IHT
HOTEL SCHOOL
(Pty) Ltd

Diploma
in
Hospitality Management
2022

Report Writing and Referencing Guide
of
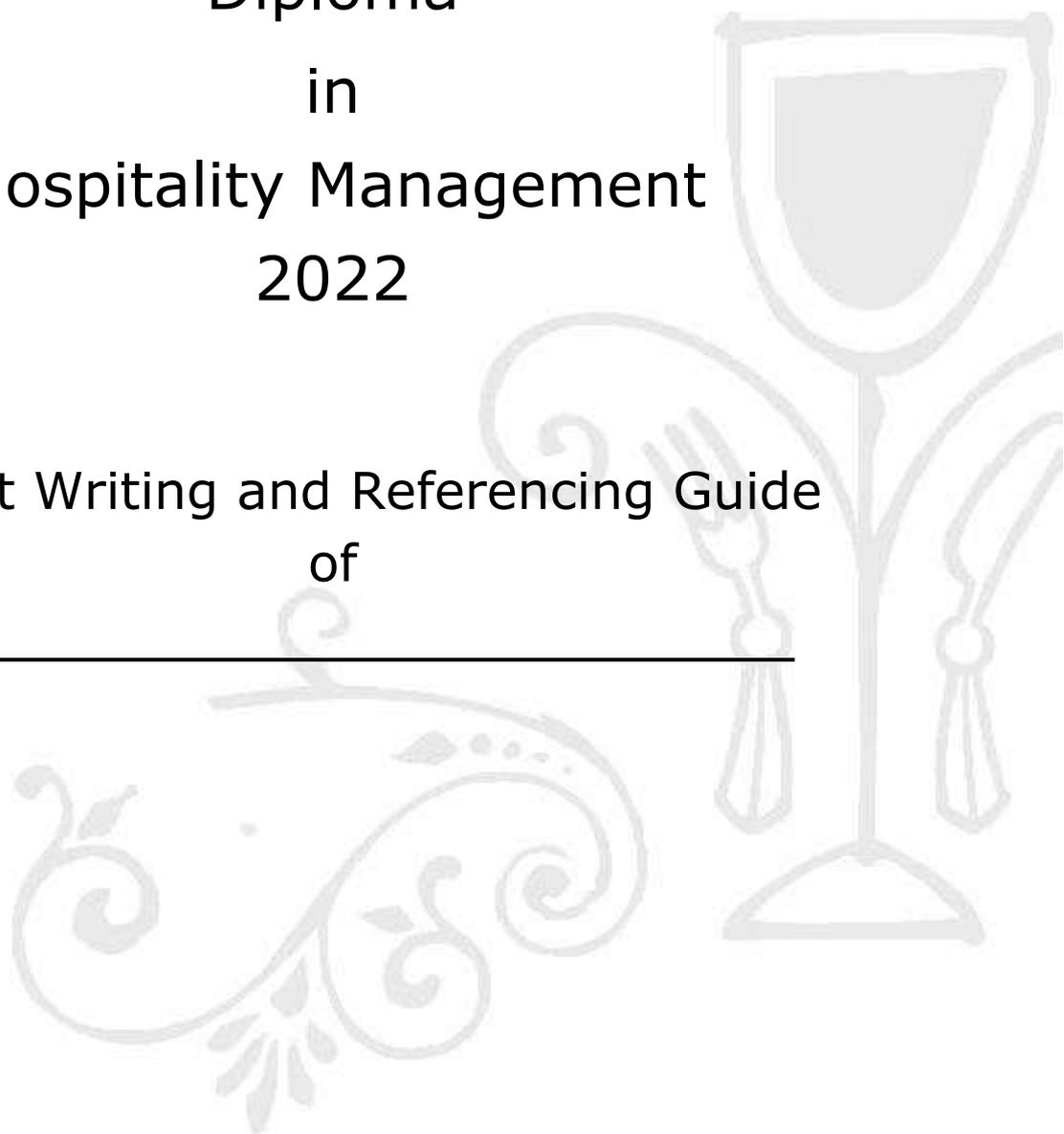
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Adapted for South African context by:

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WRITING SKILLS – WRITING AN ACADEMIC REPORT

GENERAL PRACTICES AND STANDARDS IN ACADEMIC WRITING

A report is a highly structured form of writing that follows set standards. The main qualities of a successful report are accuracy, simplicity, clarity, and readability. The language, structure, and presentation of a report should help the reader to understand the main points quickly and easily. General tips below will help you to produce a report according to the required standards of IHT Hotel School:

1. All reports / assignments must have a Cover Page which can either be found on the student server in the Business Technology Lab or will be provided by your Business Technology Lecturer.

2. All reports must be submitted electronically (emailed to the relevant lecturer) as well as in hard copy (in the relevant lecturer's pigeon hole).

3. All hard copies of reports submitted for marking must be typed on white A4 paper and the completed document must be printed on one side only.

4. Ensure that you **keep a copy of the report** for your own records should the original submission be misplaced, or if a re-submission is required – tip: email a copy to yourself, then you will always be able to access it.

6. All material sourced must be correctly referenced according to the Harvard author-date method with sources included in a Reference List at the end of your report.

7. Plagiarism is cheating and the same penalties for plagiarism apply as for cheating in an examination. Refer to the Student Guide.

8. Absence from class on the due date without a valid doctor's letter will not excuse late report submissions. Refer to the Student Guide for penalties.

9. All reports must have a header as well as a footer which contain the following information:
   • Page header with student name & no on right, from first content page.
     - Verdana 9, Small caps, Italics, Bottom border
   • Page footer with page numbers on right, from first content page.
     - Verdana 9, Small caps, Italics, Top border

ACADEMIC WRITING

Academic writing, whether in the form of an essay or report, requires a formal style of writing. To achieve this style of writing, the guidelines set out below should be adhered to. That said, it is important to maintain ease of reading despite the formality of an academic essay or report.

This can be achieved by keeping sentences and paragraphs short, avoiding the use of words that you would not typically use or that you do not fully understand, applying proper spacing, and by making use of relevant headings and subheadings. It is also advised to **proof-read** all academic work before submitting it.

LANGUAGE

For the purpose of academic writing conducted in South Africa, including any academic work submitted at IHT Hotel School, **British English** must be used, as opposed to American English.

For example, the writer should focus on using 's' instead of 'z'; 'ou' instead of 'o'; 'organise' as opposed to 'organize'; and 'flavour' as opposed to 'flavor'.

VOCABULARY

The following should be considered when writing academic reports:

Sexist Language
Always attempt to find more gender inclusive words.

For example: use 'waitron' instead of 'waiter' or 'waitress'.

Jargon, Buzz Words and Clichés
Jargon, buzz words and clichés and be avoided at all times, even though the writer might believe it is common knowledge to just about anyone.

For example: 'ducks in a row', 'best practice', 'drill down', 'take is offline', 'take it to the next level', 'low hanging fruit'.

Acronyms
Acronyms may be used in all written communication as long as the first time the acronym is used the whole term or phrase is written in full.

For example: 'Registered Training Organisation (RTO)'

Abbreviations

Abbreviations should be avoided in academic writing.

Abbreviation	Full word(s)
Etc	Et cetera
Didn't	Did not
Can't	Cannot
Phone	Telephone
Fax	Facsimile

TONE

Tone is how a written or spoken conversation 'sounds' to the reader. An academic report should always be written in a **formal tone** using language you would use when speaking to a person in a position more superior to yours. The writer should avoid using a conversational tone when writing an academic report, steering clear of the use of slang terms and expressions as well as strong opinions and emotions.

VOICE

An academic report should be written in **passive voice** using 3rd person style of writing. Passive voice is used when the focus is on the action, not the person(s) performing the action. For example 'It *was established* that Cape Town hotels are fully booked during December' (passive voice); as opposed to '*I* established that hotels in Cape Town are fully booked during December' (active voice).

It is thus best to all together **avoid referring to the person(s) performing the action**. However, if you refer to yourself, do so in the third person. 'The student' as opposed to 'I / me'.

Passive Voice
*The systems most **favoured** for investment **were shown to be** planning, design and production. Many manual systems **were reported** as being current investments across the sector. Only the largest firms, however, showed any degree of interest in integrated systems. Textile and clothing firms, in particular, **were seen to be** investing in automated production, design, planning and reporting technologies.*

Active Voice
*Our research **has shown** that in terms of current investments, manufacturers **favoured** planning, design and production systems, with firms across the sector **reporting** investments in a range of manual systems. Only the largest firms, however, showed any degree of interest in integrated systems. We **have seen** textile and clothing firms, in particular, investing in automated production, design, planning and reporting technologies.*
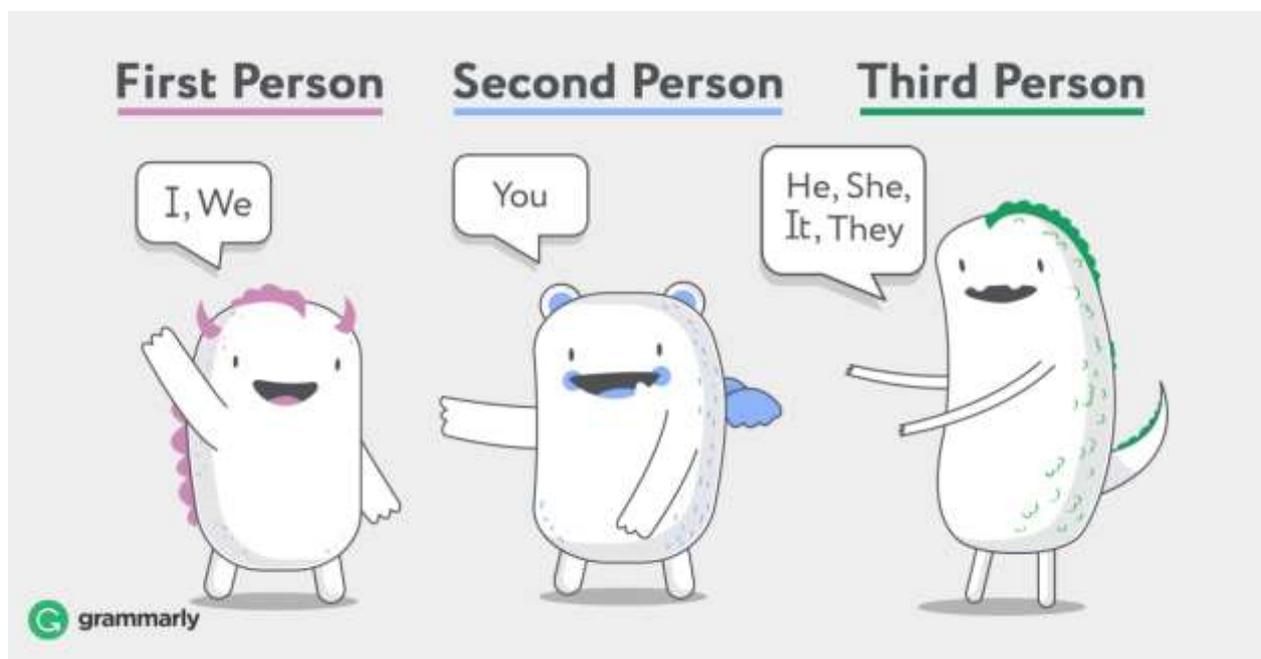
Figure 1.1: Voices of Writing
(Ross 2017)

When reporting on findings, always write in the **past tense**. When discussing findings (usually in conclusions), always write in the **present tense**.

Relevant Headings and Sub-headings
Headings are a very important part of the structure of reports. Headings tell the reader at a glance where a specific topic starts and ends. It further provides a quick summary of the contents of the report. A series of headings are like a set of signposts, directing the reader through the text, pointing out the way the writer was thinking when writing the report.

All headings in a formal report must be numbered with the decimal numbering system. The numbering system enables the reader to see the relationship between parts of the content. For example the headings and numbering below show that:

2.1 Demographics and **2.2 Competition** are two sets of **Results**.

It further indicates that the results for **2.2.1 Restaurant Styles** and **2.2.2 Service Styles** are related to **2.2 Competition**.

2.0   Results

    2.1 Demographics

        2.1.1   Demographics of Cape Town Population

        2.1.2   Demographics of Research Population

    2.2   Competition

        2.2.1   Restaurant Styles

        2.2.2   Service Styles

        2.2.3   Menu Prices

It is also important to ensure that the headings and numbering that was used in the report are **identical** to the headings and numbering used in the **Table of Contents**. If a template is used, the appropriate styles must be applied to the headings. This then creates an automatic Table of Contents.

1. SUMMARISING

The purpose of a summary is to give the reader, in a about 1/3 of the original length of an article/text, a clear, objective picture of the original lecture or text. Most importantly, **the summary restates only the main points of a text without giving examples or details**, such as dates, numbers or statistics.

In both the paraphrase and summary the author's meaning and opinion must be retained. However, in the case of the summary, examples and illustrative elements of the passage are omitted. Because they can be used to encapsulate everything from a long narrative passage of an essay, to a chapter in a book, to the entire book itself, summaries can be tremendously helpful.

2. PARAPHRASING

Paraphrasing is used when published materials are used in a research report and the researched text is rewritten making use of the report writer's own words which does not change the original meaning. The paraphrase is usually about the same length as the original text, as opposed to a summary which is usually much shorter.

It is important that the sentence structure and the vocabulary are not similar to the original as this will be regarded as plagiarism. To avoid plagiarism it is important to change the structure of the paragraph and / or change the words of the paragraph.

Changing the structure of a paragraph
Use the following steps to change the structure of a paragraph.

1. Read the paragraph and write down the main points or words. **Do not copy** down entire sentences – only the main points.

2. Put the paragraph/book away and using the main points, **write a paraphrase from memory**. This means that text is not copied word for word.

3. To avoid accidental plagiarism, **check what was written against the original text**. It is important to make sure that the paraphrased version of the text is different but that the same main ideas were covered.

Changing the words of a paragraph
People's writing styles and the words they use are very distinct. It is generally easy to tell when someone has copied directly from a textbook, as the language and the words used change from the writer's normal style and vocabulary.

- For an entire paragraph, try to locate the subject and the verb for every sentence in the paragraph and then look for the 'hint word' **by**.
- If there's a **by** in the sentence, no matter how long it is, it is certainly in the **passive voice**. Reword the sentence into active voice.
- If there is NO **by**, the sentence is in the **active voice**. Reword it so that it becomes a sentence in the passive voice where the subject is the receiver of the *action*.

3. SYNTHESISING

A synthesis is a combination, usually a shortened version, of several texts made into one. It contains the important points in the text and is written in the report writer's own words.

To make a synthesis suitable, sources on a specific topic must be found, and then the relevant parts in those sources must be identified. The next step is to use paraphrasing and summarising skills to combine the information which the report writer must then write in his/her own words. The information from all the sources must fit together into one continuous text. All sources that were used, must be cited.

Once you have completed a synthesis check your work by ensuring that:

- the **purpose** of the report remains clear

- the **language** is correct

- the **style** used for writing is authentic and the report writers own

- the **sources** from where the information came were appropriately acknowledged through in-text citation.

4. QUOTATIONS

A major problem identified in student report writing is that it relies too heavily upon direct quotes from an original source. Direct quotes should be used selectively in academic writing.

Direct quotations are used for:

- a definition or part of a definition

- a theory, law, regulation, principle, etc.

- a specific term or expression created by the author or by another author cited

- a particularly effective, powerful, or controversial statement

When using direct quotations the following must be indicated:

- **Quotation marks** ("") should be used when quoting

- **Citation** must be used, indicating the original source's author, year and page number.

Direct quotations can be integrated into the report writer's own writing in two ways:

- As the grammatical continuation of a sentence, for example:

  A variable cost "is one which varies directly with changes in the level of activity over a defined period of time" (Pearson and Ramsay 1996, p. 693).

- Using "as follows" or "following", or a reporting verb and a colon, for example:
  Haskin (1996, p. 29) offers the following definition: "empowerment is the process which allows for ethical decision making by all organisation members...".

PREPARING AN ACADEMIC REPORT

All work submitted to IHT Hotel School must be set up according to the structure provided below. Please also refer to the **IHT Hotel School Assignment Grading Criteria** when setting up your academic work.

STEPS IN WRITING AN ACADEMIC REPORT

At its simplest, there are **four (4) steps** to academic report writing:

Step 1: Planning the Report
Step 2:   Writing the Report
Step 3:   Referencing all Sources
Step 4:   Reviewing the report

Before putting pen to paper (or fingers to keyboard), it is important to plan your approach to the report.
Planning the report includes:

- **Defining the Purpose** of the Report
- **Defining the Audience** of the Report
- Gathering Information / **Research Process**
- **Structuring the Report** according to the type of Report

Defining the Purpose of the Report

Ensure that the requirements for the report were carefully read and analysed in order to have a clear idea of the exact purpose of the report. Knowing the purpose of the report will not only help to communicate information more clearly but will also assist in being more selective when collecting information for the report.

Write a ***Purpose Statement*** for the report. The purpose statement is a declarative sentence which summarises the aim and objectives of the report. It is typically included in the Executive Summary and Introduction of the report to give the reader an accurate, concrete understanding what the document will cover and what he/she can gain from reading it.

Some common introductory phrases for purpose statements include:

- "The purpose of this report/assignment/document is to..."
- "In this paper, a description/explanation /review/etc. will be provided on the..."
- "This report will discuss the..."

- "The purpose of this report is twofold: to ____ and ____"

Guideline to writing a Purpose Statement
The purpose of this **[*strategy of inquiry, such as report / assignment / case study*]**   is */ was / will be*   to **[*understand / describe / develop / discover*]**   the **[*phenomenon being studied*]**   for / on **[*the participants, such as the individual, groups, organisation*]** at **[*research site (remain general)*]**.
Example of written Purpose Statement
The purpose of this **report** will be to **develop a greater understanding** of the **cultural influence** on **young immigrants** at a **north-eastern community college**.

Defining the Audience of the Report

Academic reports do not usually specify an audience, but for most academic papers, a lecturer will be the **primary audience**. It will be the lecturer who reads and grades the report and the writer (student) will want to keep the needs and perspectives of the lecturer in mind.

That said, when the report is written with only the lecturer in mind, the report sometimes do not provide as much information as it should or say it as clearly as is necessary, because the writer (student) assumes that the lecturer grading the report has all the knowledge and does not need detailed explanations. It is thus important when writing a report to not only think of the lecturer, but also the academic environment he/she represents as the **secondary audience** of the report.

Gathering Information / Research Process

A research report is a piece of *analytical/investigative* writing in which two types of research techniques may be used:

– **Primary research** is gathering information first-hand by conducting experiments, doing investigations or interviews, compiling questionnaires to be completed instead of using existing information.

- **Secondary research** is often called 'desk' research and is the normal kind of research involving the access of many sources of information on the same topics to obtain information relevant to a particular situation or problem. Some common techniques of secondary research include reading books or journals, searching the internet or even using audio-visual materials. Secondary research

The use of **keywords** is the most common way used to find information about the research topic. Keywords act as search terms and therefore good keywords unlock the doors that will lead to finding useful information much faster.

Structure the Report

The structure of the report is like a **skeleton**; it gives shape and outline to the information within the report. A report must always be structured using the *IHT Hotel School template for reports / assignments*, including **sections**, each with their own **headings and subheadings.**

Each section of a report should have a clear heading and each subsection a clear subheading. This creates a structured flow to the information that guides the reader through the report as well as allows the reader to quickly access information that is important.

STRUCTURE OF AN ACADEMIC REPORT

Academic reports can be divided into three (3) logical sections, each containing a particular and expected type of information.

1. **The Front Matter / The Preliminary Section**

2. **The Body Matter**

3. **The End Matter / The Closing Section**

1. THE FRONT MATTER

The front matter consists of the:

1.1 Cover page

1.2 Executive Summary

1.3 Table of Contents

1.1 Cover Page

The Cover Page must contain:

- The title of the report

- Module number and name

- Student name and number

- Lecturer name

- Submission date

- Signed and dated declaration of work

It is important to note that the Cover Page:

- is not numbered.

- contains no header or footer details.

- does not appear as an entry in the Table of Contents.

1.2 Executive Summary

An executive summary (also called **Preface / Synopsis / Abstract**) retells the report 'in brief'. It is designed to be read by people who do not have the time to read the entire report and should thus contain a summary of the most important information to provide the reader with a brief overview of the report.

An executive summary should summarise the content of the report to 10%. The length of the executive summary will thus be determined by the length of the report. The length of reports written for IHT Hotel School usually justifies executive summaries of no more than 2 pages.

An executive summary must always consist of (in sequence of the report):
- A purpose statement (derived from the Introduction).

- How data was collected.

- An overview of each section (derived from the Table of content).

- What the findings & recommendations were (derived from the Conclusion).

It is also important to note that the Executive Summary:

- may not introduce any new information that was not covered in the report.

- must communicate information independently from the report (should not need to read the report to understand the executive summary).

- appears on a page of its own, directly following the front cover.

- is not numbered.

- contains no header or footer details.

- does not appear as an entry in the Table of Contents.

- contains no bullets.

A good Executive Summary will:

1. draw the reader's interest;

2. focus the reader's attention on the exact topic of the report;

3. provide background information on the topic of the report;

4. familiarise the reader with the purpose of the report;

5. provide an overview of each sections of the report;

6. acknowledge any valuable assistance received in the preparation of the report (e.g. information received through an interview);

7. show evidence that research was carried out by citing information of the sources that were used;

8. summarise findings and recommendations;

9. be concise: 10% of the total number of words is usually recommended, but for the academic writing purposes of IHT Hotel School, usually does not extend 2 pages.

10. should not include anything that is not discussed in more detail later in the report.

1.3 Table of Contents (ToC)

The Table of Contents (ToC) is a list of the main sections and subsections in the report. It also gives the page numbers on which the sections can be found.

There are several criteria to note about the Table of Contents:

- It does not include entries for the cover page, Executive Summary or the Table of Contents.

- It does include an entry for the Appendix or Appendices (if used), but does not indicate any page numbers used for these entries.

- The sections in the ToC are indicated on three levels with indentations.

- The section names, section numbers and page numbers are identical to the way they appear in the report.

- A table of contents should be created on completion of all other sections of the report because if any headings or page numbers change this may not be reflected in the ToC.

- Like the Cover Page and Executive Summary, the Table of Contents:

  – is placed on its own page/s,

  – does not have header of footer details

  – does not have page numbers

2. THE BODY MATTER

The body section of the report presents the information of the research in a logical and coherent manner.

The body of the report consists of the:

2.1   Introduction
2.2   Discussion of findings and results
2.3   Analysis of findings and results
2.4   Recommendations
2.5   Conclusion

2.1 Introduction

An introduction explains to the reader what is going to follow in the report, generating the reader's interest. It makes the aims, purpose and motivation for the report clear, and can thus be seen as a purpose statement.

It offers background information of importance to the reader in order to have a better understanding of the rest of the report. The introduction should not include anything that is not discussed in more detail later in the report and should be concise, consisting of 3 – 5 sentences with the main focus on the purpose statement.

It is important to note that the Introduction:
- does NOT appear on a page of its own.

- is written in paragraph form.

- contains no bullets.

2.2 Discussion of findings and results

This section, along with section 2.3 Analysis of findings and results, form the main body of the report and is usually divided into subsections to guide the reader through the results of your research.

This section **summarises** and **synthesises** what has been found through primary (if used) and secondary research. No information should be included in the discussion of results section that cannot be backed up by data obtained from reliable, verifiable sources. Be sure to keep track of each source you use, so that you will be able to correctly reference each of your sources.

2.3 Analysis of findings and results

This section **evaluates** and **interprets** the findings / results. That is, it examines the meaning of the collected information in the current context and/or finds relationships between sets of results or findings.

Interpretation involves **constructing arguments** about how the results should be understood; to describe their meaning in the wider context. Through the constructing of arguments, the writer is allowed to then, and only then, form opinions based on the facts argued. **Opinions are not permitted in any other section of a report and must be supported by results and findings.**

The Analysis section is therefore a series of logical arguments that result in a set of logical conclusions, each of which is concerned with one or more of the objectives of the research or the research purpose.

2.4 Recommendations

The recommendations are the actions that should occur to address the issues raised in the analysis. Recommendations should logically flow on from the Analysis section. No new information or issues should be stated.

For example if the analysis identified four (4) specific problems, four (4) suitable and possible solutions should be offered. Recommendations can be arrange in order of cost and (the easiest and cheapest option first) or in order of need (the most urgent option first).

2.5 Conclusion

The conclusion provides a summary of the report's findings and recommendations, and must meet / relate to the aim / purpose statement of the report (stated in the introduction). The conclusion summarises the findings and results of the report as well as the recommendations stated in the report.

That said, some reports will not require you to make recommendations. Each report / assignment brief) will indicate whether you are required to make recommendations and whether this should be indicated in the conclusion or as a section in the content of your report.

Adjectives that are useful in a conclusion as a way of condensing main points include: 'This report therefore clearly highlights that the advertising campaign was very successful, due to its inclusive and far-reaching impact with key target audiences such as X and Y'.

It is important to note that the Conclusion:
– does NOT appear on a page of its own.

– is written in paragraph form

– contains no bullets.

– may not introduce any new information not covered in the report.

3. THE END MATTER

The end matter consists of:

3.1   Reference list (and Bibliography, if applicable)

3.2   Appendices

3.1 Reference List

Students of IHT Hotel School are obligated to use the Harvard Style of Referencing. A Reference List must be included at the back of the report and should contains all cited sources (books, articles, web sites, interviews) that were referred to in the report.

The following is important regarding the Reference List:

- It appears on its own page or pages.

- Sources are listed alphabetically by the surname of the author.

- All sources listed in the Reference List must be cited in the text of the report (in-text referencing).

- A reference list for the report must include at least eight (8) entries from three (3) different types of sources of which three (3) must be written work (textbooks, newspapers, journals).

What about the Bibliography?

The purpose of a report, along with the style of referencing stipulated for a report, will dictate whether a Reference List OR a Bibliography should be used. As IHT Hotel School makes use of the Harvard Style of referencing, a Reference List, and NOT a Bibliography is required.

A bibliography is a list of all sources that were used during research, whether they merely provided background information or whether they were of great importance and thus cited in the content of the report. The bibliography is thus a list of cited references as well as additional sources used during the research of the report.

3.2 Appendix (Appendices)

An appendix contains facts and findings that usefully support the content of the report, but which are not vital to the main ideas. The information in an appendix must always be referred to in the main text.

Examples of material that may be included in an appendix are:

- statistics

- copies of surveys/questionnaires

- graphs/tables

- extracts from journals, newspapers or other reports

- large and detailed tables of data

- copies of articles from primary or secondary research

(Waters 2000, p. 92)

The Appendices section has its own cover page labelled **Appendices** with a **Table of Appendices** listed underneath the heading. Each appendix must be given a heading and labelled with a letter of the alphabet (Appendix A: Heading of Appendix). Each of these appendices must be placed on a new page.

Appendices **DO NOT** contain:
- header and footer information

- page numbers

Appendices ARE listed in the ToC, but a left aligned number and page numbers are not included.

USING FIGURES AND OTHER IMAGES IN A REPORT

The purpose of figures, graphs, tables, diagrams and other images is to enhance and support information provided in a report or assignment. Photos are discouraged unless they are able to fulfil this purpose.

When using figures and other images, the following rules must be followed:
- Figures must be referred to in-text.
- Figures must be provided with a figure number (bold font), simple caption (regular font) and in-text citation (regular font).
- Figures must be left aligned.
- Figures must be numbered in the sequence of their use in text.

Numbering according to sections	Independent numbering
If the report has, for example, three (3) sections numbered in the table of content as 1 – 3, figures appearing in these sections will be numbered as:	The numbering of figures are done independent from the number of sections, in other words figures are merely numbered from 1 onwards in the order they appear in the report:
Section 1: First Figure used: Figure 1.1 Second Figure used: Figure 1.2	Section 1: First Figure used: Figure 1 Second Figure used: Figure 2
Section 2: First Figure used: Figure 2.1 Second Figure used: Figure 2.2	Section 2: First Figure used: Figure 3 Second Figure used: Figure 4

- Figures used must be referenced (in-text and in the reference list), unless it is the writer's own work. For example, the figure below was originally published on a website in 2010. The author that wrote the article and published the photo was Andrew Price.

The reference used in your **reference list** should thus reflect as follows:

Price, A. 2010, *What are we eating? What the Average American Consumes in a Year*, Pie Chart, Digital Image, [Online] Available from: http://excelle.monster.com/news/articles/4909-what-an-average-american-woman-eats [Accessed on 25 May 2018].

The **image with in-text citation** used should thus appear as follows:
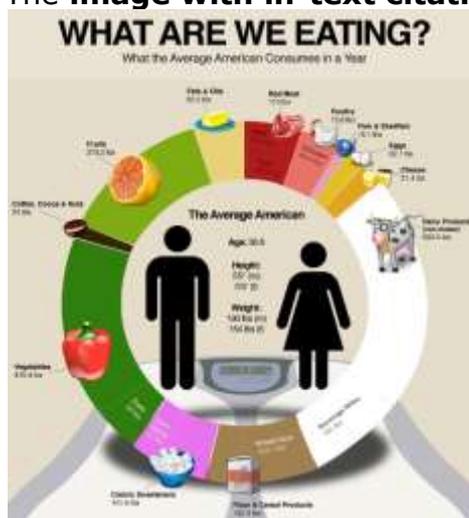
Figure 3.2: Average American Consumer's Food intake
(Price 2010)

TECHNOLOGY TO STRUCTURE A REPORT

A report is a highly structured and formal document that needs to meet strict standards and requirements. Formatting requirements for reports can be somewhat complex to create without help.

The creation of a special template for report writing has its layout and formatting pre-defined and provides consistent and professional structure and formatting.

In Hospitality Business Technology, IHT Hotel School students are taught how to create an *IHT Hotel School template for reports / assignments* as well as an *IHT Hotel School template for essential activities / class activities* to be used for all reports or assignments submitted at IHT Hotel School.

These templates must be used for all applicable assessments submitted for marking at IHT Hotel School.

REFERENCING IN ACADEMIC WRITING

All work submitted to IHT Hotel School must be referenced according to the Harvard Author-Date system of referencing. This topic will provide you with the necessary guidelines for referencing your academic work according to the standards expected. Please also refer to the **IHT Hotel School Quick Referencing Guide** when referencing your academic work.

REASONS FOR REFERENCING

There are several reasons why referencing is essential:

- It enables readers to locate and verify the materials you have used.

- It shows evidence of wide research on the topic and therefore strengthens your argument. There are both moral and legal requirements that mean you must acknowledge the author.

- It acknowledges the actual creator and author of the material.

- It makes clear to the reader what parts of the work you created and prevents readers from believing (wrongly) that you are the author of the entire work.

- Most tertiary institutions enforce policies about referencing and view it as academic misconduct if referencing is not done. In general, if references are not included, the student is seen as having committed **plagiarism**, and will fail the assessment or even the module.

REFERENCING SYSTEM

In tertiary institutions, the referencing system widely used to acknowledge sources is the **Harvard Author-Date Referencing system**. Other institutions might adopt different systems to which their authors must comply. In IHT Hotel School, the Harvard Author-Date system is the **ONLY** referencing system to be used for reports and assignments.

Plagiarism in Academic Writing
Plagiarism is the use of the ideas, inventions or work of another as if it was a writer's own without acknowledging the original author or creator.

All assignments and reports handed-in for marking at IHT Hotel School, needs to be submitted electronically as well as physically (hard copy). Electronic copies of

assignments / report are checked for plagiarism using a **Plagiarism Detection Programme** widely used by tertiary establishments.

At IHT Hotel School, Plagiarism is regarded as a extremely serious offence of **Academic Misconduct** for which serious penalties apply, as set out in the Student Guide of IHT Hotel School.

Penalties differ depending on the severity of the offence, but can include a nil mark for the assignment / assessment, a fail grade for the Module / Module Unit in which the academic misconduct occurred, or even suspension / permanent suspension from the programme.

MANNERS OF REFERENCING

Whenever you make use of any ideas or data that was created by someone other than yourself, it must be referenced to acknowledge the creator of the ideas or data.

This MUST be done in:
1. the **text/body** of the report

   For example:

   Questions that are regarded as discriminatory in the recruitment and selection process include asking applicant's about their age, race, sex and sexuality. (Garside 2000, p.9)

2. in a **list at the end** of the report (called a *Reference list*).

   A reference list is a list of all the sources of information that was referred to in the body of the report. The references in this list are written in full.

   For example:

   Garside, P. 2000, *The Secrets to getting a Job*, 2nd edition. Hyland House: South Melbourne.

   References must be included when:
   - **Quoting** others' work

   - **Copying** others' work

   - **Paraphrasing** others' work

   - **Summarising / Synthesising** others' work

1. IN-TEXT REFERENCING (CITING)

Citing is acknowledging, in the text, the sources that were consulted or conferred with when an academic report was written. When sources of information are cited in the text of a report or assignment, regardless of whether it is a quote, copy, paraphrase or summary, it should include:

- the author's last name / surname

- the year of publication (latest edition)

- page numbers when directly quoting or paraphrasing an author's work.

  o It is important to acknowledge all sources that were consulted for the production of written work otherwise the report is considered to contain plagiarised work.

  o It is important as it allows readers to locate the sources that were used to compile the report.

  o **All** in-text citations must have fully detailed, corresponding entries in a reference list at the end of an assignment.

2. THE REFERENCE LIST

A reference list offers the readers of report or assignment, **full details** of the **cited sources** that were used and referenced in the body of the report (in-text referencing/citations) so that the readers can locate the sources themselves if necessary.

- The References List appears at the end of the report or research assignment and must be on its own page.

- The Reference List has a blank single line space between each reference.

- The Reference List must contain all the resources that were cited in the text (body) of the report or research assignment.

- Do not use numbers, letters or bullet points to begin each entry.

- Reference list entries should be arranged **alphabetically by author's surname** (or by organisation name).

- Any reference that starts with a number (e.g. 7:30 Report) precedes the alphabetical listing and is listed numerically.

- If a reference has no author, list it alphabetically according to the sponsoring body.

- Where there is more than one author of a publication, maintain the order of their names as they appear on the title page of the publication, even if they are not in alphabetical order on the title page.

- If there is no author or sponsoring body, list alphabetically according to the title.

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