurate, clear Modern Standard Arabic, from letters and memoranda to circulars, decisions and minutes. Participants work on realistic case correspondence and leave with a Correspondence Style Guide and Template Pack.

## Course Objectives

- Distinguish the purpose, structure and approval route of letters, memoranda, circulars, administrative decisions and minutes
- Draft official Arabic correspondence with correct forms of address, reference details and closing formulas
- Apply Modern Standard Arabic administrative register, punctuation and spelling rules accurately
- Write clear, concise texts using plain language principles and a logical paragraph structure
- Handle sensitive, confidential and bilingual correspondence with appropriate tone and controls
- Produce a Correspondence Style Guide and Template Pack for use in one's own unit

## Target Audience

- Administrative officers who draft and issue letters, memoranda and circulars
- Secretaries and office coordinators preparing correspondence for managers' signature
- Correspondence unit staff who register, route and file incoming and outgoing mail
- Specialist staff in HR, finance and procurement who write formal replies to internal and external parties
- Team coordinators who record meeting minutes and follow up decisions

# Course Outline

## Day 1: Official Correspondence Foundations and Current Practice

- Correspondence Types Map: External Letters, Internal Memoranda, Circulars and Administrative Decisions
- Anatomy of the Official Arabic Letter: Letterhead, Reference Number, Salutation and Closing Formula
- Honorifics and Forms of Address Table by Recipient Level
- Correspondence Quality Audit of Recent Outgoing Letters
- Correspondence Lifecycle from Drafting to Registration and Filing Based on ISO 15489-1:2016

## Day 2: Language Standards and Structural Models

- Modern Standard Arabic Administrative Register and Fixed Expression Bank
- ISO 24495-1:2023 Plain Language Principles Applied to Arabic Texts
- Arabic Punctuation Rules for Official Documents
- Hamza, Ta Marbuta and Alif Maqsura Orthography Rules
- Inverted Pyramid Paragraph Structure: Subject, Background, Request and Closing

## Day 3: Drafting Core Administrative Documents

- Formal Request and Reply Letter Templates
- Internal Memorandum and Circular Drafting Procedure
- Administrative Decision Format: Preamble, Articles and Effective Date
- Meeting Minutes and Recommendations Record Template
- Official Email Etiquette and Signature Block Standards

## Day 4: Precision, Sensitivity and Problem Cases

- Common Grammatical Errors in Administrative Arabic: Number Agreement, Numerals and Prepositions
- Refusal, Apology and Follow-Up Letters in a Neutral Tone
- Bilingual Correspondence: Hijri and Gregorian Dates, ISO 8601-1 Formats and ISO 233-2 Name Transliteration
- Confidential Correspondence Marking and Distribution Control
- Electronic Correspondence Systems: Reference Numbering, Routing and Electronic Signature Workflow

## Day 5: Correspondence Clinic and the Template Pack

- Delayed Supplier Payment Case: Drafting a Reply to a Formal Complaint
- Policy Change Case: Turning a Management Decision into a Circular
- Peer Proofreading Clinic Using a Language and Format Checklist
- Correspondence Style Guide and Template Pack Assembly
- Template Pack Presentation and Peer Review

## Skills You Will Gain

- Official Letter Drafting
- Administrative Register Control
- Arabic Proofreading
- Circular and Decision Writing
- Minute Taking
- Tone Management in Sensitive Correspondence
- Bilingual Document Formatting
- Correspondence Registration

## Why Attend This Course

- Return to work with a Correspondence Style Guide and Template Pack that brings consistency to every outgoing letter
- Draft letters that managers sign without repeated corrections to language or format
- Answer complaints, refusals and sensitive matters in a tone that protects the organisation's reputation
- Compare correspondence practice with administrative staff from different sectors, organisations and countries

## Conclusion

Well-drafted correspondence lets a decision travel through an organisation without misunderstanding or delay. The course moves from the types and anatomy of official documents, through the language, punctuation and plain language standards that govern them, to drafting letters, memoranda, circulars, decisions and minutes, and then to the sensitive, bilingual and confidential cases that test accuracy. The final day's correspondence clinic turns this into a Correspondence Style Guide and Template Pack for each participant's own unit.