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# Summary

Use this section to type your executive summary. Keep it brief and to the point. An executive summary should be such that a reader can get the “gist” of what your report is about without having to read it in detail. It identifies the purpose and most important features of the work, and states the main conclusion. If appropriate, it might also include the main recommendations. Use language like “This report investigates …”, “This report shows how …”, etc.

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# Introduction

The introduction is a brief paragraph or two about the purpose of your report, and the key information you need to express about why you are doing it and how you plan to go about it. It prepares readers for the topic of the report and helps orient them to the scope of the report. If your audience is unlikely to know a lot about the topic, then you may need to explain concepts and acronyms here.

# Background

The Background explains your topic and what you knew about it before you embarked on your investigation. It elaborates on the Introduction. It outlines in some detail what you see as the “problem” or main issue, and why you are carrying out this work. In some cases you may have already covered this in your Introduction, so you may be able to omit this section.

# Implementation/Results

This section will explain in detail how you went about implementing your work. This section also outlines the outcomes, i.e. the results of your work, but does not analyse the outcomes. It may include many subheadings (use heading styles as shown here), and will probably include diagrams, tables and images, depending on your topic.

## Subheading

## Subheading

# Discussion

This section is where you analyse the results of your work. It will involve a detailed discussion about your findings, whether they were what you expected, and any major issues that arose out of your work. You may require subheadings in this section.

## Subheading

## Subheading

# Conclusion

The Conclusion should be a relatively short overview of the main ideas that have come out of your work. Never introduce new information here. The aim is to summarise everything that has gone before. It is ok to repeat key information but try to re-word it so that it is not identical to the text used in the other sections.

# Recommendations

These are the actions that you suggest to solve the issue. They need follow logically from the conclusions and be practical suggestions once again depending on the purpose of the report. For your report they will include the outcomes of the business set up.

# Reference List

The Reference List contains all of the sources that you have actually cited in your report. Use Word’s Citations and Bibliography tool (on the References ribbon) to construct your Reference List. If you don’t know how to use this tool, there are instructions on the Learning Support page of the OP Online website.

# Bibliography

The Bibliography contains all of the sources that you have not actually cited in your report, but have used as general sources of information for your own learning. If there are no additional sources (you have cited all of them), then a Bibliography will not be necessary. Use Word’s Citations and Bibliography tool (on the References ribbon) to construct your Bibliography.

# Appendices

The appendices contain all of the information that supports your report, but is not actually included in the body of the report. Examples of this would include detailed diagrams, screen shots of software, detailed results of questionnaires, etc. Use subheadings as required.

## Appendix 1

## Appendix 2