

Grammar - Capitalisation

DON'T use a capital letter:	DO use a capital letter:
After a colon (:), semi-colon (;) or a dash (-)	To begin sentences
For a capital for words and, in, on, the (in the middle of the heading)	For each word that is a proper noun (names of people, places, titles, headings)
For other nouns	Days of the week and months of the year
To write the article a or an (unless it is at the beginning of the sentence)	To write the pronoun 'I'

The bold, turquoise one is correct if it is the name of a document:

1. Appeals process and Control sheet
2. Appeals Process And Control Sheet
3. appeals process & control sheet
4. **Appeals Process and Control Sheet**
5. Appeals process & control sheet

Grammar – Prepositions

Prepositions include words such as:

as, at, by, for, from, in, into, like, near, next, of, off, on, onto, out, over, than, to, up, with, since

DON'T:	DO:
Mix up the correct use of 'for' and 'since'	Use 'for' indicates a period of time E.g. I have lived in Sydney for 15 years (not since 15 years).
	Use 'since' indicates the start of that period of time E.g. I have lived in Sydney since 2014 (not for 2014).
Use an infinitive verb after a preposition <ol style="list-style-type: none"> 1. I look forward to hear from you. 2. She insisted to pay for the extra costs. 3. He succeeded to close the deal. 	Use the gerund form of the verb after a preposition <ol style="list-style-type: none"> 1. I look forward to hearing from you. 2. She insisted on paying for the extra costs. 3. He succeeded in closing the deal.

Grammar – Verbs that are followed by a gerund form

After certain verbs, the second verb will take the gerund (-ing) form.

For example: *consider suggest avoid admit deny imagine
stop risk practise finish like hate delay*

DON'T:	DO:
Have you ever <u>considered</u> to live in another country?	Have you ever <u>considered</u> living in another country?
He <u>suggested</u> to schedule a meeting with the client.	He <u>suggested</u> scheduling a meeting with the client.
Can we <u>avoid</u> to do that in the future?	Can we <u>avoid</u> doing that in the future?

Grammar – Articles

BASIC RULES	SOME EXCEPTIONS:
Indefinite article (a/an) – used with singular, countable, unspecific nouns a company car We need an independent financial adviser	With things which are unique the Internet, the global economy
Definite article (the) – used with singular, countable, specific nouns or nouns we've already made reference to the company car that Bob uses The financial advisor (mentioned above) will need to ...	When the noun is followed by <i>of</i> the price of coffee
Zero article – used with plural, countable nouns or when speaking in general company cars financial advisors must keep thorough records	When the noun is followed by a defining relative clause The profits we've made have all been reinvested.
	With adjectives to express groups the unemployed, the rich, the French
	With superlatives the best, the longest
	When expressing rates use 'a' five times a year

Grammar – Past simple versus present perfect

PAST SIMPLE	PRESENT PERFECT
Past period of time or moment in the past that is <u>finished</u> .	A reference to the past with a present relevance - <u>not finished</u>
E.g. I <u>lived</u> in the UK for 6 months. Past reality or action only: My life was there for 6 months 10 years ago.	E.g. 1 - I <u>have lived</u> in the UK before. Past experience with a present consequence: I know what it is like to live in the UK. I understand what you mean about the Underground.
	E.g. 2 – I <u>have lived</u> in the UK for 6 months. Past experience with a present consequence: I moved to the UK 6 months ago and still live there.
<i>You're communicating what the words are saying / information only</i>	<i>You're communicating something other than what the words are saying</i>

Punctuation - General

DON'T	DO
Write "Dear, Sharon"	Write "Dear Sharon,"
Use a semi-colon (;) like a comma and put a clause after a semi-colon	Use a full sentence after a semi-colon (;) with a subject and a verb
Use a colon (:) or a semi-colon inside quotation marks unless it is part of the quoted material	Use a semi-colon instead of a full stop when the two clauses are more closely related than two separate sentences
Use & in a written sentence in an email or report	Use a semi-colon to separate ideas e.g. longer items in a list
Use contractions (e.g. can't, don't) in writing reports (it is OK in informal emails)	Use single quotation marks inside another quote

Punctuation – The Comma

DON'T use a comma	DO use a comma
because there is a natural pause when speaking	to separate the independent clause in a compound sentence e.g. We will have many challenges, and we can turn them into opportunities.
just because it feels right	after a dependent clause that begins a sentence e.g. Because we are led by our purpose, we always ask what is best for our clients and people.
at the end of a sentence or paragraph	to separate groups of three digits in numbers greater than 999 e.g. The office housed 2,500 professionals.