# Intermediate technical authoring
## Training course outline

Builds on the concepts and skills taught in our introductory course, teaching further key techniques that define high quality technical authoring, increasing your ability to create more effective technical documents.

This course forms the second module of Armada's ISTC-accredited Technical Authoring Training Programme. It is also ideal as a stand-alone course.

## Course summary

Teaches practical techniques for creating effective and consistent technical documentation, including:

- Producing effective technical documents that are easy to read, easy to understand and easy to act upon.
- Using a writing process structured around industry-standard best practice to improve documentation quality.
- Improving the understanding of your documents by structuring information in ways that are helpful to your readers.
- Developing a clear and concise writing style.
- Building readability through effective sentences, paragraphs and sections.

You will be able to:

- Identify the key international standards in technical writing.
- Identify the most commonly used applications in technical writing.
- Use a detailed end-to-end writing process to design, draft and improve your technical documentation.

## Duration

Two days.

## Who should attend?

Those embarking on a career in technical authoring (after attending the introductory course), and existing technical authors who want to improve their skillset.

## In-class or live online

You can attend course in-person at any of our centres, or participate online from your place of work or home.

To read about our approach to online training, see armada.co.uk/live-online-training.

## General information

For over two decades, Armada has been a leading provider of technical authoring services. We have employed and worked with some of the most talented and knowledgeable technical authors in the UK. Our background in the industry makes us ideally suited to offering technical author training.

Courses are hosted by highly experienced instructors, who 30+ years' experience in technical authoring and related roles.

Whilst attending training at our centres, delegates have the use of a computer to practice the techniques taught.

Course fees can be paid by card or bank transfer. We accept purchase orders from UK-registered companies and public sector organisations.

If you're self-funding your training, you can pay in staged payments, interest-free, over 12 months.

## Course materials and certificate

Delegates receive:

- Comprehensive training materials.
- Checklists and job aids to focus each stage of the writing process.
- An e-certificate confirming successful completion of *Intermediate technical authoring* training.

## After course support

Following technical author training, you're entitled to 30 days' email support from your trainer.

## Further information

See armada.co.uk/course/intermediate-technical-authoring/

## Course syllabus

See over.

# Course syllabus

| Topics | Sub-topics |
|---|---|
| **Introduction and overview** | |
| **Basics of technical writing** | **Why don't readers use technical writing?**<br>• Five key reader problems<br>• What readers want<br>• Why consistency is so important<br>**Writers' problems with technical writing**<br>• The main cause of ineffective writing<br>• Types of writing<br>• Standards for technical writing |
| **The technical writing process** | **Project managing your writing**<br>• A process to achieve consistency<br>• The technical writing process<br>• Timings for a writing project<br>**Planning your writing**<br>• Setting document objectives<br>• Plan – draft – rewrite!<br>**Analysing your audience**<br>• Understanding your readers<br>• Audience analysis<br>• Four key audiences<br>• The global audience<br>• The audience you don't support<br>**Adding detail to your audience analysis**<br>• Using personas<br>• Communication styles<br>• Other communication style issues |
| **Creating effective content and structure** | **Creating a body of knowledge**<br>• Defining structure and content<br>• Structuring with sections<br>• Topic-based authoring & DITA<br>**Topic generation techniques**<br>• Introductions and conclusions<br>• Generating topics for a structure<br>• Structuring with the LATCH principle<br>• Outlining tools<br>**Creating an outline prototype**<br>• Creating headings that work<br>• Writing better headings<br>• Testing the prototype<br>**Creating cohesion:**<br>• Handling repetition and redundancy<br>• Transitions that work<br>• Sentence structure<br>• Sections that work |

| Topics | Sub-topics |
|---|---|
| **Creating effective content and structure** *(continued)* | **The Building Blocks of Content**<br>• Basic sentence structures<br>• Topic sentences and controlling ideas<br>• Writing a clear topic sentence<br>• Establishing the topic and controlling idea<br>**Using paragraphs**<br>• Paragraph structure<br>• Linked paragraphs help readers<br>• Creating effective paragraphs |
| **Clarity in technical writing** | **Clarity issues with English**<br>• Language customs<br>• Common writing styles<br>• Simplified Technical English<br>• STE controlled dictionary*<br>**Grammar issues affecting technical writers**<br>• Pronouns<br>• Modifiers<br>• Synonyms |
| **Consistency and correctness** | **The Importance of consistency**<br>• Achieving consistency<br>• Typographical errors<br>• Spelling forms<br>• Numbering<br>• Capitalisation<br>**Punctuation standards**<br>• Commas<br>• Colons, semi-colons, ellipses<br>• Hyphens<br>• Apostrophes in action<br>**Copy editing and proofreading** |
| **Putting it all together** | **Building readability into your documents from the start**<br>• Enough or too much?<br>• Capstone exercise<br>**Technical writing tools**<br>• Writing tools for technical writers<br>• Image creation tools for technical writers |