

# Technical Writing and Documentation



Most people think it's easy to write technical information.

After all, most people studied English at school, know how to spell and can string sentences together.

They are confident writers, until one day they need to write a work instruction, user guide, operational procedure or other type of technical document.

Where do you start? What sort of language do you use? How can you be sure that you've achieved quality? How can you save time and minimise costs?

This course teaches you the foundations on which to become a successful technical writer. It includes such topics as how to:

1. Really understand your audience
2. Plan your document to meet audience needs with a practical project plan
3. Choose the right words, construct a clear sentence and structure paragraphs
4. Edit a document for maximum quality and clarity



## FEATURES

- Small groups (max 8, usually 4-5) with opportunity to discuss examples from your own work.
- Provides the skills for you to produce readable and useable client documentation.
- Provides a solid foundation for anyone considering becoming a technical writer because it covers the full documentation process.
- Particularly helpful for writers without formal training who need instruction in some areas of the technical writing process or a general refresher

## WHO SHOULD ATTEND

- Someone who has landed in a technical writing job because of their subject knowledge and experience.
- New or intermediate writers seeking a solid grounding in the art of technical writing.
- Experienced technical writers who want to refresh their skills.

Consider the communication task

*Take command of your content*

Bring structure to complexity

*Avoid confusing your readers*

To book or for more information email us at [info@techwriter.com.au](mailto:info@techwriter.com.au). See our website [www.techwriter.com.au](http://www.techwriter.com.au) for details of all our courses and scheduled dates.

## WHAT YOU WILL LEARN

After completing this course you will have a strong understanding of the entire technical writing process. Skills and tools you gain on the course include how to:

- Establish a clear writing style by
  - Selecting appropriate words
  - Identifying and eliminating weak words, such as passive verbs
  - Conducting a readability analysis
- Write well-constructed text by
  - Writing sentences that are the right length and that contain no unnecessary words.
  - Using parallel structures
  - Applying punctuation correctly
  - Starting, ending and sequencing paragraphs logically
- Plan your document by
  - Performing an audience and task analysis
  - Organising your information
- Finalise your document by reviewing and editing the content.
- Achieve consistency by developing and following a style guide.

### Extras

- The 10 most common problems in technical writing
- Avoiding ambiguity

and much more...

**Cost: \$800** includes manual, morning and afternoon tea and lunch each day.

## PRESENTERS

The course may involve one or more of the following presenters, depending on the course requirements.

**Jill Nicholson** is an experienced technical and business communicator who lectured for many years at the University of Technology, Sydney. She now presents technical and business communication courses to Government Departments and to the private sector in Australia, New Zealand, the USA, and Singapore; and writes and edits a variety of documents for business clients.

**Melissa Brett** has worked for more than 20 years as a writer, editor and proofreader. She has a Certificate IV in Training and Assessment, and experience teaching both software and writing skills. She currently writes and edits technical and business documents for a number of clients.

**Lyneve Rappell** is an accomplished editor who has worked on published books, general guides, brochures and more. She has also taught English in Japan and was a Learning Skills lecturer at the University of Western Sydney.