

Program dates
June 2–3, 2007

Time
9:00pm – 5:00pm

Location
Training Room 1
GHD Pty Ltd
Level 1
150 Lonsdale Street
Melbourne 3000

Hourly parking is situated
under GHD building

(Please ensure you leave
plenty of time to park and
locate the room)

Enrolment deadline
Friday May 25, 2007



ASTC (Vic) Inc. *Providing ongoing education for members*

Technical Writing and Documenting

Effective communications require quality content, language, format, and more. The entire point of communications is to disseminate information; this is where written content comes in. To present the appropriate content, it is imperative to understand one's audience and writing purpose. If a document does not communicate the information that the writer intends and what he or she wants the reader to understand, then the communication is meaningless.

The writer has self-interest in making the extra effort: looking credible is as important as being credible and getting results in business. Respect and credibility of the writer/speaker are integral to effective communications. Readers will not trust the information from an author if they do not believe that author is a valuable source of information or the purveyor of worthwhile ideas. Furthermore, being respected is essential to being persuasive, a key ingredient in business.

Facilitated by Jill Nicholson

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.

Jill has presented courses at the University of California at Santa Clara, the Colorado School of Mines, the University of Western Sydney, Ngee Ann Polytechnic in Singapore, and the University of Technology, Sydney. She also presents workshops at the Society for Technical Communication (USA), and the ASTC (NSW) annual conferences.

Jill is a former President of the ASTC (NSW) and the Australia Chapter of the STC.

See overleaf for program details...

Name	
Address	
Phone	
Email	
Membership No.	

PLEASE NOTE: ASTC (Vic) is not registered for GST. No GST is charged, nor can GST be claimed on the course fee.

Please tick:	Price Days 1 & 2	Price Day 1	Price Day 2
<input type="checkbox"/> ASTC, ANZI or SOCEDS member	\$ 500.00	\$ 275.00	\$ 275.00
<input type="checkbox"/> Non-member	\$ 550.00	\$ 300.00	\$ 300.00
<input type="checkbox"/> Unemployed/student concession (photocopy proof required)	\$ 300.00	\$ 175.00	\$ 175.00
<input type="checkbox"/> I wish to join the ASTC Vic			
Total:			

Return this form with
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ASTC
8 Meribah Court
Frankston
Victoria 3199

Ph: 0412 500 519
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Method of Payment	<input type="checkbox"/> Cheque	Name on Credit Card	
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Two-day course

Proposed Program	Inclusions
8:45am Arrival/Registration	Morning tea, lunch and afternoon tea are included in the cost of the workshop. Contacts: <ul style="list-style-type: none">■ Registration Anita Cross (0412 500 519)■ Training Co-ordinator Lyn Hopper (0417 379 180)
9:00am Start workshop	
10:30am Morning tea	
10:45am Resume workshop	
12:30pm Lunch	
1:00pm Resume workshop	
3:30pm Afternoon tea	
3:45pm Resume workshop	
5:00pm Conclusion/Departure	

Module 1 – Technical Writing Skills

Introduction to technical writing

- What is technical writing?
- How is it different from others forms of writing?
- What is plain English?
- What is minimalism?
- What is content management?
- Writing models

Writing and words

- The four levels of writing
- The ten common faults in technical writing
- Problems with words
- Verbs–passive verbs–weak verbs
- Nouns–weak nouns–nominalisation
- Appropriate words

Sentences and punctuation

- Sentence structure
- Problems with sentences
- Sentence length and structure
- Problems with clauses
- Misplaced modifiers
- Subject-verb agreement
- Parallel construction
- Long sentences
- Punctuation
- Punctuation rules and examples
- Hyphens and apostrophes
- Alternatives to the sentence

Good technical writing and style

- What is style?
- Common style faults
- Style conventions and Style manuals
- Writing for online

Module 2 – Technical Document Skills

Audience and task analysis

- How knowledge of the audience impinges on our documentation –why you need to do an audience analysis
- When to do an audience analysis
- How to do audience analysis
- Task analysis
- Getting it all together–using the matrix concept

Structuring and designing effective documentation

- Organising and planning information
- Structuring the document
- The concept of information types
- document-specific information types
- content-specific documentation types
- Placement of information for maximum impact
- Document design

Techniques for different types of documents

- Technical reports
- Proposals
- Specifications
- Procedures and instructions
- Manuals
- Online information

Managing the Documentation Process

- Publications development life cycle–the 5-phase model
- Information plans–content and strategy
- Content specifications
- Tracking and estimating
- Document maintenance