

# INTERUNIVERSITY STYLE GUIDE

FOR WRITING INSTITUTIONAL  
TEXTS IN ENGLISH

**MODEL DOCUMENTS**

# MANUAL D'ESTIL INTERUNIVERSITARI

PER A LA REDACCIÓ DE TEXTOS  
INSTITUCIONALS EN ANGLÈS

**MODELS DE DOCUMENTS**

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*Amb el suport de:*



Generalitat de Catalunya  
Departament d'Economia i Coneixement  
**Secretaria d'Universitats i Recerca**

## SUMARI

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## 11. MODEL DOCUMENTS

This section provides practical advice on writing specific documents and considers four groups of documents: applications, resolutions and notifications; certificates and internal certificates; correspondence (letters and e-mail); and agreements.

Each subsection offers model texts that are versions of similar original documents. Their purpose is to facilitate and standardise the institutional production of such documents in English, making them readily comprehensible to international readers. Their structure may vary from corresponding Catalan and Spanish documents.

These models may not resolve all your doubts, but they will provide helpful guidelines and some useful language. When combined with advice from the other sections, they are a good start to creating your own institutional documents.

### 11.1 Application

#### 11.1.1 Definition

An application is a formal request to a competent body.

#### 11.1.2 Structure

##### i) Applicant's personal details

Provide your name, family name, identity document type and number, and postal address. If relevant, provide further information such as telephone number, e-mail address, and date and place of birth. If you are making the application on behalf of another person, include both your personal details and those of the person you are representing. We strongly recommend, however, that only one variant of English be used within a single text or related series of texts, for obvious reasons of coherence.

## ii) Declaration

In this section, give the reasons for the application. Introduce it with the expression ***I declare*** in bold, capital letters followed by a colon, and write each statement on a new line beginning with a capital letter and ending with a full stop. If there are two statements or more, number them.

## iii) Application

This section states the object of the application. Begin with the expression ***I request*** in bold, capital letters followed by a colon, and write any following statements on a new line beginning with a capital letter and ending with a full stop. If there are two statements or more, number them.

## iv) Supporting documents

If any documentary evidence is required, or it is in your interests to include it, list the documents you attach.

## v) Signature

Sign the document. There is no need to print your name and surname because they have already been provided at the beginning.

## vi) Place and date

After the signature, write the name of the town or city in which the application has been made and the date.

## vii) Recipient

At the foot of the page, put the name of the unit and institution to which it is addressed.

## Model application

**Name:** Anita  
**Family name(s):** Smith  
**Identity document**  
**Type:** Passport  
**Number:** Y2369480K  
**Issuing country:** United Kingdom  
**Postal address:** Carrer de Joan Fuster i Ortells, 8, 43007 Tarragona  
**Further information:** +34 693 455 293

### I DECLARE:

1. I am a student from the University of Sheffield, United Kingdom, currently on an Erasmus programme at the Universitat Rovira i Virgili.
2. On 25 September I registered on a Catalan for Beginners course at the Language Service and on the same day paid the full course fee (€225).
3. I was subsequently informed that as a mobility student I am entitled to free basic language tuition.

### I REQUEST:

A refund of €225.

### SUPPORTING DOCUMENTS

1. Photocopy of passport
2. Photocopy of Erasmus learning agreement
3. Photocopy of Language Service registration form
4. Photocopy of proof of payment from the bank



Tarragona, 15 October 2014

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Language Service  
Universitat Rovira i Virgili

## 11.2 Resolution

### 11.2.1 Definition

A resolution records a decision. It generally responds to an application and may end a particular administrative procedure.

### 11.2.2 Structure

#### i) Identification of the document

Identify the document with a reference number. If the resolution is especially long or complex, it may be appropriate to add a short title by way of summary.

#### ii) Background

List the facts and the various steps that have been taken since the beginning of the process and any regulations that might affect the decision. Introduce them with the expression *considering* in bold, capital letters followed by a colon, and write each statement on a new line. If there are two statements or more, number them.

#### iii) Resolution

Introduce this section with the formula *I resolve* in bold, capital letters followed by a colon, and briefly state the decision taken, in full sentences.

#### iv) Signature

This section includes the signature, full name and position of the signatory, in this order.

#### v) Place and date

End the resolution with the name of the town or city where the document will be signed and the date.



## Model resolution

**Document number:** 2014/287  
**Body:** Language Service

### CONSIDERING:

1. On 15 October, Anita Smith sent an application to the Language Service asking to be refunded the sum of €225 that she paid for a Catalan for Beginners course.
2. From the documents provided, it is clear that Ms Smith is currently on an Erasmus programme at our university and made the payment as stated.
3. Mobility students, including Erasmus students, are entitled to free tuition in Catalan, in accordance with the official list of fees for language courses.

### I RESOLVE:

Ms Smith is to be refunded the sum of €225.



Maria Sales Llopis  
Coordinator of the Language Service

Tarragona, 29 October 2014

## 11.3 Notification

### 11.3.1 Definition

A notification informs the interested party of a resolution that has been adopted by a competent authority.

### 11.3.2 Structure

#### i) Recipient's details

Identify the person to whom the notification is to be sent in the top left-hand corner under the heading. Include their name and family name, address, post code, and town or city.

#### ii) Introductory formula

State the date on which the resolution was adopted and by whom.

#### iii) Text of the resolution

Reproduce the full text of the resolution below the introductory formula. If it is particularly long, attach it to the notification as a separate document.

#### iv) Appeals

State whether an appeal can be made, to whom and within what time frame.

#### v) Signature

In this section, include the signature, the full name and the position of the person issuing the notification, followed by the place and date.

## Model notification

**For the attention of:** Anita Smith  
**Postal address:** Carrer de Joan Fuster i Ortells, 8, 43007 Tarragona

### CONSIDERING:

On 15 October, Anita Smith sent an application to the Language Service asking to be refunded the sum of €225 that she paid for a Catalan for Beginners course.

From the documents provided it is clear that Ms Smith is currently on an Erasmus programme at our university and made the payment as stated.

Mobility students, including Erasmus students, are entitled to free tuition in Catalan, in accordance with the official list of fees for language courses.

### I RESOLVE:

Ms Smith is to be refunded the sum of €225.

### APPEALS

This resolution does not exhaust the right of appeal through administrative channels. If you wish to appeal, present an application for further review by the rector within one month from the day after receiving this notification.



Jaume Serra i Alemany  
Head of the Secretary's Office, Language Service

Tarragona, 1 November 2014

## 11.4 Certificate

### 11.4.1 Definition

A certificate attests to a broad range of facts such as course attendance, the attainment of an academic level or qualification, or the exercising of a specific function. It is issued by a person or organisation with the recognised authority to validate the facts attested to.

### 11.4.2 Structure

#### i) Date

Write the date in the top right-hand corner of the page rather than at the bottom. Omit the place name that typically appears on certificates in Catalan.

#### ii) Generic salutation

The final recipient of a certificate is not generally known, so the text begins with the generic salutation *To whom it may concern*, which should be left-justified and followed by a comma.

#### iii) Body

Begin with *This is to certify that*. Then state the information that is being attested to. This section of the certificate is justified.

#### iv) Signature

Include the signature of the person issuing the document and left-justify it.

v) Certifier's name and position

Give this information on the same line, separated by a comma but without a full stop. Left-justify it.

vi) Organisation

The specific level of organisation (service, school, faculty, area, university, etc.) indicated in the text may depend on the type of certificate. Indicate the highest level of organisation as the final item. Where two or more levels are identified, place them on separate lines with no full stop. This information is left-justified.

## Model certificate

13 February 2014

To whom it may concern,

This is to certify that Marc Esteve i Monfort, holder of identity document number 23676263M, attended the staff-training course Conflict Resolution in the Workplace. The three-hour course took place on 29 January 2014 in the *Sala d'Actes* (conference hall) of the Science Faculty at this university.



Maria Josep Puig i Torres  
Director of Staff Training  
Universitat Rovira i Virgili  
Tarragona

## 11.5 Internal certificate

### 11.5.1 Definition

An internal certificate attests to an ongoing or completed administrative procedure. It is equivalent to the Catalan *diligència*, informally known as a *faig constar*.

### 11.5.2 Structure

#### i) Date

Write the date in the top right-hand corner of the page rather than at the bottom. Omit the place name that typically appears in certificates in Catalan.

#### ii) Generic salutation

The final recipient of an internal certificate is not generally known, so the text begins with the generic salutation *To whom it may concern*, which should be left-justified and followed by a comma.

#### iii) Body

In the body, state the information that is being attested to. This section is justified.

#### iv) Signature

Include the signature of the person issuing the document and left-justify it.

#### v) Signatory's position

Specify the signatory's position, but do not print his or her name or organisation below the signature. Left-justify the text and do not use a full stop.

## Model internal certificate

10 June 2007

To whom it may concern,

Georgina Subirats Colom submitted her doctoral thesis to this department on 5 June 2007. The thesis will be assessed by a board of examiners, who will issue a report. It will then be deposited in the TDX institutional repository.

A handwritten signature in black ink, appearing to be 'Georgina Subirats Colom', written in a cursive style.

Department Director

## 11.6 Letter

### 11.6.1 Definition

A letter is a hand-written, typed or printed communication which may require a response.

### 11.6.2 Structure

#### i) Sender address

Write the sender's address in the top right-hand corner of the page.

#### ii) Recipient's name, position and address

If you include the recipient's address, write this on the left-hand side of the page. The first line should be level with the last line of the sender's address. Use any professional title the recipient has used in previous correspondence. Otherwise, write the recipient's full name without *Mr* or *Ms*.

#### iii) Date

Write the date on the right-hand side of the page below the sender's address.

Do not write the name of the town or city from which the letter is sent.

#### iv) Salutation

Salutations most frequently begin with *Dear* and end with a comma. When the letter is informal, follow *Dear* by a first name.

Dear Mark,

Dear Lucy,



When the letter is formal, follow *Dear* by *Mr* or *Ms* and the recipient's family name.

Dear Mr Jones,

Dear Ms Benway,

When you do not know the recipient's name, use the phrase *Dear Sir* or *Madam* followed by a comma.

When the letter is addressed to a group of people, follow *Dear* by a common noun.

Dear student,

Dear colleague,

You can follow *Dear* by a capitalised noun to denote the recipient's position.

Dear Coordinator,

Dear Head of Studies,

#### v) Body

The body of the letter should convey the information in a direct style and be paragraphed appropriately.

The following phrases may be useful.

In reply to...

I'm writing to enquire about...

I was happy to learn that...

I would be grateful if...

I am please to announce that...

I regret to inform you that..

You are advised to...

Please do not hesitate to...

I look forward to...

With reference to...

I am writing to inform you of...

I was sorry to hear that...

I would appreciate it if...

You will be happy to learn that...

I am sorry to say that...

You are requested to...

Please feel free to...

I am looking forward to...

vi) Close

The close is a formulaic way of ending a letter. Capitalise the first word and follow the last word with a comma. Leave some extra space above and below the close. An acceptable formal close is *Sincerely* and an acceptable informal close is *Kind regards*.

vii) Signature line

The signature line consists of the signature followed by the sender's printed name. If appropriate, write the sender's position below the printed name.

## Model letter 1: giving information

Campus de la Ribera  
15007 Sant Salvador

19 November 2014

Dear staff member,

As the coordinator of this year's Erasmus Staff Week, I'm writing to give you some practical details about what we've planned for the event, which will take place during the week of 14–18 December.

First of all, to get into town you'll find there are regular bus and train shuttles right to the city centre. Once you get to centre, you'll be able to go straight to your hotel, the Hotel Majestic, which is just a ten-minute walk from Plaça de la Pau.

Turning to the Staff Week itself, on Monday 14 March we'll be having our welcome meeting at 7.30 p.m. in the *Sala de Juntes* (the auditorium) in the University's main building at 433, Carrer de les Botes. Our registration desk will be open there from 3.30 p.m. to 7.15 p.m., so don't forget to visit us.

Finally, if you've already booked a room in a hotel other than the Hotel Majestic or if you won't be able to come to register at the Staff Week desk before 7.15 p.m. on Monday, then please let us know as soon as possible by e-mailing us at [SWorganisers@ub.edu](mailto:SWorganisers@ub.edu). And when you're here, remember that if you need to contact the organisation at any time you can phone us on 934 027 352.

Regards,



Laverne Forner  
Staff Week Coordinator

## Model letter 2: asking for information

Observatori del Tercer Sector  
Campus de la Ribera  
15007 Sant Salvador

Janice Farrell  
The Organising Committee  
Centre for Educational Research  
The Fairborn Exchange  
Manchester  
M13 4XL

17 December 2014

Dear Ms Farrell,

I have recently seen your announcement in the journal of the Centre for Educational Research calling for papers for the Fourth International Conference on Effective Governance and Learning Leadership, which you are convening between 16 and 19 June 2015.

I am currently engaged in research on the service delivery relationship between the voluntary and public sectors and I would be interested in presenting a paper at the Conference if you feel that my work is appropriate to the scope of this year's event. I would also be grateful if you could send me detailed information about the conference programme.

Sincerely,



Jaume Balmes

## 11.7 E-mail

### 11.7.1 Definition

An e-mail is a form of written communication sent by electronic means.

### 11.7.2 Structure

#### i) Subject line

Keep the subject line short and provide specific information about the content of the message. Use sentence-style capitalisation (first word and other nouns that would be capitalised in running text; see Section 3).

#### ii) Salutation

Tailor the salutation to the person you are writing to. The salutation generally starts with *Dear* followed by a name or position and ends with a comma.

Dear Marina,

Dear Mr Davies,

Dear Head of Department,

Dear Coordinator,

Less formal e-mails can also start with *Hi* or *Hello* followed by a comma.

#### iii) Opening sentence

The opening sentence is commonly used to explain why you are writing. The following is an acceptable formal beginning to this sentence.

I am writing to inform you that...

And the following is an acceptable informal beginning.

I am writing to let you know that...

iv) Body

Formal e-mails are very similar to formal letters. Therefore, the same guidelines can usually be applied. For useful language, see Section 11.6.2(v) Body.

v) Closing sentence

The closing sentence is commonly used to offer thanks or to state what kind of response you expect. The following is an acceptable formal closing sentence.

I look forward to your response...

And the following is an acceptable informal closing sentence.

I look forward to hearing from you...

vi) Close

To close, use the formal *Sincerely* or the informal *Kind regards* followed by a comma.

vii) Signature line

Write your first name or your full name, depending on the level of formality.

## Model e-mail 1: giving information

World Poetry Day

Dear all,

I'm writing to remind you that World Poetry Day is coming up in our university and you're all invited!

Date: 14 May 2015

Place: The main foyer of the Barcelona campus

Time: 11.30 a.m.–4.30 p.m.

Please come along and join in the activities. There will be various competitions you can participate in. You will find a copy of the full programme attached to this e-mail.

Regards,

Mireia Rojals

## Model e-mail 2: asking for information

EDUCATCH list of contacts

Dear Sir or Madam,

I am writing to ask if you would be willing to share your list of contacts for the EDUCATCH project so that we can start looking for partners for a similar project we plan to work on.

We hope that this will not be inconvenient for you and we would appreciate your help in this matter.

Sincerely,

Manel Puig



## 11.8 Agreement

### 11.8.1 Definition

An agreement is a written document in which two or more parties establish mutual obligations for the conduct of a shared project.

### 11.8.2 Structure

#### i) Title

The title identifies the type of agreement and can also name the parties and state the main objective of the agreement.

#### ii) Participants

This section identifies the parties signing the agreement by their full name, position and institution. It also makes reference to their power to represent their institution or act individually. Introduce it with the expression *by and between*, centred in bold, capital letters. Each party should be given a separate paragraph.

Close this section with a sentence confirming that all the parties signing the agreement acknowledge the others' ability to enter the agreement.

#### iii) Recitals

This section sets out, in separate and numbered paragraphs, the precedents, the willingness of the signatories, the legal framework and everything that needs to be taken into consideration. Introduce it with the word *state*, centred in bold, capital letters, and start each of the following paragraphs with the word *That*.

#### iv) Clauses

This section includes the specific clauses agreed to by the parties. Use the word *clauses*, centred in bold, capital letters as the title of the section and a numbered heading for each clause.

v) Close

Close the document with a sentence acknowledging where and when the agreement was signed.

vi) Signatures

This section should include the signature, name, position and institution for each of the parties signing the agreement.

## Model agreement

### FRAMEWORK COOPERATION AGREEMENT

#### BY AND BETWEEN

The first party, Joan Garcia Romani, president of the Universitat Oberta de Catalunya (hereinafter, "the UOC"), acting for said university; and

The second party, Sònia Capdevila Tena, rector of the University of Girona (hereinafter, "the UdG"), acting for said university.

The parties, acting in their aforementioned capacities, declare that they have sufficient legal capacity to enter into this Agreement, and

#### STATE

1. That the UOC and the UdG signed an Agreement for the joint creation and organisation of an interuniversity master's degree in translation on 13 April 2014.
2. That Spanish Royal Decree 1393/2007 of 29 October, amended by Spanish Royal Decree 861/2010 of 2 July, governing official university studies, defines the legal framework for offering master's degree courses and expressly provides for interuniversity programmes.
3. That on 1 April 2014, the governing body of the UOC passed the resolution to join the programme of an interuniversity master's degree in translation.
4. That the signatory universities, in considering that they have partially shared and complementary objectives, wish to sign this Agreement in the interest of fulfilling their respective missions.

Therefore, the parties agree to the following

## CLAUSES

### 1. Object

The object of this Agreement is to define the collaboration conditions between the signatory universities for organising the Interuniversity Master's Degree in Translation.

### 2. Liability

The signatory universities hereby state that this Agreement does not constitute any kind of relationship of representation, dependence or subordination between them. Therefore, neither institution may act on behalf of the other in performing their legal and contractual duties or in assuming commitments and taking on responsibilities for them.

### 3. Data protection

Both parties state that they comply with all the provisions of Spanish Law 15/1999, of 13 December, on Personal Data Protection and Spanish Royal Decree 1720/2007, of 21 December, which implements Law 15, and acknowledge that they have been informed on what their personal data is to be used for and how they can exercise their rights to access, modify and challenge this data.

### 4. Confidentiality

The signatory universities shall treat all data, documents and information provided by the other party during the term of this Agreement as confidential.

### 5. Intellectual property

The signatory universities shall jointly own the intellectual property rights of the content of the syllabus of the Interuniversity Master's Degree in Translation.

## 6. Term and termination

This Agreement enters into force from when it is signed and has a term of two (2) years.

The following are the causes for terminating this Agreement:

- The signatory parties agree, in writing, to terminate it.
- Either party breaches its obligations, and the other party gives thirty (30) days' written notice that it wishes to terminate this Agreement, in which case the Agreement is terminated unilaterally.
- Either party finds a general reason for terminating the agreement which is provided for in the current legislation.

## 7. Jurisdiction and governing law

The parties submit to the contentious administrative courts of Barcelona to resolve any dispute arising from the interpretation, application or enforcement of the provisions established herein.

In witness whereof, the parties hereto sign two (2) identical and equally valid counterparts of this document in Barcelona on 30 April 2014.



Joan Garcia Romaní  
President  
Universitat Oberta de Catalunya



Sònia Capdevila Tena  
Rector  
University of Girona

# Xarxa Vives d'universitats



Universitat Abat Oliba CEU  
Universitat d'Alacant  
Universitat d'Andorra  
Universitat Autònoma de Barcelona  
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Universitat de Girona  
Universitat de les Illes Balears  
Universitat Internacional de Catalunya  
Universitat Jaume I  
Universitat de Lleida  
Universitat Miguel Hernández d'Elx  
Universitat Obrera de Catalunya  
Universitat de Perpinyà Via Domitia  
Universitat Politècnica de Catalunya  
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