



Tool 4.1: The general principles of documentation²³

- Make sure you check your organisation's requirements regarding documentation.
- Be factual, concise and accurate.
- Be objective and non-judgemental.
- Make sure your writing is neat, clear and legible.
- Writing should be in black or blue ink.
- Use exact words when quoting - use quotation marks to show direct quotes.
- Never use correction fluid - draw a single line through the error, initial and date the change.
- Record the date and time, especially when relating incidents that have occurred
- Present information in a logical sequence.
- Use abbreviations approved in your organisation.
- Use correct spelling, punctuation and grammar.
- Edit your report before presenting it - get rid of errors.
- Always sign and date each entry.