

# Introduction to technical authoring

## Training course outline

Technical author training for newcomers, teaching core principles and writing techniques appropriate to user documentation.

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



### Course summary

Provides a thorough grounding in technical authoring principles and writing styles appropriate to user documentation, covering:

- Analysing your audience.
- Structuring and designing your documents.
- Writing using plain English.
- Avoiding standard errors in punctuation and grammar.
- Designing an effective layout.
- Reviewing and proof-reading documents to improve quality.

### Duration

One day.

### Who should attend?

New technical authors, and people who are not career technical authors, but who have been asked to carry out technical authoring work.

### 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](http://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. Refreshments and lunch are also provided.

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 course materials.
- An e-certificate confirming successful completion of *Introduction to technical authoring* training.

### Method of delivery

Training is designed for the busy professional, being short and intensive and combining lecture and demonstration. Practical exercises carried out under guidance help delegates learn the techniques taught.

Delegates have ample opportunity to discuss specific requirements with the trainer.

### After course support

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

### Further information

See [armada.co.uk/course/introduction-to-technical-authoring-training/](http://armada.co.uk/course/introduction-to-technical-authoring-training/).

### Course syllabus

See over.

# Course syllabus

Topics	Sub-topics
<b>Introduction</b>	Introduction and objectives Recommended reading list Why good writing is important and the costs of documentation
<b>Know your audience</b>	Understand and prioritise the different categories of your audience and handle different levels of reader Research the basic tasks of your audience
<b>How to structure your documents</b>	Understand which sections to include in your manuals and the order in which they should be placed
<b>Write from a design</b>	Use mind mapping techniques for designing a document Learn how to plan the content of your document before you start writing
<b>Skills of writing – 12 golden rules</b>	Learn the 12 golden rules of writing to help you develop a clear and concise style Use readability checking and testing techniques
<b>Punctuation and grammar</b>	Understand the basics of punctuation and grammar Avoid the six most frequently made errors that occur in writing
<b>Document layout</b>	Understand the basics of layout and typesetting Learn how to format your document for maximum impact
<b>Reviewing and proof reading</b>	How to check your documentation to ensure it is error free Use industry standard techniques for reviewing, rewriting and proof reading