

# 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:

- Knowing your audience.
- How to structuring your documents.
- Writing from a design.
- Skills of writing - 12 golden rules.
- Punctuation and grammar.
- Document layout.
- Reading and proof reading.

### 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

Attend in-person at our centres in Bristol or Reading, or participate live online.

In-class delegates have the use of a computer to practice the techniques taught. Refreshments and lunch are provided. For venue details, see [armada.co.uk/centres](http://armada.co.uk/centres).

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 was a leading provider of technical authoring services. Our background makes us ideally suited to offering technical author training.

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 course completion.

### Method of delivery

Training combines lecture, demonstration and hands-on practice.

You carry out plenty of practical exercises to learn the techniques taught, and 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/itta](http://armada.co.uk/course/itta).

### Course syllabus

See over.

# Course syllabus

Session	Topics
<b>Introduction</b>	Objectives Recommended reading list Why good writing is important and the costs of documentation
<b>Know your audience</b>	Understanding and prioritising the different categories of your audience, and handling different levels of reader Researching the basic tasks of your audience
<b>How to structure your documents</b>	Understanding which sections to include in your manuals and the order in which they should be placed
<b>Write from a design</b>	Using mind mapping techniques for designing a document Planning the content of your document before you start writing
<b>Skills of writing – 12 golden rules</b>	12 golden rules of writing to ensure a clear and concise style Using readability checking and testing techniques
<b>Punctuation and grammar</b>	Understanding the basics of punctuation and grammar Avoiding the six most frequently made errors that occur in writing
<b>Document layout</b>	Understanding the basics of layout and typesetting Formatting your document for maximum impact
<b>Writing for the screen</b>	Techniques for conveying your content for easy on-screen consumption
<b>Reviewing and proof reading</b>	Checking your documentation to ensure it is error free Using industry standard techniques for reviewing, rewriting and proof reading