

COMMUNICATION AND WRITING SKILLS | CWS-021

Plain Language Writing for Government

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

Course content

Why Attend

Citizens should be able to understand government letters, forms, websites and policies the first time they read them. Plain language improves compliance, reduces calls and complaints and builds trust.

This Aractech course covers plain language principles, knowing the audience, structure, sentence and word choice, writing letters, forms, web content and policies, accessibility, testing with users and plain language programmes. Participants rewrite government documents.

Course Methodology

- Writing workshops
- Document rewrites
- User testing exercises
- Feedback
- Templates

Course Objectives

- Apply plain language principles
- Write for citizens' needs
- Structure documents for clarity
- Use clear words and sentences
- Rewrite letters, forms and web content
- Test documents with users

Target Audience

- Government officials
- Policy writers

Course content

- Communication staff
- Customer service staff in public bodies

Course outline

Detailed course outline

Day-by-day outline for Plain Language Writing for Government.

Day 1 - Plain Language

- 09:00-09:45 | Why plain language
- 09:45-10:30 | Principles
- 10:30-11:00 | Legal considerations
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Legal considerations (continued)
- 11:45-12:30 | Examples
- 12:30-14:00 | Exercise: Document assessment

Day 2 - Audience and Structure

- 09:00-09:45 | Citizen needs
- 09:45-10:30 | Structure
- 10:30-11:00 | Headings
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Headings (continued)
- 11:45-12:30 | Lists
- 12:30-14:00 | Workshop: Restructuring

Course outline

Detailed course outline

Day-by-day outline for Plain Language Writing for Government.

Day 3 - Words and Sentences

- 09:00-09:45 | Everyday words
- 09:45-10:30 | Short sentences
- 10:30-11:00 | Active voice
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Active voice (continued)
- 11:45-12:30 | Jargon
- 12:30-14:00 | Exercise: Sentence rewrites

Day 4 - Documents

- 09:00-09:45 | Letters
- 09:45-10:30 | Forms
- 10:30-11:00 | Web content
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Web content (continued)
- 11:45-12:30 | Policies
- 12:30-14:00 | Lab: Rewriting a letter

Course outline

Detailed course outline

Day-by-day outline for Plain Language Writing for Government.

Day 5 - Testing and Programmes

- 09:00-09:54 | Accessibility
- 09:54-10:48 | User testing
- 10:48-11:00 | Measuring impact
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Measuring impact (continued)
- 12:12-13:06 | Programmes
- 13:06-14:00 | Capstone: Plain language rewrite

Seminar dates

Available seminar dates

Live dates and pricing for Plain Language Writing for Government generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Amsterdam	Classroom	€2,830
7 - 11 December 2026	London	Classroom	€2,315
11 - 15 January 2027	Barcelona	Classroom	€2,815
8 - 12 February 2027	London	Classroom	€2,315
8 - 12 March 2027	Munich	Classroom	€3,225
12 - 16 April 2027	Rome	Classroom	€3,460
10 - 14 May 2027	Munich	Classroom	€3,225
14 - 18 June 2027	Amsterdam	Classroom	€2,830
12 - 16 July 2027	Geneva	Classroom	€4,315
9 - 13 August 2027	Barcelona	Classroom	€2,815

Seminar dates

Available seminar dates

Live dates and pricing for Plain Language Writing for Government generated from the course details page.

Date	Location	Format	Fee
13 - 17 September 2027	London	Classroom	€2,315
11 - 15 October 2027	Munich	Classroom	€3,225
8 - 12 November 2027	Rome	Classroom	€3,460
13 - 17 December 2027	Munich	Classroom	€3,225
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
11 - 15 January 2027	Online / Live	Online / Live	€1,815
8 - 12 February 2027	Online / Live	Online / Live	€1,815
8 - 12 March 2027	Online / Live	Online / Live	€1,815
12 - 16 April 2027	Online / Live	Online / Live	€1,815

Seminar dates

Available seminar dates

Live dates and pricing for Plain Language Writing for Government generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Online / Live	Online / Live	€1,815
14 - 18 June 2027	Online / Live	Online / Live	€1,815
12 - 16 July 2027	Online / Live	Online / Live	€1,815
9 - 13 August 2027	Online / Live	Online / Live	€1,815
13 - 17 September 2027	Online / Live	Online / Live	€1,815
11 - 15 October 2027	Online / Live	Online / Live	€1,815
8 - 12 November 2027	Online / Live	Online / Live	€1,815
13 - 17 December 2027	Online / Live	Online / Live	€1,815