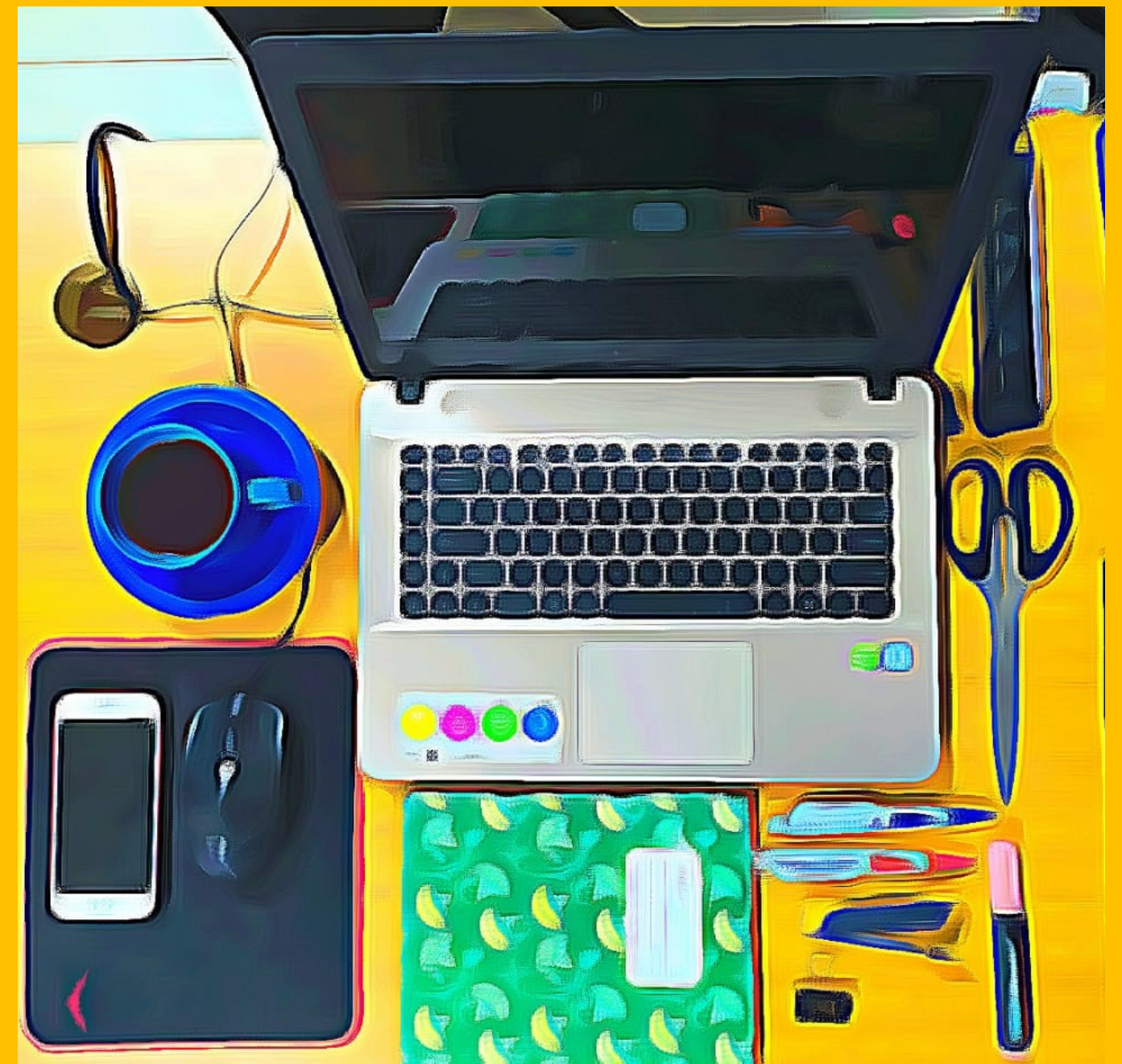


ENGLISH **CORRESPONDENCE** **for Academic Staff**



Designed by: Pande G. A. Pratama

ENGLISH
CORRESPONDENCE

for Academic Staff

Designed by:
Pande G. A. Pratama
Ganesha University of Education
Singaraja 2019



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June, 2019


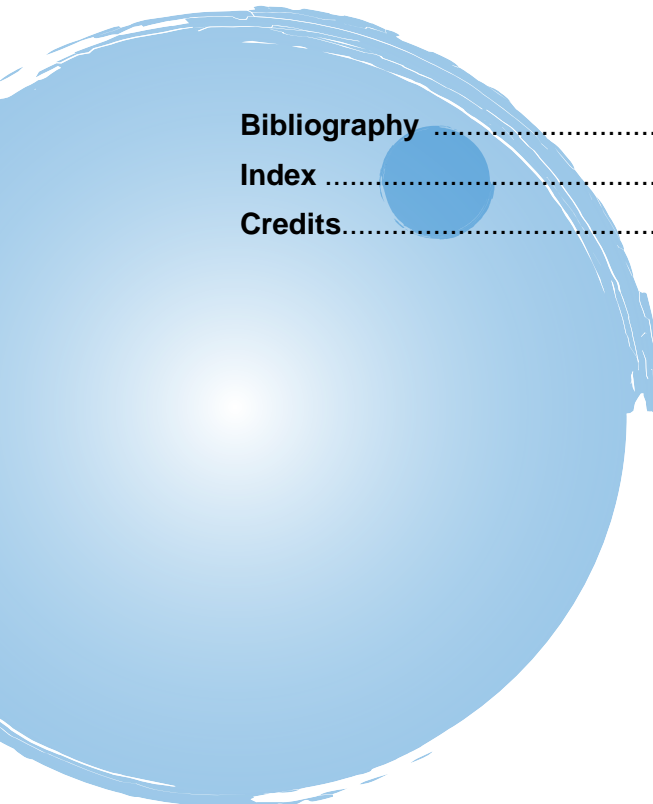


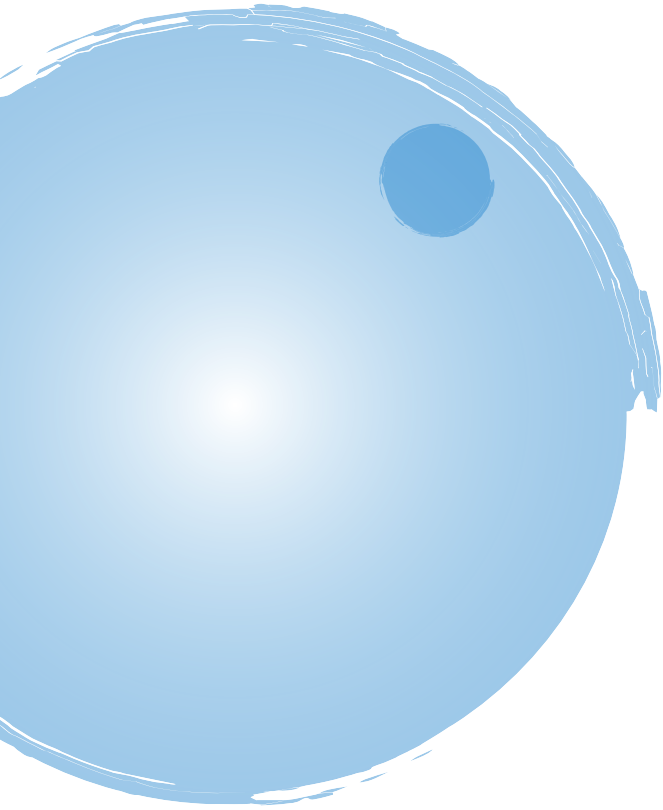
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CHAPTER I

Basic Letter Writing

Figure Sources: <https://m.gettyimagesbank.com/view/office-woman-at-desk-working-at-laptop-cartoon-flat-vector-illustration-concept-on-isolated-white-background/865844308>



In this chapter, we will introduce some rules and parts for effective letter writing. You do not need to remember each part of them but you need just to use them to make your letters more effective.

1. How to Write a Letter

2. SAP

- A. Subject
- B. Audience
- C. Purpose

3. Letter Style

- A. Blocked Style
- B. Intended Style
- C. Semi-Blocked Style

4. Tips for Academic Correspondence

- A. Do not Reply on a Group
- B. Think Before Sending
- C. Avoid Grammar Errors

CHAPTER I

WRITING A LETTER



Figure 1. Writing a Letter

(Sources: <https://www.wikihow.com/Cite-a-PowerPoint-Presentation#>)

1. How to Write a Letter

In writing a letter, there are several things that should get attention from the writer. There may be some modification or improvisation about writing letter, but even so, it is better to follow specific rules of a letter writing which provides a standard in order to avoid confusion and waste of time for both sender and receiver.

According to Bly (2004) there are several steps that you need to be prepared before writing a letter, such as:

- A. Preparing SAP (Subject, Audience, and Purpose) as outlined in the sections that follow.

- B. Gathering the information you need and doing whatever additional information is required to complete the letter.
- C. Making a simple 1-2-3 outline of the points you need to cover, in the order you want to present them.

2. SAP: Subject, Audience, Purpose

According to Bly (2004), SAP is used to pin down the content and organization of your letter. The process requires you to ask and answer three questions:

- What is the subject (topic) of your letter?
- Who is your audience? (Who will be receiving your letter?)
- What is the purpose of your letter?

A. Subject

In writing the subject or topic of the letter, you have to make it as specific and clear as possible. The subject of the letter will be related to the content of the letter. You must take care not only to set it attractive and unmistakable but also express them in such a way that your reader can readily understand.

B. Audience

Basically, this part relates to a question on “*who is your reader?*”. Your writing should be built around the needs, interests, desires, and profit of the reader. Writing a letter that fits the reader is relatively easy when you are writing a personal letter to a friend or relative you know well. In the case of an official letter, it makes sense to ask yourself, “Who is my reader? What does he or she know about this subject? What is my relationship with the reader? Are they subordinates, superiors, principals, academicians or practitioners? How can I get the message across so that the reader will understand?”. Often, however, when writing official letters, you are writing for many readers, not an individual. Even though you may not know the names of your readers, you still need to think about their titles, education, position, and institution.

C. Purpose

What is the purpose of your letter? You might be tempted to say, “To transmit information.” Sometimes merely transmitting information is the letter’s sole purpose, but sometimes it is more than that. It can be a request to be complied by the

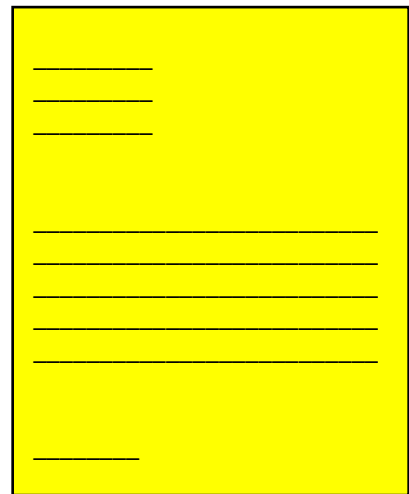
reader. It can be invitation, gratitude, complaint, etc. Keep your purposes in mind as you write, so that you may persuade the reader to agree with your point of view.

3. Letter Style

Although formality in the academic letter is written rapidly, it gave a way to be conventional and more friendly style, the mechanical structure of the letter still follows a set pattern determined by the government. The choice of lay out is a matter of individual case, and it depends on how efficient the writer who use those patterns is. There are three types of lay out: blocked letter style, indented letter style, and semi-blocked letter style.

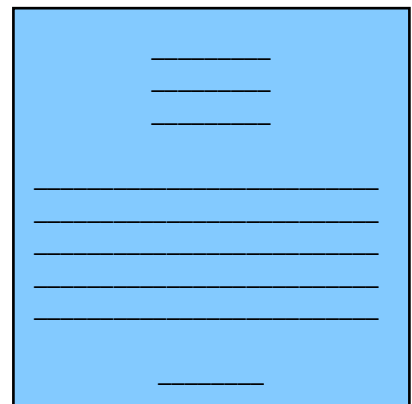
A. Blocked Letter Style

The practice of displaying letters in the blocked style saves typing time. Its outstanding feature is the commencement of all typing lines, including those for the date, inside name and address, salutation, subheadings, and complimentary close at the left hand margin of the paper. With this style it is customary to use “open” punctuation, the style of punctuation that omits all but essential punctuation marks outside the body of the letter, e.g. from the inside name and address, the salutation and the complimentary close. This again saves typing times, since it restricts punctuation to its essential purpose of making meaning clear.



B. Indented Letter Style

Modified block differs from block style in terms of the date, sign off, and signature lines begin at the center point of the page line. The beginning of each paragraph is indented five spaces, along with the subject line, if used. Depending on the length of the letter, paragraphs may be separated by a single or double line space. In indented style, new paragraphs in a piece of writing are indented,

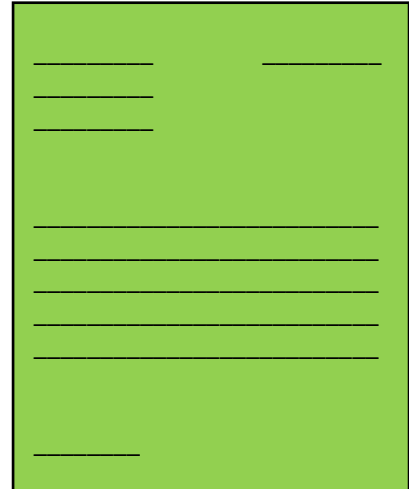


which means that they begin about 1.5 centimeters to the right of the left margin. Other parts of an academic letter are moved farther to the right half of the page.

C. Semi-Blocked Letter Style

The blocked style suffers from the disadvantage that placement of the date and reference data on the left hand side of the paper causes inconvenience when particular letters are required from the files. Because of this, many institution prefer to modify the blocked style by placing date and reference data on the extreme right of the paper, thus making particular letters more readily identifiable in the filing system.

THIS TYPE IS COMMONLY USED FOR FORMAL AND OFFICIAL LETTER IN INDONESIA



4. Tips For Academic Correspondence

Here are a few extra considerations to keep in mind when replying to the messages by e-mail.

A. Do not Reply to a Group

If you need to reply a message sent by someone from an organization, even though your reply may be meant for the sender only, if you hit the Reply button, you may send your reply both to him as well as everyone on his cc list (the bcc list does not get your reply). You need to compose a separate outgoing e-mail, with additional detail, and send it only to your main recipient.

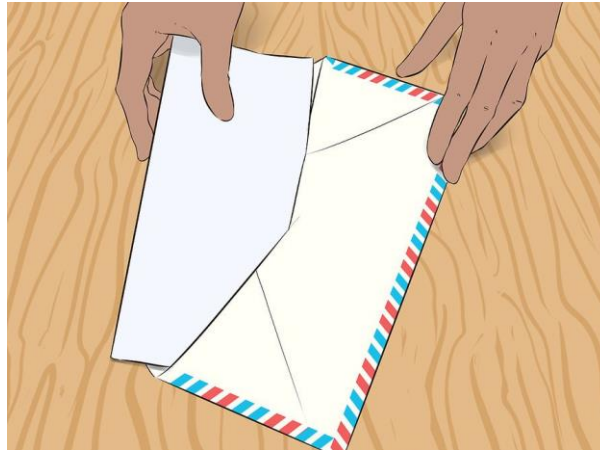


Figure 2. Academic Letter

(Source: <https://www.wikihow.com/Address-a-Letter-to-an-Embassy>)

For Special case, if you want to send an email of congratulation, gratitude, and soon. It will be more appreciated if you send it one by one to each recipient. It will be better than you send your e-mail in a group to many recipients. For example: Your rector wants to send an email to say “Merry Christmas and Happy New Year” to his partner in other countries. It is better to send it one by one to each partner and mention their name and position than you send it once in a group of recipients.

B. Think Before Sending Your Correspondence

If you receive an inflammatory message, resist to reply a hasty (or angry) response. You need to be diplomatic. Correspondence such as e-mail, letter and short message can be easy drawback because it can memorialize your hurt feelings instead of giving you time to calm down and regain your objectivity. Remember that correspondence is permanent and irrevocable. Do not write in anger, and stay away from profanity. You should reread your response to make sure that none of the phrases you have written reveal testiness or impatience. In particular, avoid sarcasm, annoyance, and rudeness. If you are still confused with your message, you can ask your supervisor to check it to do proof reading. Compose your reply and save it as a draft and reread again. But, remember do not reply the message more than 24 hours, because sometimes the sender waits your response quickly.

C. Avoid Grammatical Errors

It is not recommended to rely on automatic spelling checker tool. Proofread the message yourself, making sure you have used proper punctuation, spelling, and grammar. **Grammar software** can help on proofreading and automatically check for any spelling or grammar errors, and suggest punctuation check, and much more.

REMEMBER: Your reader will not complain if your letter is too short. It is better to make sure that the message is delivered in appropriate, polite and effective way.



CHAPTER II

Letter, E-Mail and Short Message

Figure Sources: <https://pngimage.net/componentes-pc-png-6/> and <https://i-love-png.com/hpprobook6550b.html>



Sometimes, some parties begin to reduce the use of letters that are considered too complex. Therefore, some of the alternatives are correspondents who emerged through formal (official letters) and non-formal forms (e-mail and short messages). Next, we provide some differences between official letters, e-mails and short messages in the official educational context.

1. Similarities and Differences between Electronic and Paper-based Letter
2. Writing an Official Letter
3. Writing an E-Mail
4. Writing Short Text Message

Along with the development of technology and information, the use of letters has begun to decrease, except official letters.

CHAPTER 2

LETTER, E-MAIL AND SHORT MESSAGE

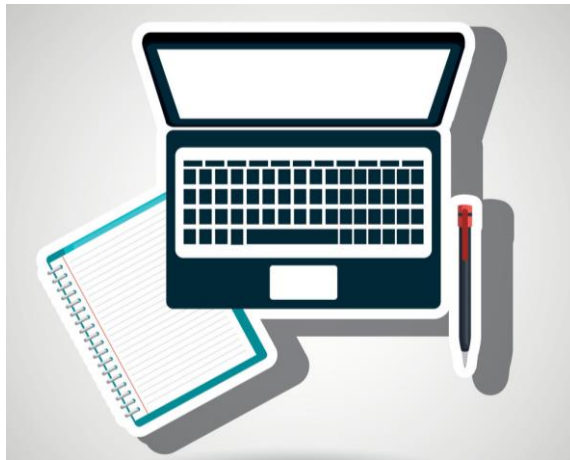


Figure 3. Electronic Media

(Source: <https://www.hayleyluckadoo.net/va-today>)

1. Similarities and Differences between Electronic Letters and Paper-based Letters

Basically, Electronic letter has similarities and differences between structure and style as a paper-based letter. There is a beginning or introduction, a middle, and an end or close. It should contain Subject, Audience and Purpose.

There are several differences between electronic letter and paper –based letter, such as:

- A. Most of the recipients have different intentions for both letters. Electronic Letter readers have a shorter attention span than paper-based letter readers. Because, text is more difficult to read on a screen than in print, and also, attending to your e-mail and short message forces you to halt other tasks you want to do on your PC or smartphone. Therefore, electronic letters are usually

shorter than postal letters. Electronic letters sometimes deal with a short and single subject. Letters, by comparison, often address multiple and complex subjects. And electronic letters reach the recipient quicker than paper-based letters.

- B. Electronic letters are concise in that, they are more interactive than letters. When you answer someone's e-mail or short message, your answer may contain the text of his or her previous message. There is no need to recap or remind them of what they said before.

2. Writing an Official Letter

The style of display adopted is determined by personal case or by an institution's preferred house-style, but whichever style is used, the academic letter consists of seven parts, covering:

- A. The letterhead
- B. The reference, subject and date
- C. The inside name and address
- D. The salutations
- E. The message
- F. The subscription or complimentary close
- G. The writer's signature and designation.



Figure 4. Typing a Letter

(Source: <https://www.wikihow.com/Write-a-Letter#/Image:Write-a-Letter-Step-1-Version-6.jpg>)

A. The Letter Head

The letter head is used to provide the detail information about sender institution. By providing each detail of the institution, it will help reader to know the sender and conduct appropriate act to respond the letters.



Figure 5. The Letter Head

(Source: [Archive at Universitas Pendidikan Ganesha](#))

Note:

1. Put specific and clear address so it can be reach by post easily.
2. Put clear phone number and fax number. Add country code and area code.
3. Email must be easy to be reached and ready to be responded.

B. The Reference and Date

In an official letter, there will be writings: ***Our ref***, ***Ref***, and ***Your ref***, or ***Ref. No.*** In a letter, the reference number can be above the date or before the date. But, sometimes, the reference number is placed on the left edge, one line with the date written. The use of reference numbers is to record which department or unit/individual writes the letter.

The date writing is the main aspect in order to know the exact date of the letter issued. In Indonesia, the place is written before the date, **i.e. Denpasar, 29 February 2019**, but not all countries adhere to the style as in the example above. Writing dates in America are as follows: **February 20th, 2019**, however in British style looks like in Indonesia as the example: **20 February 2019**. The last example is widely used internationally because it is easy to be understood in any country that does not even use English as an introduction.

Examples of writing date reference numbers:

a. *Type 1: Reference Number, Date and Subject are placed on left edge*

Ref. No. : 110/UN48/KS/2019 February 20 th 2019 Subject : Letter of Acceptance

b. *Type 2: Reference Number and Subject are on left edge, date is on right edge*

Ref. No. : 110/UN48/KS/2019 Subject : Letter of Acceptance	20 February 2019
---	------------------

Figure 6. The Reference and Date
(Source: [Archive at Universitas Pendidikan Ganesha](#))

C. The Recipients Name and Address

There are three parts of name and address writing for letter receiver/reader.

a) Name and position

It is related to the name of the reader/receiver. For an official letter, it is necessary to put all title of the reader. After the name and his/her title, you need to put his/her position on the institution and also the institution name.

b) Address sections

You need to put the complete address for the letter receiver/reader.

c) Place and territory or country

d) Name of place, territory, country and postcode should be written in sequence.

Commas are used between (a) name and address, (b) parts of the address, (c) place and territory or country.

Here is one example of writing the name and destination address of the letter:

<p>To:</p> <p>Prof. Dr. I Made Rantau, M.A., Ph.D.</p> <p>Dean of Faculty of International Affairs</p> <p>University of Leadership</p> <p>Block M, District 13, Sunset Road</p> <p>Singaraja, Bali, Indonesia 81116</p>

Figure 6a. The Recipients Name and Address
 (Source: [Archive at Universitas Pendidikan Ganesha](#))

The above example showed how to write the name of recipient and his/her address. In academic activity, it will be more appreciated if you write their full name completed with their title, their position on the institution and also the institution name. Then, the address have to be written completely, covering: address, territory, country and postcode.

D. The Salutations

The salutation is always at the beginning of any letters and it is the first thing that reader would notice. In writing a salutation, there are two main rules of letter salutation etiquette. If you never meet the recipient, are unaware of his/her name and do not know their gender, you need to be very careful as to how to salute them. The best bet is to write ***To Whom It May Concern.***

This covers both the sexes and sounds very formal, and that is the tone you want in your letter. However, the salutation etiquette will change just a bit when you already know the recipient. You can use salutations like ***Dear, Prof. Manish, Dear Mr. Manish*** or ***Dear Ms. Sarah.*** On the other hands, if you know the recipient but are not too close, you can use their last name and write ***Dear Mr. Smith*** or ***Dear Ms. Smith.*** The more common situation, addressing recipients' position is used to respond to a classified ad not knowing the name of the person to write to, it is forcing you to use a job title instead of a name in the salutation. i.e. ***Dear, Mr. President; Dear, Governor;*** or ***Dear, Rector,*** etc.

E. The Message

In order to deliver the message, we must think not only how to set out our letters attractively and unmistakably clear but also to express them, so our reader can understand easily.

- Write simply, clearly, courteously, grammatically, and to the point.
- Paragraph correctly, confining each paragraph to one topic.
- Avoid stereotyped phrases and commercialize

If there has been previous correspondence, the place to refer to it is the opening paragraph. The paragraphs that follow will contain further details, and the closing paragraph a statement of our intentions, hopes, or expectations concerning the next step.

As an example:

According to the Entrance test conducted on May 2019, we are pleased to inform you that your enrollment at our university for the next academic year has been accepted at Department of Marine and Fisheries for Bachelor Degree Program in the academic year of 2019/2020.

The above example shows that the message is written simply, clearly, courteously, grammatically, and to the point. It will make the readers ease to understand the message.

F. The Complimentary Close and Closing Salutation

The complimentary close is merely a polite way of ending a letter. Just as the use of **Dear Sir**, etc., is purely conventional, so **Yours faithfully**, **Yours truly**, and similar expressions can be used as the closing salutation. The use of a complimentary close and its expression must be appropriate to the occasion, and that salutation and closure must be in keeping. After you have finished your letter, the closing salutation has to be included as well.

This is very simple as there are not that many confusing factors like gender, formal, informal, etc. For closing a letter, simply write **Sincerely**, **Faithfully yours**, **Yours truly**, or **Yours sincerely**. However, if you would like to sound a little less formal in your closing salutation, then use **Kind regards** or **Best regards**. A list of salutations arranged with their appropriate closures is given below.

Table 1. Opening and Closing Salutation

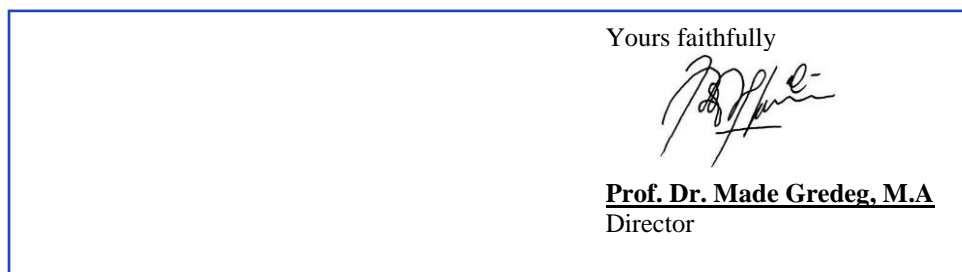
No	Salutation	Suitable Closure	Note
1	Dear Sir Dear Madam Mesdames	Yours faithfully,	This is the standard closure for letters. Like all other complimentary terms, it must always be typed in full and never as f'fly
		Yours truly,	Being a little less formal than Yours faithfully. It is used between persons acquainted with each other, or where a personal relationship exist.
2	Dear Sir My Dear Sir Dear Madam My Dear Madam	Yours very truly	Expresses rather more feeling than Yours truly, and would be suitably used, for example, when acknowledging a favour.
		Yours respectfully	Appropriate only in letters to superiors
3	Dear, Mr. Smith My Dear Mr. Smith	Yours very sincerely,	Expresses a warmer feeling than Yours sincerely (As when refusing a request without wishing to cause offence)
4	Dear, Mr. Smith	Yours sincerely,	For private between persons known to each other, though it has now become fashionable in correspondence between persons or there is a wish to shed formality and establish a warmer and personal note in letter. This becomes the preferred closure.
5	Dear, Wayan	Sincerely	Less formal than yours sincerely. Used only between person already known

6	Dear, Komang	Kind regards,	Gives the letter a friendly personal touch. Used between persons well known to each other
7	Dear, Wayan My Dear Komang	Yours ever As ever	Used between close friends
		Yours affectionately	Used between intimate friends

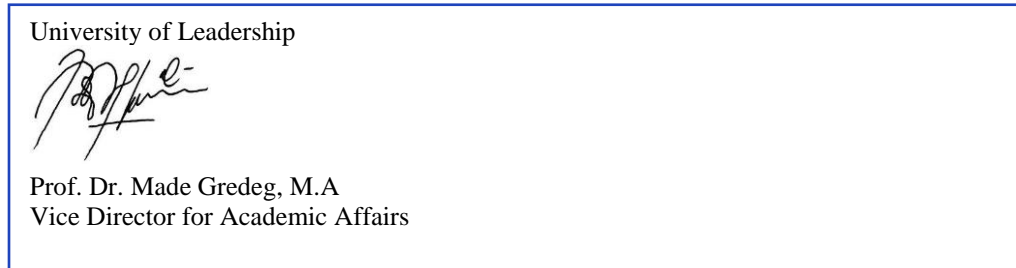
The above table shows how the particular salutations have their own suitable closure. It depends on what situation and the context they used. As an example, the use of **Dear Sir**, is purely conventional, so is the use of **Yours faithfully**, will be used as the standard closure for formal letters. However, **Yours truly** is used for a little less formal than Yours faithfully. The use of a complimentary close and its expression must be appropriate to the occasion, and that salutation and closure must be in keeping. After you have finished your letter, the closing salutation has to be included as well.

G. The Writer's Signature and Designation

The signature is the signed name or mark of the person writing the letter or it can be the institution he/she represents. It is written in ink immediately below the complimentary close.



Actually, in signing the official letter, it should be signed by the highest position, but for convenience to sign, it is often given to a responsible employee (e.g. by a rector to his vice-rectors, vice rectors to his head of bureau) by a document known as a power of attorney. The authorized signatory is called, signs **peer procurationem**, or **per pro.**, sometimes further abbreviated to **p.pro.**, or even **p.p.**, as follows:




Never sign your letters with a rubber stamp. A letter that is worth writing is surely worth reading through by the person responsible for it, and to sign it. Even for circular letters, a rubber stamp is not justified. However, for some cases, a rubber stamp signature can be used for internal needs.

Universities in Indonesia usually refer their official letter format to the regulation issued by the Minister of Research, Technology and Higher Education. This regulation is called as *Peraturan Menteri Riset, Teknologi dan Pendidikan Tinggi Nomor 51 Tahun 2015* (Regulation of Minister of Research, Technology and Higher Education Number 51 Year 2015) which is established in 2015.

The regulations describes several points, such as:

1. The official letter should be typed by using *Times New Roman* font type, and 12 font size.
2. The **Ref. No.** and **Reference** are placed on the left edge.
3. The date is written on the right edge, in line with the Reference Number.

Logo of organization		MINISTRY OF RESEARCH, TECHNOLOGY AND HIGHER EDUCATION
		UNIVERSITAS PENDIDIKAN GANESHA
		Address: Jalan Udayana No. 11 Singaraja 81116
		Phone: + 62 362 22570 Fax: +62 362 25735 E-mail: humas@undiksha.ac.id
Reference Number Subject/Reference	Ref No : 2747/UN48.1/KP/2019	28th June 2019
	Subject : Letter of Acceptance	
Recipient Name Academic Title and Complete Name Position Name of Organization Complete Address	<p>To:</p> <p>Prof. Robbie Williams, M.A., Ph.D. Dean of Faculty of Business and Law University of Birmingham 13/4 District, Block M, Sunset Road Bali-Indonesia 81152</p>	
Purpose / Content	<p>Dear, Prof. Robbie Williams, M.A., Ph.D.</p> <p>We are pleased to inform you that your enrollment at our university for the next academic year has been accepted at Department of Marine and Fisheries for Bachelor Degree Program in the academic year of 2018/2019.</p>	
Closure	<p>Thank you for your kind attention. We look forward to welcoming you at our university.</p>	
	Vice Rector IV,	
	<u>Drs. I Wawan Suarnajava, M.A., Ph.D.</u>	
	NIP 19900609 201906 2005	

Complete name and academic title
 For National-Official letter, it is prefer to use Employer ID number than the position in the organization

NOTE:

For the reference number that attached above it depends on the organization which write the letter. The example above is: **2747/UN48.1/KP/2019**. This number shows several items, such as:

1. **2747** is the letter index number/ registration number from archiving agenda
2. **UN48** is the university index number under the ministry
3. **.1 (UN48.1)** is the code of people who responsible for signing the letter and its content.
4. **KP** is the code given by Subdivision of Agenda as the code for kinds of letter/reference code depends on the content of letter
5. **2019** is the specific year of letter establishment

Figure 7. Example Official Letter
 (Source: Standard Operational Procedure Undiksha)

3. Writing an E-Mail (Electronic Mail)

The use of E-mail is exist since several years ago. In order to use email, you should have an internet connection and an e-mail address from a free domain (yahoo, Gmail, etc.) and special private domain (go.id, ac.id, etc.). Email has changed the way people communicate. Especially in order to send messages to long distance recipients and with long message, besides you can attach some attachments such as pictures, video, document, etc. We provide several things in writing an e-mail.

A. The “From” Line

ISPs (Internet Services Providers) set up user accounts so that every e-mail a user sends carries his particular “from” line. Typically the “**from**” line is your name as an initial i.e. (“**Made Sumarwan**”) or more commonly your e-mail address (“**made.sumarwan@school.com**”). People tend to open e-mail from people they already know, and delete the e-mail from people they don’t know. Therefore, your “**from**” line will gain the attention of people you already have a relationship with. If the reader does not know you, the only hope you have of him/her opening and reading your message is a compelling subject line.

B. The Distribution List (cc and bcc)

Your ISP’s e-mail account service probably allows you three options with regards to recipients:

- **To:** Specifies the main recipient.
- **cc:** Selects people who get a copy and are identified as getting a copy. The initials “cc” stand for “**carbon copy**,” back in the days when duplicate copies of letters are made on carbon paper.
- **bcc:** Selects people who get a “**blind carbon copy**” — that is, they receive a copy but their names do not appear on the distribution list.

The **cc** list not only distributes the e-mail to other recipients, but it also lets the main recipient (the person named in the “to” line) know they are getting the copy. So the cc list would include team members and others officially involved with the project being discussed.

The **bcc** list also distributes the e-mail to people, but the main recipient is not aware of this transmission. So, the bcc list would include people whom you want to get a copy of the e-mail without telling your correspondent about it.

C. The Subject Line

The most important part of your e-mail is **the subject line**. These are the words the reader sees when the e-mail comes to their inbox. Based on the **“from” line** and **“subject” line**, readers make a quick decision whether to open the e-mail, save it for later reading, or delete it.

The best subject lines contain a few words around thirty to 40 characters is the recommended length for subject lines, with 50 the absolute maximum (that count includes spaces). This often necessitates encapsulating the subject of the message in a few short words (e.g., “Proposing Cooperation U to U”).

D. The Message Area

A blank area on screen will appear when you click the button to create an email. You will notice that the message area is limited, so that when you type a longer e-mail, it often scrolls down onto two or more screens. Before you even start thinking of how to write Email messages to other people, always remember that most people are busy. They receive plenty of Emails each day and most likely will devote only a few seconds to yours. Make sure that you state your most relevant and interesting information first. Get straight to the point, use short paragraphs (No more than 3 to 5 sentences) – it makes your text more comfortable to read.

E. Salutations and Closes

Begin your message by turning to your recipient’s last name - “Dear Mr. Wayan” or “Dear Mrs. Ratna” the first time you communicate with him or her. It is more polite and respectful than – “Hi Wayan” or “Hello Ratna”.

The only exception we see is that people who would not be reluctant to use **“Dear Wayan”** as the opening of a letter are leery of carrying “Dear” into the somewhat more intimate realm of e-mail. And, although “Dear” has, traditionally, not carried any connotation of extra intimacy in an academic letter, it does sometimes seem a bit chummy for e-mail style, so let the use of “Dear” in your e-mail be governed by what feels comfortable to you.

A close is also optional. You can simply end your message by thanking the recipients for their time and gently prod them for a reciprocating action, i.e., “I look forward to hearing from you soon”. Or you can type “Sincerely,” leave a few spaces, and then type your name. It is up to you.

F. The Signature File

A signature file is an “electronic letterhead” that automatically appears at the bottom of every e-mail message you send. A signature file contains information similar to letterhead: your name, company name, street address, city, state, ZIP code, and phone number, fax number, and Web site, for instance. Some people like to add the institution logo under the institution name.

G. The Attached Files

Be careful about sending attached files, especially to people you do not know. People worry about catching a computer virus from files. If they do not know you and your e-mail includes an attached file, they are likely to delete the whole message without opening it.

How big data will be sent? Is it enough space to download? Make sure that the people at the other end of your communications have similar programs for opening and understanding your messages.

Here is a sample e-mail combining all of the features discussed above:


From: somebody@somewhere.com
 To: nobody@nowhere.net
 Cc: anybody@nowhere.net
 Subject: Invitation for Overseas Students Farewell Ceremony
 Date: Sat, May 3, 2009, 11:12 a.m.

Dear, Mr. Wayan Senen,
 I am Ketut Simpen, the chairman Overseas Students Program. We would like to invite you to join our Farewel Ceremony for Overseas Students Program on:

Day, date	: Saturday, 20 th March 2019
Time	: 7 p.m. – 9 p.m.
Place	: Ruby Soho Restaurant, Sunrise Road Block A Singaraja
Dress code	: Formal Batik

Thank you for your attention and cooperation.

Regards,
I Ketut Simpen, S.Pd., M.Pd.
 Head of Division of Partnerships
 University International Affairs
 Telephone. +555-7654321
 Mobile +555 87701 109 976
ketut.simpem@abcd.co.id
www.abcd.co.id



Source: <https://moosend.com/wp-content/datafiles/gmail.jpg>

Figure 8. Example Official E-mail

4. Writing a Short Message (SMS, WhatsApp, Line, etc.)

Actually, the use of Electronic short message application is less formal than paper-based and e-mail. We can find this short message in some applications such as: in SMS (Short Message Service), WhatsApp, Line, BBM (Blackberry Message), Facebook or Telegram application, etc. The main usage of this application is delivering written information or doing correspondence in a short way and enabling getting quick responses from the recipients. As an example, the Head of Bureau invites his/her Head Departments to do an urgent meeting.

A. Write Personalized Message

In writing a correspondence by using Short Message Service, you should greet your recipient first and also introduce yourself although the recipient sometimes already save your contact. The greeting means that you honor him/her and introducing yourself will create thinking of relationships to the recipients.

B. Being Focused

In writing a short message by using SMS, you have to think about that per item of SMS is only for 160 characters includes spaces. So please focus on what information will be delivered to the recipients. However, for other short message application such as: whatsapp, line, telegram, BBM, messenger, and so on, they have longer message space. But remember, it will be more appreciated if you still focus on the information and send an effective message.

C. Personal Signature

A personal signature is required in all kind of correspondence, however, in this case, you need to write your closure and your name, as example:

Dian, I am going to Denpasar for an urgent meeting. Please forward all letters to VR 1, Mr. Rasben.

Thank you

Dear, staffs

Regarding to English Camp program, please come to do a discussion about the program, todat at 9 a.m. at Vice Rector 4 Office.

Thanks

Iwan Krisna

Dear, Mr. Smith,

Congratulation for you achievement as a new Rector in Ohayo University.

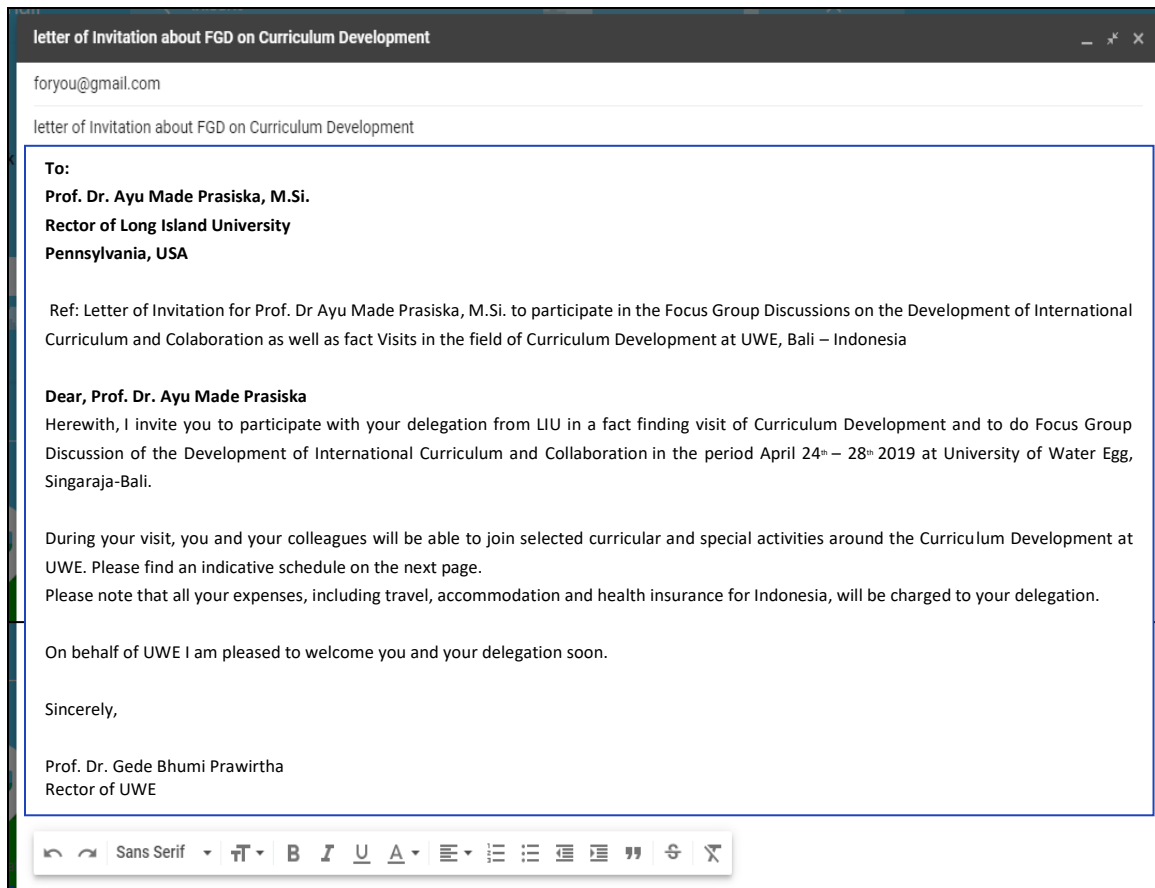
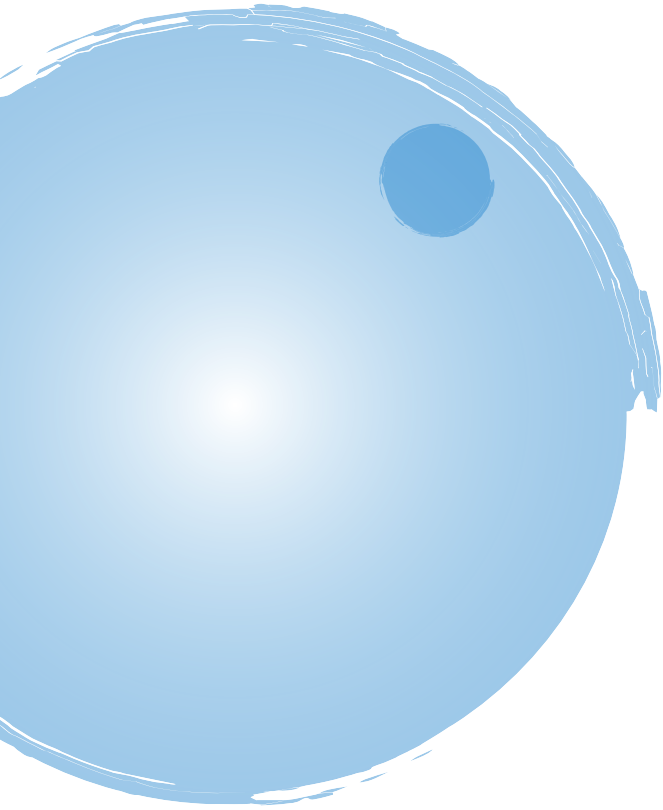


Figure 9. Example of E-mail and Short Message



CHAPTER III

Correspondence for Academic Activity

Figure Sources: <https://hashe.com/computer-demo-icon-5c148d5b8719620724adf732/>



Chapter III

In this chapter, it will be provided some correspondences related to academic activity in university program, such as:

1. Letter of Invitation
2. Invitation of Participation
3. Letter of Acceptance
4. Letter for Visa Application
5. Letter of Recommendation
6. Letter of Statement
7. Curriculum Vitae
8. Resume
9. Sponsor Letter

CHAPTER 3 CORRESPONDENCE LETTER FOR ACADEMIC ACTIVITY



Figure 10. Writing Correspondence Letter

(Source: <https://www.adm-id.com/2015/02/peranan-surat-bagi-organisasi.html>)

In this part, it will be presented some examples and characteristics of correspondence letter for academic activity.

1. Letter of Invitation

An invitation is a request to attend an event. It can be an invitation to a formal event or a casual one, even a religious event.

Common Phrases:

- a. Please come
- b. On behalf of
- c. I/ we would like to invite you
- d. For further information
- e. it will be held on
- f. it will be conducted
- g. I am pleased to welcome you, etc.

Structure:

- (1) Describing the event
- (2) Describing the details: location, time, date, dress code, direction, etc.
- (3) Providing a reply card, e-mail address, or phone number for responding.

To: Vice Rectors of Undiksha
 Jalan Udayana No. 11 Singaraja
 Bali - Indonesia

Dear Excellency, we would like to invite you to come to our Farewell Ceremony for Overseas Students Program on:

Day, date : Saturday, 20th March 2019
 Time : 7 p.m. – 9 p.m.
 Place : Rangoon Sunset Restaurant, Penimbangan-Beach Singaraja
 Dress code : Formal Batik

Thank you for your attention and cooperation.

Figure 11. Writing Letter of Invitation

(Source: [Archived at Ganesha University of Education](#))

A. Invitation of Participation on a Program

There are also several examples of invitation letters issued for specific purposes, especially for institutional development programs such as joint research, joint publication and joint community service invitations. In this part, it will be discussed about writing a letter to invite someone or organization to do joint research, joint publication, and joint community service.

Common Phrases:

- | | |
|---|-------------------------------|
| a. To strengthen, | d. For further information |
| b. we would like to invite you to collaborate | e. it will be held on |
| c. I hope this program could | f. it will be conducted |
| | g. I am pleased to invite you |

Structure:

- (1) Describing the program such as: name of the program, background of the program, purpose, etc.
- (2) Describing the benefits will be derived
- (3) Providing detail of the program (time period, place, who will be responsible, cost, etc.)
- (4) Providing a reply card, e-mail address, or phone number for

Professor J. S. Kuczma
 Department of Mathematics,
 Warsaw University
 Warsaw, Poland

Dear Professor Kuczma,

It is my great pleasure to invite you to visit the University of Liverpool for the period from -----to----- . Your visit will be supported by the Research Centre in Mathematics and Modelling, and you are expected to collaborate with Dr. ----- on the project entitled ----- . Also, we would be happy to include your lecture in the programme of our research seminars during your visit.

RCMM will cover the costs of your travel, accommodation and subsistence expenses related to your visit. RCMM does not provide insurance services, and this is a responsibility of all visitors to have a comprehensive travel insurance including the medical cover.

I very much hope that you are able to accept the invitation, and I am looking forward to welcoming you in Liverpool.

Figure 12. Letter of Invitation for Joint Research

(Source: http://www.maths.liv.ac.uk/~abm/RCMM/Home_files)

Tips for Writing Letter of Formal Invitations

- If you must cancel a formal invitation, you should use the same format and style as that of the original invitation.
- You should send invitations well in advance (three weeks is not too early), particularly if you have invited out-of-town guests to the event.

Professor J. S. Kuczma
 Department of Mathematics,
 Warsaw University
 Warsaw, Poland

We are writing to provide a formal letter of invitation to Prof. Dr. Kadek Wiratama, M.Sc. to visit our institutions, Universitas Pendidikan Ganesha for the purposes of planning joint publication program to be submitted to International Journal on [name of journal/publication]. You will be in Bali from 4 of June - 19 of June 2019 to present your research and prepare the publication. Our university will be the host during your stay at the University and like to welcome you to participate in the following activities at the our University.

During the specified trip dates above, you will be visiting the International Seminar. Our university will be covering the expenses for accommodation, meal and travel, health insurance during your stay in Bali.

Should you have any questions, please do not hesitate to contact our staff, Mrs. Sri at: srinten@aboutwhat.com or WhatsApp at +62 877 5139 8218

I look forward to working with you on this collaboration.

Figure 13. Letter of Invitation for Joint Publication
 (Source: [Archive of Universitas Pendidikan Ganesha](#))

2. Letter of Acceptance

Letter of acceptance is usually used to state that the writer accepts something proposed by the recipients. In this academic case, Letters of Acceptance are issued for: students' enrollment, abstract presentations, etc. This letter is formal and can be used as some requirements for further needs, especially for visa application.

Structure:

- (1) Providing clear audience or target.
- (2) Stating about the proposed things being accepted
- (3) Describing the details of information,
- (4) Providing contact person or person in charge contact by e-mail address or phone number for responding.

Common Phrases:

- | | |
|----------------------------|---------------------------------------|
| a. On behalf of | e. it will be conducted |
| b. is accepted | f. I am pleased to inform you |
| c. For further information | g. your enrollment, your application, |
| d. it will be held on | your abstract |

Joel Aristo Nicander de Jesus

Sepelata, Bauro, Lospalos, Timor Leste

Dear, Mr. Joel Aristo Nicander de Jesus,

We are pleased to inform you that your enrollment at our university for the next academic year has been accepted at Department of Marine and Fisheries for Bachelor Degree Program in the academic year of 2018/2019. For your preparation, kindly note the following information:

1. The new semester will begin on the beginning of September 2019
2. The tuition fees will be offered after the entry test conducted
3. Registration and students orientation will be held on August 2019

The program period is offered from August 2019 to August 2023. This letter of acceptance is issued after a thorough supervision of the academic records and background of the applicant, his willingness of study and his language skills. If you have any queries, please feel free to contact our staffs

Thank you for your kind attention. We look forward to welcoming you at our university.

Figure 14. Letter of Students Acceptance

(Source: [Archive of Universitas Pendidikan Ganesha](#))

Tips for Writing Letter of Acceptance:

- The letter must be signed by the Chairman of the program
- The letters should be sent well in advance (regarding the time needed), particularly if you need to do more progress related to the program.



Figure 15. Registration Process

(Source: <http://getyourimage.club/resize-17-july.html>)

Dear, Mr. Shaw (Tracking No.: S440),

Your paper proposal has been accepted for presentation at the 1st International ASEAN-ELT conference, 15-17 March 2019, Hotel Aquarium Sanur - Bali. You will be given 15 minutes for your presentation.

We are still hoping that we can provide more opportunities participants to publish for 40 paper presenters who have submitted their full papers by 30 January 2019.

After registration process, please send us proof of payment via email attachment. Please ensure you make travel arrangements and hotel bookings early.

Please remember that there will be early registration counters open, (2.00 p.m. onwards), 14th of March 2019. This is to minimize long queues. Bring proof of payment if you registered and paid late.

If you have questions write to: srinten@aboutwhat.com or WhatsApp at +62 877 5139 8218

Thank you and best wishes.

Figure 16. Letter of Abstract Acceptance

(Source: [Archive of Universitas Pendidikan Ganesha](#))

3. Letter of Reviewer

Most of letters of reviewer are issued for educational purposes. In general, this letter is used to ask someone to be a reviewer on an article, thesis, dissertation or other scientific writing for publication purposes. In addition giving this letter to reviewer candidates, the sender also attaches the reviewer form to be filled out by reviewer candidates.

Structure:

- 1) Introducing yourself and your objective
- 2) Providing details of your needs
- 3) Saying that you need their help to review your paper and their suggestion for your paper development
- 4) Again, saying thank you for their time and help

December 30, 2014
 Xiao-Fan Wang
 Associate Editor
 The Journal of Biological Chemistry
 RE: 2014/610915

Dear Dr. Wang:

Thank you very much for reviewing our manuscript. We also greatly appreciate the reviewers for their complimentary comments and suggestions. We have carried out the experiments that the reviewers suggested and revised the manuscript accordingly. Please find attached a point-by-point response to reviewer's concerns. We hope that you find our responses satisfactory and that the manuscript is now acceptable for publication.

Figure 17. Letter of Reviewer (Source:

<http://www.jbc.org/content/suppl/2015/01/20/M114.610915.DC1/jbc.M114.610915-4.pdf>)

4. Letter of Visa Application

This letter is issued in order to apply a visa for the academic society. This letter will be used by the academic society before going to overseas country for academic program.

Structure:

- 1) Providing clear information about Embassy to be applied
- 2) Describing the details of people, program and expenses furnished
- 3) Stating a guarantee that people recommended will not seek any employment and permanent stay
- 4) Stating a guarantee that person will return to after the end of the program.

Common Phrases:

- a. Hereby to certify
- b. will be in ... to do ...,
- c. The expenses during the program will be furnished by ...,
- d. I do guarantee that ...,

- e. will return back
- f. if you could grant ... visa,
- g. It will be much appreciated

To: Embassy of the Federal Republic of Germany
 Visa Section
 Jl. Pantai Karang No.17, Sanur, Denpasar, Bali

Dear Excellency,

The undersigned,

Name : Prof. Dr. I Nyoman Jampel, M.Pd.
 Position : Rector
 Company : Universitas Pendidikan Ganesha

Herewith to certify that one of our lectures in Universitas Pendidikan Ganesha, **Made Suratmi** will be in Germany from 8th – 19th July 2019 to do Visiting Scholar at Carl von Ossietzky Universitat Oldenburg, Germany.

The expenses during the program purposed will be furnished by herself and sponsorship from Ms. Andrea Hertlein, a teacher at Carl von Ossietzky Universitat Oldenburg, Germany. I do guarantee that she will not seek any of employment and permanent stay in your country and will return to Indonesia after the end of the program.

It would be much appreciated if you could grant her **Schengen Visa** to enter your country.

Thank you so much for your kind attention and co-operation.

Yours Sincerely,

Prof. Dr. I Nyoman Jampel, M.Pd.

Figure 18. Letter of Visa Application

(Source: [Archive Universitas Pendidikan Ganesha](#))

Tips for Writing Letter of Visa Application

- You should describe the clear purpose of your travel to the destination country.

- You should explain how you will manage your travel expenses, you have to write the proof of your sufficient funds. (You will use your own funds or someone else).
- You should describe your source of income whatever it is. Job or Personal.
- You must describe if you have any sponsor from destination country. And explain your relationship with the sponsor and the reason sponsorship.
- You have to give an overview of your flight itinerary, you should mention your flight schedule and also the schedule of your main planned activities in the destination country.
- You need to explain what documents you are going to submit with your visa application.
- Your intentions to return to your home country. You should make the visa officer believe that you will be back to your home country within time. For this purpose, you can describe strong ties with your home country.

5. Letter of Recommendation

A letter of recommendation is a written and signed document providing feedback on performance, partnership, the leadership of an individual, someone has worked with. This is also known as a letter of reference. This letter is issued by the institution which has agreed to serve as a reference to give a recommendation for his employers to do something.

Structure:

- (1) Stating who you are and who you are with, are you a principal, colleague, or employee?
- (2) Explaining what you want to recommend for the person you are recommending
- (3) Giving the reasons why you give recommendations for that person
- (4) Suggesting to the reader that it would be a good idea as a consideration.

Common Phrases:

- a. Hereby; declare; herewith; agree; Enthusiastic;
- b. A valuable team member; Results-oriented; Self-starter; Hard-working; Leadership qualities; Quick study;
- c. Articulate; Bright; Personable; eager to succeed; extremely knowledgeable.

LETTER OF RECOMMENDATION
Number: 1432/UN48.2/KP/2019

Referring to the LPDP Scholarship Application, herewith, the undersigned:

Name : Prof. Dr. I Wayan Lasmawan, M.Pd.
 Position : Vice Rector II Universitas Pendidikan Ganesha
 Address : Jl. Udayana No. 11 Singaraja-Bali

hereby to recommend that:

Name : Panji Sasmita
 Place, Date of Birth : Panji, 5 April 1990
 Position : Lecturer
 Civil Srvant Reg. Number : 199009062019091001
 Department : Department of Mathematics

to Apply LPDP Scholarship Program. Basically, as detailed above I can unreservedly recommend and support him to apply the Scholarships Program and is expected to contribute to the development of educational and research programs in Republic of Indonesia. If you would like further elaboration, feel free to call me at: 08123456789.

Thank you for your consideration and attention.

Figure 19. Letter of Recommendation
 (Source: [Archive Universitas Pendidikan Ganesha](#))

Tips for Writing Letters of Recommendation

- You can say how you know the person.
- You can tell the readers by your first knowledge and personal observation
- You need to state what the use or purpose of this letter of recommendation.

6. Letter of Statement

A letter of statement is usually issued in order to state specific things in order to support someone. This letter sometimes is used as verification which is specific, positive, and concise. It is used to convey information about a change in policy or procedure. Such **statements** tend to be perfunctory, meaning they usually do not merit discussion or debate.

Common Phrases: Herewith; hereby; declare; state that; is our employer;

Structure:

- 1) Stating who you are and who you are with, are you a principal, colleague, or employee?
- 2) Explaining what you want to state for the person
- 3) Giving the proof about your statement.

LETTER OF STATEMENT
Number: 1432/UN48.2/KP/2019

Herewith, the undersigned:

Name : Prof. Dr. I Wayan Lasmawan, M.Pd.
 Position : Vice Rector II Universitas Pendidikan Ganesha
 Address : Jl. Udayana No. 11 Singaraja-Bali

hereby to certifies that:

Name : Nyoman Dini Andiani, S.St.Par., M.Par.
 Place, Date of Birth : Panji, 5 April 1983
 Position : Civil Servant/Permanent Lecturer
 Civil Servant Reg. Number : 198304052008122001

is currently a permanent lecturer at Universitas Pendidikan Ganesha, Singaraja assigned as a teaching staff at the Department of Hospitality, Faculty of Economics.

This letter of statement is issued as a requirement to apply Schengen Visa. Thank you for your consideration and attention.

Figure 20. Letter of Statement
 (Source: [Archive Universitas Pendidikan Ganesha](#))

Tips for Writing Letters of Statement:

- You should say how your relationship to the person.
- You can state clearly what statement you want to declare.
- Also, you need to state what the use or purpose of this letter of statement.

7. Curriculum Vitae and Resume

A **curriculum vitae (CV)** provides a summary of your experience and skills. Typically, CVs for entry-level people are longer than resumes – at least two or three pages. CVs for mid-level people who have amassed numerous publications tend to run much longer.

A **resume** provides a summary of your education, work history, credentials, and other accomplishments and skills. There are also optional sections, including a resume objective and career summary statement. Resumes are the most common document requested of applicants in job applications.

Structure:

- (1) Name, address, and phone number,
- (2) Career objective or goal,
- (3) Areas of expertise,
- (4) Education, experience,
- (5) Additional information,
- (6) Sometimes it is accompanied by cover letter.

Common Phrases:

- | | |
|----------------------|---------------------------------|
| a. Name | f. education background |
| b. Address | g. professional experiences |
| c. Phone number | h. related experiences |
| d. e-mail address | i. honors, awards |
| e. program objective | j. memberships and affiliations |

Tips for Writing Executive Résumés or Curriculum Vitae

- You have to find the organizational scheme that works best for your job history: chronological, or by function or achievement.
- You must hit the highlights.
- You can use bullets instead of paragraphs for easy scanning

Curriculum Vitae

LUCY GIVENS

673 Pine Hills Road, Apt. 7

lgivens@email.com

000.123.4567 (Cell)

RESEARCH INTERESTS

Ancient Greece and Mesopotamia Archaeology, Mythology, Classical Greek, Classical Latin

EDUCATION

- PhD in Classical Archaeology, June 2018 – UNIVERSITY OF NORTH CAROLINA, Chapel Hill, NY
- MA in Classical Archaeology, June 2014 – UNIVERSITY OF NORTH CAROLINA, Chapel Hill, NY
- BA in College Scholars Program (Emphasis: Greek), June 2012 – UNIVERSITY OF TENNESSEE, Knoxville

PROFESSIONAL EXPERIENCE

- Adjunct Lecturer, Department of Classics, **UNC at Chapel Hill**, September 2017 – June 2018
- Senior Teaching Assistant, Department of Classics, **UNC at Chapel Hill**, September 2013 – June 2017
- Classical Greek Tutor, Department of Classics, **UNC at Chapel Hill**, September 2013 – June 2018

RESEARCH / FIELD WORK EXPERIENCE

1. ANCIENT THOURIA IN MESSENA PROJECT, Kalamata, Greece, Summer 2015 Field School
2. AZORIA PROJECT, Island of Crete, Summer 2014 Field School

PUBLICATIONS

1. Givens, Lucy. "Site Preservation Methods on the Isle of Crete." Dissertation.
2. Review of A. Davidson, Restoring Site Integrity for Ancient Greece Journal 7 n. 8 (2002), 327-29.

HONORS / AWARDS

1. H. Schliemann Dissertation Fellowship, 2018
2. Homer Prize in Greek Studies, 2017
3. UNC Teaching Award, 2018 AND 2017
4. American Institute Study Abroad Fellowship, 2016

MEMBERSHIPS / AFFILIATIONS

1. Society for Classical Studies
2. Association of Ancient Historians
3. Archaeological Institute of America

LUCY GIVENS

673 Pine Hills Road, Apt. 7

lgivens@email.com

000.123.4567 (Cell)

CAREER OBJECTIVE

Soon-to-graduate honors college student, fluent in Spanish and with several years of teaching and tutoring the language to adults and students, seeks a position as a translator at a top East Coast firm.

EDUCATION

- PhD in Classical Archaeology, June 2018 – UNIVERSITY OF NORTH CAROLINA, Chapel Hill, NY
- MA in Classical Archaeology, June 2014 – UNIVERSITY OF NORTH CAROLINA, Chapel Hill, NY
- BA in College Scholars Program (Emphasis: Greek), June 2012 – UNIVERSITY OF TENNESSEE, Knoxville

RELATED EXPERIENCE

1. CERVANTES LIBRARY, New York, NY

Library Assistant, September 2016-Present

- Perform general administrative duties to support professional staff and assist students with research.
- Designed a presentation, published to the university website, outlining how to most effectively use all of ABC University's facilities when undertaking a research project
- Received award for "Outstanding Student Employee of the Year" due to excellent customer service and research skills.

2. CALLES Y SUEÑOS CULTURAL SPACE, Columbia

Intern, Spring 2017

- Helped design and implement programs in which community-based artists traveled to schools to work with children, teaching them about expression through art
- Assisted teaching complimentary English lessons to community members of all ages.

3. QUEENS COMMUNITY LIBRARY, Queens, NY

English Tutor/Volunteer, Jan. 2015-May 2015

- Assisted students in writing and proofreading essays, utilizing rhetorical devices.
- Cataloged thousands of donated books, CDs, and DVDs in Excel database.
- Started a weekly book club group to help elementary students learn basic Spanish.

OTHER EXPERIENCE:

- Summer Counselor, NY Arts Camp, Catskill, NY
- Trombonist, All-State Wind Ensemble
- Editor-in-Chief, ABC University Student Newspaper

Figure 21. Curriculum Vitae and Resume
 (Source: [Archive Universitas Pendidikan Ganesha](#))

8. Sponsor Letter

In this case, a sponsor letter is sent by an individual or organization looking for monetary assistance for a project. It can also be a letter declaring the availability and willingness of a company to provide sponsorship for the project. The primary objective of a sponsorship letter is to secure sponsors for the project without going into a huge amount of details regarding the project and the sender would like to give a sponsor to someone. A specific letter of sponsor is issued in order to show the contribution made by the writer for the reader.

Structure:

- (1) Name, address, ID number, institution and phone number of writer,
- (2) To whom it may concern,
- (3) Stating who will be sponsored (details, such as: name, ID number, phone, institution, etc.),
- (4) Sponsors details or what things will be covered,
- (5) Additional information.

Common Phrases:

On behalf of; I would like to; I certify that; will be the host of; we will be covering; we will give sponsor on; we will expense hi/her; during the specified trip, etc.

On behalf of the Faculty of Biotechnology, Universitas Pendidikan Ganesha - Bali, I would like to invite you to come to our Faculty as a visiting scholar. This invitation is effective for the period of 22 June to 23 July 2019 .

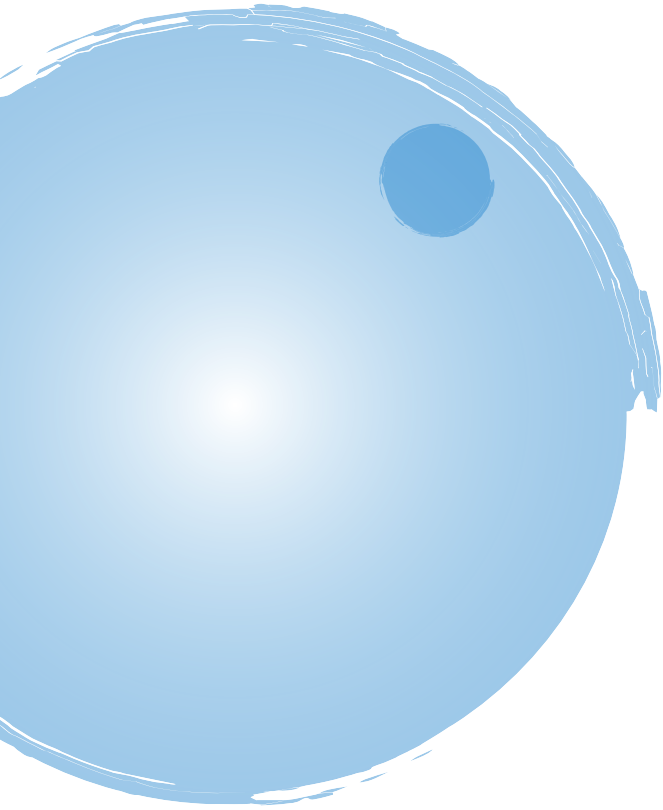
Faculty of Biotechnology will be the host during your stay at the University and we would like to welcome you to participate in the following activities at the University of presenting your proposal.

During the specified trip dates above, you will be visiting the Faculty of Biotechnology and our laboratory. In addition, you will be staying at University Hotel and my University will be covering the expenses for accommodation, meal and travel, health insurance during your stay in Bali.

For further information, please do not hesitate to contact us. I am looking forward to see you in our Faculty.

Figure 22. Ssponsor Letter

(Source: [Archive Universitas Pendidikan Ganesha](#))



CHAPTER IV

Correspondence between Institutions

Figure Sources: <https://www.fiverr.com/pratikdevkota/type-the-for-articles-for-blogs-and-websites>



CHAPTER IV

In this chapter, it will be provided some correspondences for Relationship between Institutions, such as:

1. Letter for Your Information (FYI)
2. Letter of Congratulation
3. Letter of Gratitude
4. Letter of Acknowledgement
5. Letter of Apology
6. Letter of Condolences
7. Letter of Sympathy
8. Letter of Complaint
9. Letter of Promotion
10. Letter of Cooperation
11. Draft MoU and MoA
12. Letter of Visitation
13. Letter of Mobility Program

CHAPTER 4

CORRESPONDENCE BETWEEN INSTITUTIONS

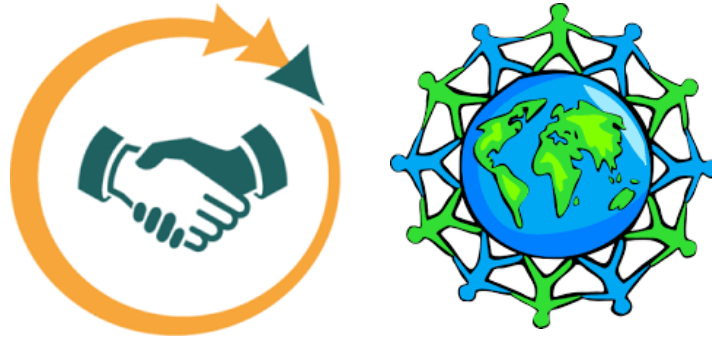


Figure 23. Symbol of Partnerships

Source: <https://ya-webdesign.com/explore/unity-transparent-clip-art/>
<https://www.clipartroo.com/download-clipart-83001.html>

1. Letter “For Your Information (FYI)”

The abbreviation “FYI” stands for “for your information,” and an FYI letter does just that: transmits short bits of information. Typically this is information the reader needs to know now or needs a reference, or is information that you want to tell them.

It is not always necessary to use the term FYI in an FYI letter. Another way to quickly cue the reader into the topic under discussion is to use a “Re:” or “subject” line.

Structure:

- (1) Calling the reader’s attention,
- (2) Explaining the details,
- (3) Asking for action, if necessary,
- (4) Asking the reader to contact you with questions or concerns.

Common Phrases:

- a. FYI; For your information;
- b. Thought you had like to know;
- c. We would like to inform you;
- d. We would like to forward a letter from;
- e. Please inform for your staff;
- f. Please call us if you have any questions.

Dear excellency, herewith forwarded the letter from Minister of Ministry of Research, Technology and Higher Education, Number: 0019/M/KP/V/2019, dated: 7 of May 2019 concerning on National Literacy Day 2019. For this reason, it is expected to be disseminated or informed in your respective lecturers, staff and students.

Thank you for your kind attention and good cooperation.

Figure 24. FYI Letter

(Source: [Archive Universitas Pendidikan Ganesha](#))

Tips for FYI Letters

- You do not need to waste words.
- You have to avoid going off on tangents or writing about tangential or irrelevant topics.
- If you are referring to a previous letter or other documents whose details are important to the discussion, consider including it as an enclosure.
- Do not feel compelled to “stretch” your copy or add words because the letter seems too short. If all you want to say is “FYI,” then just write “FYI” and sign your name. Your reader will not complain that your letter is too short.

2. Letter of Congratulation

Someone’s achievement of a milestone is an ideal reason to send someone a letter of congratulations. The reader will be pleased that you remember the event and take the time to acknowledge it in writing.

Structure:

- (1) Offering congratulations,
- (2) Identifying the event or reason,
- (3) Expressing a personal thought, and
- (4) Restating congratulations.

Common Phrases:

- a. I was thrilled to hear
- b. Congratulations; you deserve it
- c. I am so happy for you.

Dear Lucas,

Congratulations on completing the requirements for your [achievement]. Doing all of that extra program while doing your [main job] was extremely ambitious and took a lot of effort and dedication on your part. I am sure it was worth it all, knowing that your achievement will make such a positive difference in your career path. Well done! We look forward to future projects with you.

Figure 25. Letter of Congratulation for Achievement

(Source: [Archive Universitas Pendidikan Ganesha](#))

Tips for Writing Congratulations Letters

- Congratulate the reader for her achievement, accomplishment, anniversary, new child, or whatever.
- Tell her where you learned about the accomplishment.
- Add a comment of a personal nature (e.g., if the reader is a former teacher, tell him how much being in his class meant to you).

Dear, Mr. Wayan Ariasa,

Congratulations on your retirement! You have been a dedicated and appreciated employee of Universitas Pendidikan Ganesha for 25 years and your collegial good spirit will certainly be missed. That said, as a colleague who has become your rector, I am happy you will now have more time to spend with your family.

Enjoy your retirement and I cannot wait to hear what is next for you!

Figure 26. Letter of Congratulation for Retirement

(Source: [Modified and Translated from Archive at Universitas Pendidikan Ganesha](#))

3. Letter of Gratitude (Thank You Letter)

In fact, the polite act of writing thank-you letters has become increasingly rare. Many people prefer to thank people with a quick phone call or e-mail, rather than take the time to write and send a personal letter. However, in the academic society, thank you letter or gratitude letter can be used to honor people of the institution for acts they have done.

Structure:

- (1) Beginning with the words “thank you,”
- (2) Telling the readers what you are thanking them for
- (3) Expressing how much their act or help has meant to you
- (4) Closing by thanking them for a second time.



Common Phrases:

- a. Thank you;
- b. Thanks so much;
- c. I appreciate;
- d. I am grateful;
- e. I hope that your success will; etc.

Figure 27. Congratulating Someone

(Source: <https://www.istockphoto.com/vector/business-partnership-handshake-vector>)

Tips for Writing Thank-You Letters

- You are not allowed to view writing a thank-you letter as a chore.
- Be enthusiastic and genuine. Even if you do not like something, there is always at least one nice thing you can find to say about it. So find it — and say it.
- Be warm. You have to write in a friendly, personal style.

A note of advice:

Please, take time. The extra effort will be appreciated and make you stand out from the crowd. Thank-you letters are critical to maintaining good relationships. You may think that other people do not care if you send a thank-you letter, but they do.

A wide variety of occasions are appropriate for sending thank-you letters. The most obvious is when you have received a gift. You should also thank people for favors, friendship, and effort expended on your behalf.

Dear, **Assoc. Prof. Dr. Niwat Keawpradub,**

On behalf of Universitas Pendidikan Ganesha, I would like to express my great gratitude to your institution for supporting us in conducting Pre-Service Student Teacher Exchange Program at Prince of Songkla University. Moreover, we also express our sincere thanks for taking care of my students during the program. I hope we can extend and continue our cooperation and partnership in other academic and non-academic activities.

We also apologize if there are some inconveniences during the program. I wish this program can bring mutual benefit for both institutions.

Figure 28. Letter of Gratitude

(Source: [Archive at Universitas Pendidikan Ganesha](#))

4. Letter of Acknowledgement

A specific category of thank-you is the acknowledgment of a gift given or a contribution made. An acknowledgment letter is similar to a thank-you note. If there is a difference, a thank-you note typically focuses on one short-term action, such as a birthday present you have received. An acknowledgment usually signifies something long term, such as the support a friend or relative has given you during a particularly difficult period.

Both thank-you letters and acknowledgments cement your bond with the reader. But an acknowledgment may be even more powerful because it is not expected. Acknowledgment is a spontaneous act, compared with thanks, which are expected as the social norm.

Structure:

- (1) Telling the recipients why you are writing,
- (2) Stating what the readers have done for you,
- (3) Thanking the readers,
- (4) Explaining the positive effect the readers or their actions have had in your life,
- (5) Repeating the thank you in the close.

Common Phrases:

- a. Thank you
- b. I wanted to let you know
- c. you may not be aware
- d. here is why I am writing to you today.

Hi Marilyn,

I cannot believe you were able to get back to me with a great candidate so quickly. You are right, Ira Tamburo sounds ideal. I got your packet this morning and took a look through it. It looks great, please do have him work up a proposal for me.

Attached to this e-mail are the series guidelines that will give him an idea of the series tone, scope, and style. Also attached is my sales introduction sheet, outlining my vision for the book.

For a writer who is new to a series, we do ask for the proposed table of contents and a writing sample for the series.

What does Mr. Tamburo's availability look like right now? You note below that he is a fast writer and I would like to get this book off to the printer in February, which would mean receiving 100% of the manuscript in mid-October.

I had be happy to answer any questions you or Mr. Tamburo have about the project or the proposal which I am very much looking forward to seeing.

Thank You.

Figure 29. Letter of Acknowledgement
(Source: [Letter Writing Handbook \(Bly, 2004\)](#))

Tips for Writing Acknowledgments

- Be sincere and, if appropriate, even emotional.
- Talk about only positive things; do not bring up any past conflicts or problems.
- Recall specific events, deeds, and reasons why you are acknowledging the reader.
- Indicate the beneficial effect the reader's actions have had on your life.

5. Letter of Apology

When you have had difficulty or a conflict with a person, a letter of apology can be effective in setting things right. Apologizing by letter permits the other person to accept your apology, without argument or waffling. It also eliminates your desire to want to retract part of it or argue over the history of the incident. The advantage of letter writing is that you can take your time composing your thoughts, and the recipient can similarly take her time considering your message and deciding how to respond.

Common Phrases:

- a. Sincere regrets
- b. I am sorry; I was wrong
- c. I made a mistake.

Structure:

- (1) Recalling the specific incident,
- (2) Apologizing unconditionally,
- (3) Letting the reader know about any mitigating circumstances, if they exist,
- (4) Repeating your apology, and
- (5) Closing by saying you look forward to continuing the relationship.

On behalf of Universitas Pendidikan Ganesha, I extend our sincerest apologies for the bad experience you had with our service in Library Centre. I understand that our staff made unprofessional remarks when you visited our library to get appropriate book references. You came to us in search of information, and instead were subjected to a pushy staff.

At our Library, it is our goal to help you in getting appropriate literature and references to support the academic society development. I take full responsibility for our staff behavior. He has received a written reprimand and will be shadowing one of our senior staff until he has a better understanding of the Undiksha Library Centre service.

I am grateful that you brought this issue to my attention and I ask your forgiveness. We'd love to earn your attention to us. We hope to see you again soon.

Figure 30. Letter of Apology

(Source: Modified Example from “**Letter Writing Handbook**” (Bly, 2004)]

Tips for Writing Letters of Apology

- You have to apologize unconditionally.
- Please remember to admit you were wrong. Accept the blame even if the other person is not in fact blameless.
- Be the bigger person. Do not be petty or search for ways in which they previously did you wrong as a way of compensating for today's apology.

6. Letter of Condolences and Sympathy

A letter of sympathy is also a letter of empathy, helping people get through tough times by showing them that they are not alone. They gain strength from knowing another person understand what is happening and how they feel about it. A condolence letter is a specialized form of sympathy. It is sent on the grimmest of occasions: when a loved one has passed away.

A. Letter of Condolence

A condolence letter expresses feelings of sympathy, care, empathy, and concern when a person close to the reader has recently passed away. Since there is nothing you can really say to make things right, say as little as possible. A few words from the heart and the fact that you took the time to send a personal note are the appropriate communication here.



Figure 31. Sadness

(Source: <https://www.wikihow.com/Write-Condolence-Letters>)

Structure:

- (1) Giving the reader your sympathies,
- (2) Recalling a personal anecdote involving the deceased,
- (3) Telling the reader how your life and everyone's was made better for having known the person.

Common Phrases:

- a. I was saddened to hear
- b. I am so sorry
- c. I have many fond memories of [her/him]
- d. You have my condolences
- e. I am thinking of you
- f. My thoughts are with you.

Dear Mr./ Mrs. [name of the recipient],

It is a shocking news that we lost our colleague [here mention the name of the deceased] on [date on which the deceased passed away]. I was shocked to know that he was suffering from [illness of the deceased] and he died due to that.

He was a hard working individual and a very helpful colleague. His [the achievements of the deceased] has always benefited and added to the progress of the organization.

It is rare to find colleagues like [him/her].

Let us pray for his journey abode and may his soul rest in peace.

[Name of the sender]

[Designation of the sender]

Figure 32. Draft for Letter of Condolences

(Source: <https://www.wikihow.com/Write-Condolence-Letters>)

Tips for Writing Condolence Letters

- Remember, you are writing not for the dead person, but for the loved ones he or she left behind.
- Share a personal story or pleasant memory about the deceased.
- Do not make any negative comments about the deceased.
- Do not minimize the reader's grief or sorrow, or the tragedy of the deceased's passing

B. Letter of Sympathy

As discussed earlier, a letter of sympathy is also a letter of empathy, helping other people get through difficult periods by showing that you understand and are there for them. Occasions that call for a sympathy letter can include personal injury or illness, going out of business, failing a grade or any other unpleasant or negative occurrence.

Structure:

- (1) Identifying the problem or event warranting the sympathy,
- (2) Saying how you came to know about it,
- (3) Expressing sympathies,
- (4) Sharing a relevant inspirational anecdote if applicable,
- (5) Closing with an offer to help the person in some specific way.

Common Phrases:

- a. You have my sympathies
- b. I am sorry
- c. You are not alone in this
- d. You are in my prayers
- e. You will make it through this
- f. All life experiences can be used as learning experiences to make us stronger
- g. It is hard to be encouraged at a time like this, but
- h. With my sincere concern.

Tips for Writing Sympathy Letters

- Acknowledge the negativity, pain, and suffering the person may be enduring.
- Point out any positives that may result or be seen in the situation without minimizing the negatives.
- Offer your help — as generously as you are willing and feel comfortable.

Dear Sabrina,

Please let me express my deepest sympathies to you and the children. I was shocked and shattered when I heard about Frank's horrific accident. I cannot even imagine what you have been going through for the past ten days.

As you know, Frank and I have been colleagues and friends for the past eight years. His tragic loss leaves a terrible void in our office. He was so well-liked and respected by everyone who came into contact with him, both colleagues and clients alike. He had tremendous people skills, and as such, was a role model in our company and the industry at large.

I trust that, when they are older, the children will be made aware of what an outstanding person Frank was in his professional life.

Sabrina, please feel free to contact me if I can help in any way while you go through this very difficult period. I will support you in any way that I can should you reach out to me.

Also, please tell the children how terribly devastated all of us are here at the company due to their Father's tragic passing.

Sincere sympathy

Figure 33. Letter of Sympathy

(Source: <http://www.writinghelp-central.com/letter-of-sympathy.html>)



7. Letter of Complaint

Unfortunately, there are many things to complain about in the world today, from poor service in an office to the internet connection. Complaints are often most effective when made in writing. There are two advantages to writing a complaint letter rather than talking about it. First, you feel better. And second, the person or organization causing the problem takes you much more seriously when you commit your thoughts to paper.

Figure 34. People are complaining

(Source: <http://www.sclance.com/pngs/people-talking-png/view-page-2.htm>)

Structure:

- (1) Recalling the specific incident,
- (2) Stating your specific complaint,
- (3) Giving appropriate, specific details,
- (4) Enclosing and citing any backup proof or documents,
- (5) Saying what you expect the reader to do, if appropriate,
- (6) Closing by saying you look forward to a speedy resolution and to continuing the relationship.

Common Phrases:

- a. I want to bring ... to your attention;
- b. Are you aware that
- c. You may not be aware that
- d. Do you think
- e. Do you feel

Dear Manager

RE: COMPLAINT ABOUT FAULTY TELEVISION CABINET PURCHASED AT CABINET WORLD ON 15 DECEMBER 2016

I am unhappy with the quality of a television cabinet I bought at 5 Street on 15 December and I am writing to seek a replacement.

The cabinet doors do not open and shut properly and the stain on the cabinet is uneven, with one half darker than the other. The cabinet was delivered on 30 December and I noticed this problem as soon as I unpacked it from the box.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality and finish as the sample and arrange for return of the faulty cabinet at no cost.

I have attached a photocopy of my receipt as proof of purchase.

I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will lodge a formal complaint with Consumer Affairs in my state.

You can contact me on 1234 5678 during working hours or after hours on 123 456 789 to discuss this matter further.

Yours sincerely

Figure 35. Letter of Complaining

(Source: <http://www.sclance.com/pngs/people-talking-png/view-page-2.htm>)

Tips for Writing Letters of Complaint

- Before giving a negative, start with a positive. Say what you liked before getting to what you did not like
- Make a specific rather than a general complaint. Focus on the part that was defective. Isolate and confine your complaint to that part
- Do not threaten and say what action you want the reader to take, if any.

The next is an example of complaint letter draft that had been modified for academic usage.

I am writing today to complain of the poor [service/product] from your institution. Unfortunately, your service has not performed well [or the service was inadequate] because [state the problem]. I am disappointed because [explain the problem: for example, the product does not work properly; the service was not performed correctly; I was billed the wrong amount; something was not disclosed clearly or was misrepresented; etc.].

To resolve the problem, I would appreciate your [state the specific action you want: money refunded, charge card credit, repair, exchange, etc.]. Enclosed are copies (do not send originals) of my records [include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents].

I look forward to your reply and a resolution to my problem and will wait until [set a time limit] before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at [office number].

Figure 36. Letter of Complaining

(Source: Modified from https://www.scribendi.com/advice/example_complaint_letter.en.html)

A. Letter of Facilitating Complaint

If you get letters of complaint, it is needed help from your supervisor to solve the problems. Writing a letter to facilitate complaint is effective because the readers would feel that you care about their complaints and they feel that you are serious to solve the complaint.

Structure:

- (1) Recalling the specific incident,
- (2) Saying thank you for reminding and sending the complaint,
- (3) Saying apologize,
- (4) Saying that you will reform, revise, correct, repair, or fix up the things complained,
- (5) Closing by saying you look forward to continuing the relationship.

Common Phrases:

- | | |
|-------------------------------|---------------------|
| a. Thank you for reminding us | e. I was wrong |
| b. Thank you for your letter | f. I made a mistake |
| c. Sincere regrets | g. We will |
| d. I am sorry | |

Dear Sir/Madam,

Regarding to your letter on _____ about [SPECIFIC EVENT/INCIDENT], we sincerely apologize to you for the inconvenience caused. [TELL THE CONDOTION CAUSE THE PROBLEM].

We are taking steps in regard to your complaint and we ensure that we will [STATE SPECIFIC ACT YOU WANT DO TO SOLVE THE COMPLAINT] and also we do guarantee that a similar problem does not occur in future again. We would appreciate your support on this matter.

Thank you for your acknowledgment and cooperation.

Figure 37. Letter of Facilitating a Complaint

(Source: Modification from <https://www.wordexceltemplates.com/customer-complaint-response-letters/>)

Tips for Writing Letters of Facilitating Complaint

- Clearly, address the problem and the trouble
- Apologize for the error on your side
- State the course of actions you will take for the arisen issues and the time until you will do so
- Assure the recipients for no more future grievances and troubles
- Be very clear and specific about every detail



Figure 38. Complaining

(Source: <http://www.sclance.com/pngs/people-talking-png/view-page-2.htm>)

8. Letter of Visit

Basically, as an educational institution, carrying out a visit has become a common program. In this section, there will be 3 examples of letters relating to: 1) Requesting for visit to other institutions, 2) Letter of receiving visit bids from other parties, and 3) Letter of rejecting a visit

A. Letter Requesting Visit Permit

This letter is usually written in order to make an official visit to an agency in the context of specific objectives, such as study tour, branch marking, etc.

Structure:

- (1) Introducing yourself,
- (2) Delivering the purpose of visit,
- (3) Describing the time of visit, tentative agenda, number of guests who will visit,
- (4) Requesting confirmation from the partner

Common Phrases: We would like to visit your institution; It is a great pleasure to visit; We are in a group of ... people; We would like to do a branch marking, MoU signing, etc.; I am looking forward to waiting for your confirmation; Please contact our staff at.

Regarding to our plan of implementing [a Study Tour, Branch Marking, Visitation or other activities], we hereby send a request for permission to visit your [institution, university, etc.], which will be planned conducted on:

Date and time :

Time :

Other Detail Information:

For that, we hope you can receive our visiting program in order to [PROGRAM OBJECTIVES, i.e. improving our students' insight]. Should you have any questions or important things, please do not hesitate to contact our staff at:

Figure 39. Letter of Visit Permit Request

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

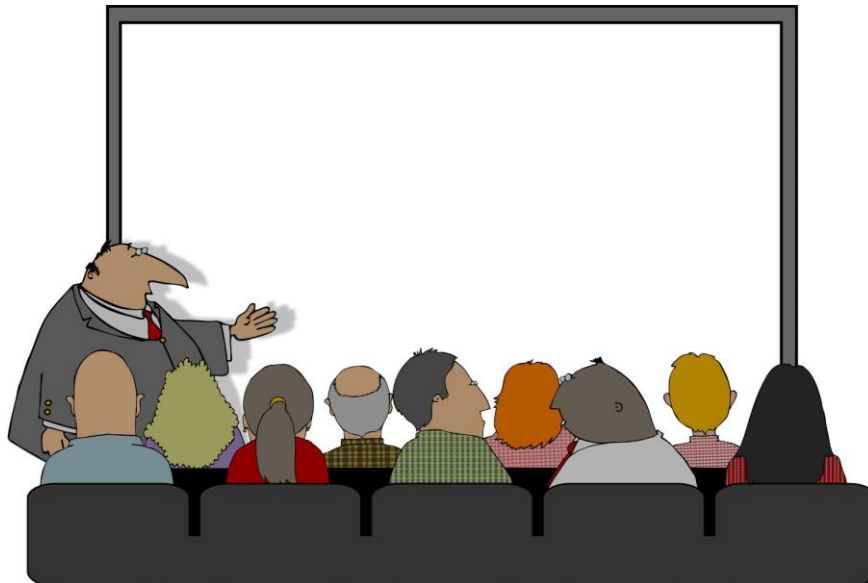


Figure 40. Presentation for the Visitors

(Source: <http://clipartmag.com/introduction-clipart#introduction-clipart-33.jpg>)

B. Letter of Receiving Visitation

This letter is usually written to confirm official visits from an institution to writer's institution in the context of specific objectives, such as study tour, field trip, branch marking etc.

Structure:

- (1) Recalling previous letters from recipients,
- (2) Saying thank you for the letter and their interest,
- (3) Declaring willingness to receive visits and confirming the visit time, tentative agenda, number of guests who will visit,
- (4) Stating to wait for their visit

Common Phrases: Regarding your previous letter; referring to your letter; we confirm that we would like to accept your visit; thank you for your interest; I am looking forward to seeing you in my institution; for further communication please contact our staff at.

Regarding to Your previous letter, on [date], about: [PROGRAM VISIT, i.e. the plan for conducting a study tour, branch marking, visitation or other activities], we are pleased to convey that we are ready to receive your visit which will be held at:

Date and time :
 Time :
 Place : [Place should be specific]

Other detail Information:

For further information, please contact our staff at:

I am looking forward to seeing you at my university.

Figure 41. Letter of Visit Permit Request

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

C. Letter of Refusing Visitation

This letter is usually written to confirm an official visit from an institution to our institution in the context of specific objectives, but in this case, the letter is written in order to reject/refuse or reschedule the visit.

Structure:

- (1) Recalling previous letters from recipients,
- (2) Saying thank you for the letter and their interest,
- (3) Apologizing that the visit cannot be carried out with specific reasons or rescheduling the time of the visit and
- (4) Restating the apology

Common Phrases: Regarding to your previous letter; referring to your letter; I regret that; I am sorry to say that you cannot be conducted because; thank you for your interest; We suggest you reschedule; it will be better if you can reschedule; For further communication please contact our staff at.

Regarding to our plan of implementing [a Study Tour, Branch Marking, Visitation or other activities], I would like to apology that your visit cannot be received, because there are activities of [CLEAR REASONS, i.e. international seminars, religious holidays, etc]. [You also can state if they can move their visit to the other days, or delay their visit].

Figure 42. Letter of Refusing Visitation

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

9. Letter of Cooperation and Partnerships

Cooperation is one of the important things for an institution does in order to improve service quality. It is not only in the business area but the academic area also requires cooperation in order to establish relationships in order to improve quality and widen the range of relationships between institutions. In this case, there are 3 types of letters written in the framework of the cooperation program, including: a)

Letter of Offering Cooperation, b) Letter of Acceptance Cooperation and c) Letter of Rejecting Cooperation.



Figure 43. Hand in Hand for Cooperation

(Source: <https://edps.europa.eu/sites/edp/files/picture/interncoop.png>)

A. Letter of Offering / Initiating Cooperation

Structure:

- (1) Introducing the institution/program
- (2) Conveying the intention of cooperation
- (3) Explaining the scope of cooperation
- (4) Offering cooperation as outlined in the form of MoU/MoA
- (5) Close by saying looking forward for further cooperation

Common Phrases: I am writing a letter as representative of; we would like to offer some programs, cooperation between; I hope this program / cooperation; under attached the draft of; we hope this MoU/MoA would be signed; we are looking forward to your willingness to cooperate with us.

Dear Excellency,

Referring to the [background of cooperation], we would like to offer you for some collaboration and partnerships program, such as [tell the cooperated program]

To make it becomes a good collaboration, I enclosed this letter by providing a draft of Memorandum of Understanding. We hope by this collaboration, we can strengthen our relationship between [it can be between universities or countries]. Please notify the results of your consideration. For further information please do not hesitate to contact our staff in charge for this program.

Figure 44. Letter of Initiating Cooperation

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

B. Letter of Accepting Cooperation Offers

Structure:

- (1) Recalling previous letter sent by recipients letter
- (2) Saying your gratitude for their interest to cooperate
- (3) Expressing your interest in working together
- (4) Delivering program that can be cooperated, if appropriate
- (5) Closing by saying that you are awaiting further confirmation

Common Phrases: Regarding your previous letter; I am writing a letter as a representative of; we would like to say our gratitude for your interest; we are interested in joining, for our cooperation, about your program; we are looking forward to meet you for further cooperation

Dear Excellency,

Referring to your previous letter about collaboration and partnerships program, we would like to say thank you for your interest to do a real cooperation and collaboration between us.

I enclosed this letter by providing a revision of Memorandum of Understanding (MoU). If it is necessary, we can do a meeting in order to discuss more possible collaboration and partnerships program. For further communication please do not hesitate to contact the staff in charge for this program.

Figure 45. Letter of Accepting Cooperation Bids

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

C. Letter of Rejecting Cooperation Offers

Structure:

- (1) Recalling the previous letter sent by recipients,
- (2) Saying your gratitude for their interest to cooperate,
- (3) Apologizing that cooperation cannot be conducted,
- (4) Giving clear and logical reasons so you are rejecting the cooperation plan,
- (5) Saying that you will wait for other cooperative programs to be offered

Common phrases: Regarding your previous letter; I am writing a letter as representative of; We would like to say our gratitude for your interest; I am so sorry to say that; I hope we can cooperate in different programs; We are very sorry because..

Dear Excellency,

Referring to your previous letter about collaboration and partnerships program, we would like to say thank you for your interest to start cooperation and collaboration between us.

However, I do apologize because this collaboration program can not be happened because/since [tell the reason]. I do hope that we can do other program of collaboration on [what area / field to be cooperated].

Figure 46. Letter of Rejecting Cooperation

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

D. Letter of Monitoring and Evaluation

Since there is a program conducted related to cooperation, so it is needed monitoring and evaluation program conducted by the institution in order to evaluate how the program running is. It is better to provide a letter to ask the partner to fill questionnaire related to evaluation of the program.

Structure:

- (1) Recalling the previous program conducted
- (2) Saying your gratitude for their program and cooperation
- (3) Asking partner to fill the attached questionnaire
- (4) Telling the readers how they collect the result of questionnaire
- (5) Again, saying thank you for their help, program and ask your future

Common phrases: Thank you for; as one requirement; I hope that; I expect that; If you do not mind; Please fill this following questionnaire; We would like to get your response; We need to evaluate; It can be used as; We can use as consideration, etc.

Dear Excellency,

First of all, we would like to say thank you for [name of program] as cooperation between [name of institution] and [name of institution]. In this occasion, I would like to ask you as our partner to fill this following questionnaire in order to evaluate our program. We need to evaluate this program in your point of view as our partner.

I expect that we can use this evaluation as our consideration to improve our program in the future.

Figure 47. Letter of Monitoring and Evaluation

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

10. Letter Of Mobility Program

A. Letter of Application for Study Permit

This letter is usually issued in order to apply for a study permit to the embassy or to the Ministry of Research, Technology and Higher Education regarding the issuance of Study Permits for foreign students. In addition, this letter will be used as a requirement for submitting visa applications for foreign students.



Figure 48. Online Study Permit Application

(Source: <https://www.smartponsel.net/mengetahui-ip-address/>)

Structure:

- (1) Stating the program,
- (2) Stating the consideration,
- (3) Describing students' details, such as: name, passport number, address, and time period, etc.
- (4) Saying what you want to get

Common Phrases: According to the result of the entry test; regarding; referring to the agreement between; we recommend and request; prospective students; we would like to apply; thank you for your attention and cooperation.

Dear Excellency, we hereby convey and recommend that:

Name :
 Place, date of birth :
 Nationality :
 No. Passport :
 Origin Address :

A prospective student at **[Name of Institution]**, who plans to take a **[Name of the Program and period taken]**. Associated with Study Permit Application, we recommend and request that students be able to register on the Study Permit Application to facilitate the process of teaching learning process for this prospective students at our institution.

Figure 49. Letter of Study Permit Application

(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

B. Letter of Requesting Student Exchange

This letter is issued in the framework of the application to send students to overseas and domestic partners, in the context of educational, research and community services programs such as: teaching practice, earning credit, research, data collection, community services, etc.

Structure:

- (1) Stating the consideration and the program,
- (2) Telling your intention,
- (3) Describing students' details such as: name, passport number, address, and time period, etc.
- (4) Saying what you want to get,
- (5) Close by saying that you are awaiting further confirmation.

Common Phrases: Regarding our discussion; referring to MoU between our institutions; we would like to send; it will be students who will join this program; for further communication please contact us at.

Dear, Excellency

First of all, we would like to say thank you for your believe in our cooperation and partnership program. We believe that your institution has a wealth of knowledge and experience which can be great benefit to our students. We would like to inquire the possibility whether your organization may consider accepting [number of students] for cooperative education. The duration of the work is [time period] in which cooperative education is characterized that the students must perform [program requirements and details].

Please notify the results of your consideration. For further information please do not hesitate to contact our staff in charge for this program.

Thank you for your kind cooperation of this request and we look forward to hearing from you at your earliest convenience.

Figure 50. Letter of Requesting Student Exchange
(Source: [Modified from Archive at Universitas Pendidikan Ganesha](#))

C. Letter of Applying Stay Permit to Immigration

This letter is issued to the immigration office in order to establish temporary stay permit for overseas students, such as: Visiting Stay Permit, Extending Visa on Arrival, Temporary Stay Permit, Exit Permit Only, etc.

Structure:

- (1) Introducing yourself/the writer/the sponsor,
- (2) Telling the students' detail,
- (3) Stating what your intention is and tell what grant you want,
- (4) Closing by stating your gratitude.

Common Phrases: The undersigned; Herby to certify that; I would like to apply ... For our overseas students with the following data; Thank you for your permit and cooperation.

Dear, Excellency, the undersigned:

Name :
 Place, date of birth :
 Home Address :
 Position :
 Phone Number :
 Office Address :
 ID Number :

Acting as a sponsor / person in charge is applying an [name of stay permit applied] for our students/guest lecturer following Credit [name of the program], with the following data:

Name :
 Place, date of birth :
 Nationality :
 Passport Number :
 Visa Number :
 Arrival :
 Address in Indonesia :
 Purpose :

It would be much appreciated if you could grant him/her **Stay Permit** for his stay in Indonesia. Thank you so much for your kind attention and co-operation.

Figure 51. Letter of Applying Stay Permit

(Source: Translated from Archive at Immigration Office Singaraja)

11. Design of MoU and MoA

Memorandum of Understanding is a general agreement between the highest leaders of an institution with other institutions which aimed is to establish general cooperation. This MoU will be elaborated into another agreement that contain more detailed rules and requirements, which is called as MoA. The MoU is usually used as a basic regulation for the implementation of other cooperation programs.

Memorandum of Agreement is a specific agreement between the divisions of an institution and other parties which aims to establish more detail implementation of cooperation and specifically describing duties, jurisdictions, standard operating procedures, time periods, and financing as well as the rights and obligations of parties in implementing a cooperation program.

Structure:

- (1) Preamble (introducing the parties and its details),
- (2) Purpose of MoU,
- (3) Program for Specific Agreement,
- (4) Financial Consideration,
- (5) Terms and Conflict of Interest,
- (6) Amendment, Renewal and Termination

LOGO 1

LOGO 2

MEMORANDUM OF UNDERSTANDING
in respect of
STAFF DEVELOPMENT, ACADEMIC EXCHANGE AND STUDENT EXCHANGE

UNIVERSITAS PENDIDIKAN GANESHA, is a state university organized under the laws of Ministry of Research, Technology and Higher Education Republic of Indonesia located at Jalan Udayana No. 11 Singaraja-Bali, represented herein by its Rector, **Prof. Dr. I Nyoman Jampel, M.Pd.**, (hereinafter referred to as "UNDIKSHA") and **NAME OF UNIVERSITY**, is **Short Explanation about University**, which is located at **detail location**, represented herein by its **Rector/President/Director, NAME OF PRESIDENT/RECTOR/DIRECTOR** (hereinafter referred to as "**Short Name of University**"); (each a "Party" and collectively, the "Parties") agree to establish this Memorandum of Understanding (MoU) in order to promote international cooperation in higher education, student mobility, research and scientific and technical innovation.

REFERRING TO

Relationship between two countries, The Republic of Indonesia and **NATIONAL/COUNTRY**

RECOGNIZING:

1. The importance of cooperation in Higher Education in strengthening the relationship between Indonesia and **NAME OF COUNTRY**;
2. The mutual benefits to be gained through a co-operation program promoting academic excellence, scholarly activities and international understanding.

PURSUANT TO:

1. The prevailing laws and regulations in their respective countries;
2. The principle of mutual respect, friendship and reciprocity.

HAVE REACHED the following agreement:

Article 1
THE PURPOSE

The purpose of this memorandum is to:

1. Develop opportunities for faculty members from Universitas Pendidikan Ganesha and **Name of University** to participate in exchange programs;
2. Establish short-term student exchanges between Ganesha University of Education and **Name of University**. Any specific program shall be subject to mutual agreement and availability of funds and will be further considered and agreed upon in writing by the parties prior to the initiation of any particular activity. The details of such arrangements will be negotiated at the appropriate time.
3. Develop cooperation in any other interested academic programs between Ganesha University of Education and **Name of University**. Any specific program shall be subject to mutual agreement and availability of funds and will be further considered and agreed upon in writing by the parties prior to the initiation of any particular activity. The details of such arrangements will be negotiated at the appropriate time.

Article 2
FURTHER AGREEMENT

1. This Memorandum expresses the intentions of the parties but, except as set out in the Schedules, no legally binding obligations are intended to, or do, arise as a consequence of the signing of this document.
2. In addition to the activities set out in the Schedules, other specific activities, project relevant funding and other matters relating to the implementation of the Memorandum may be negotiated and executed under separate binding agreements.

3. The separate binding agreement may cover:
- a. the responsibility of each party;
 - b. selection and enrolment of participation;
 - c. research collaboration arrangements;
 - d. financial considerations; and
 - e. any other item necessary for the achievement of the proposal.

**Article 3
FINANCIAL CONSIDERATIONS**

The Parties acknowledge that all or any financial arrangements other than those set out in the Schedules are yet to be negotiated and will depend upon the availability of funds.

**Article 4
CONFLICT OF INTEREST**

1. The parties state that, as at the date of signing of this Memorandum, to the best of their knowledge, no conflict of interest exists or is likely to arise in relation to the intention of the Parties to co-operate under this Memorandum.
2. If, during the term of this Memorandum, a conflict or potential conflict of interest arises for one of the Parties, then the Party will immediately notify the other Parties in writing of that conflict or potential conflict of interest.

**Article 5
DISPUTE RESOLUTION**

Any dispute arising between the Parties regarding the fulfillment of the rights or obligations of any party mentioned in the Memorandum will be resolved by the Parties in the spirit of mutual and friendly co-operation.

**Article 6
AMENDMENT**

1. The Memorandum may be amended if the Parties agree in writing to do so.
2. A proposed amendment should be submitted by any Party to the other in writing and within three (3) months after receiving the proposed amendment the receiver Party should indicate in writing to the sender Party either its acceptance or rejection of the amendment.
3. If the proposed amendment is not agreed to by the other Party the Parties will meet and decide whether to continue the Memorandum.

**Article 7
ENTRY INTO FORCE, RENEWAL AND TERMINATION**

1. This Memorandum shall enter in to force on the date on which the last Party signs and will remain in effect for five (5) years.
2. Unless renewed beforehand, the Memorandum will terminate automatically on its expiry date.
3. If the Parties wish to renew the Memorandum they should exchange notices expressing their wish to renew at least six (6) months prior to the expiry date of the Memorandum.
4. Any Party wishing to terminate the Memorandum must notify the other Party at least three (3) months before the date on which the Party would like the Memorandum to terminate.
5. The termination of the Memorandum shall not affect the validity and duration of any ongoing program or project made under this Memorandum.

IN WITNESS HERE OF, the undersigned have signed the Memorandum in English at Singaraja, Bali, Indonesia on the **Date, Month, Year**.

Signed by:

Prof. Dr. I Nyoman Jampel, M.Pd.
Rector
Universitas Pendidikan Ganesha

Name
Position
Name of Partner / University

MEMORANDUM OF AGREEMENT
in respect of
[SUMMARY OF THE COLABORATIVE PROGRAM]

PREAMBLE

UNIVERSITAS PENDIDIKAN GANESHA, is a state university organized under the laws of Ministry of Research, Technology and Higher Education Republic of Indonesia located at Jalan Udayana No. 11 Singaraja-Bali, represented herein by its Rector, **Prof. Dr. I Nyoman Jampel, M.Pd.**, (hereinafter referred to as "UNDIKSHA") and **NAME OF UNIVERSITY**, is **Short Explanation about University**, which is located at **detail location**, represented herein by its **Rector/President/Director, NAME OF PRESIDENT/RECTOR/DIRECTOR** (hereinafter referred to as "Short Name of University"); (each a "Party" and collectively, the "Parties") agree to establish this Memorandum of Understanding (MoU) in order to promote international cooperation in higher education, student mobility, research and scientific and technical innovation.

RECOGNIZING:

1. The importance of implementation for Memorandum of Understanding sign at **[place and date]**;
2. The mutual benefits to be gained through a co-operation program promoting academic excellence, scholarly activities and international understanding.

THE PARTIES HAVE REACHED the following agreement:

Article 1
THE PURPOSE OND OBJECTIVES

The purpose of this memorandum is to:

1. Conduct the Program of **[NAME OF THE COOPERATED PROGRAM]**;
2. Establish **[NAME OF THE COOPERATED PROGRAM]** in order to **[PROGRAM OBJECTIVES]**.

Article 2
OBJECT AND SCOPE

1. The object of this Agreement is **[object of program]**
2. The scope of the agreement may cover:
 - a) **Scope 1**
 - b) **Scope 2**

Article 3
RIGHTS AND OBLIGATIONS

1. The Rights of the FIRST PARTY are:**T**
 - A) **One**
 - B) **Two**
 - C) **Three**
2. The Obligation of the FIRST PARTY are:
 - A) **One**
 - B) **Two**

3. The Rights of the SECOND PARTY are:

- A) One
- B) Two
- C) Three

4. The Obligation of the SECOND PARTY are:

- A) One
- B) Two
- C) Three

**Article 4
IMPLEMENTATION**

This Agreement as long as technical matters for the FIRST PARTY is carried out by [NAME OF DEPARTMENT] and for the SECOND PARTY carried out by [NAME OF DEPARTMENT]

**Article 5
COST**

Any costs incurred from this Agreement will be issued in form addendum which is an integral part of this Memorandum of Agreement

**Article 6
CONFLICT OF INTEREST**

1. The parties state that, as at the date of signing of this Memorandum, to the best of their knowledge, no conflict of interest exists or is likely to arise in relation to the intention of the Parties to co-operate under this Memorandum.
2. If, during the term of this Memorandum, a conflict or potential conflict of interest arises for one of the Parties, then the Party will immediately notify the other Parties in writing of that conflict or potential conflict of interest.

**Article 7
DISPUTE RESOLUTION**

Any dispute arising between the Parties regarding the fulfillment of the rights or obligations of any party mentioned in the Memorandum will be resolved by the Parties in the spirit of mutual and friendly co-operation.

**Article 8
AMENDMENT**

1. The Memorandum may be amended if the Parties agree in writing to do so.
2. A proposed amendment should be submitted by any Party to the other in writing and within three (3) months after receiving the proposed amendment the receiver Party should indicate in writing to the sender Party either its acceptance or rejection of the amendment.
3. If the proposed amendment is not agreed to by the other Party the Parties will meet and decide whether to continue the Memorandum.

Article 9	
ENTRY INTO FORCE, RENEWAL AND TERMINATION	
<p>1. This Memorandum shall enter in to force on the date on which the last Party signs and will remain in effect for five (5) years.</p> <p>2. Unless renewed beforehand, the Memorandum will terminate automatically on its expiry date.</p> <p>3. If the Parties wish to renew the Memorandum they should exchange notices expressing their wish to renew at least six (6) months prior to the expiry date of the Memorandum.</p> <p>4. Any Party wishing to terminate the Memorandum must notify the other Party at least three (3) months before the date on which the Party would like the Memorandum to terminate.</p> <p>5. The termination of the Memorandum shall not affect the validity and duration of any ongoing program or project made under this Memorandum.</p>	
<p>IN WITNESS HERE OF, the undersigned have signed the Memorandum in English at Singaraja, Bali, Indonesia on the Date, Month, Year.</p>	
<p><u>Prof. Dr. I Nyoman Jampel, M.Pd.</u> Rector Universitas Pendidikan Ganesha</p>	<p><u>Complete Name</u> Rector Name of University</p>
<p>Witnessed by:</p>	
<p><u>Complete Name</u> Program Coordinator Universitas Pendidikan Ganesha</p>	<p><u>Complete Name</u> Program Coordinator Name of University</p>

Figure 52. Draft of MoU and MoA
(Source: [Archive at Universitas Pendidikan Ganesha](#))

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