

Certificate Course  
in  
Technical Writing  
(Weekend Batch, 8 Saturdays)



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**Registration Form Certificate Course in Technical Writing**

# About Technical Writing

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Technical writing is the art and science of making relevant technical information accessible to audiences in a variety of settings.

Technical writers typically design, develop, and deliver user assistance artifacts such as:

- ▶ User and Technical Manuals
- ▶ Online Help
- ▶ Case Studies & White Papers
- ▶ Blog articles
- ▶ Tutorials
- ▶ Software Demos
- ▶ Simulations (including Augmented Reality and Virtual Reality)
- ▶ Chatbot content
- ▶ Knowledge bases
- ▶ more.....

# About This Course

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The team at ibruk Consulting has more than **100 person years** of cumulative experience in planning, designing and executing technical writing projects for IT and engineering majors across the world.

We have distilled this experience to create **comprehensive** and **practical** technical writing courses that meet industry requirements.

With our **Certificate Course in Technical Writing**, you will gain:

- ▶ a deep understanding of technical writing as a domain
- ▶ insights into how you can build a successful career in technical writing
- ▶ complete hands-on experience in:
  - using industry standard processes
  - using popular technical writing tools
  - creating user manuals and online help

## Support from Adobe

Adobe is providing a 60-day license for Adobe RoboHelp to all students.

## Overview of the Course

Module	Title
Module 1.	An Introduction to Technical Communication
Module 2.	The Document Development Lifecycle (DDLC)
Module 3.	Characteristics of Effective Content
Module 4.	Mastering Microsoft Word
<b>Project 1</b>	Creating a well-researched, well-formatted, and well-structured article
Module 5.	Creating a User Manual
Module 6.	Working with Snagit
<b>Project 2</b>	Creating a user manual
Module 7.	Understanding topic-based authoring
Module 8.	Authoring in Adobe RoboHelp
<b>Project 3</b>	Creating online help with Adobe RoboHelp
Module 9.	Emerging Trends in Technical Communication

# Detailed Course Outline

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## Introduction to Technical Writing

- ▶ What is technical writing?
- ▶ What do technical writers do?
- ▶ What **can** technical writers do?
- ▶ Skills required to be an effective technical writer
- ▶ Career paths for a technical writer

## Creating Effective Content

- ▶ Characteristics of effective content
- ▶ Structuring information effectively
- ▶ Presenting information effectively
  - Headings
  - Lists
  - Tables
  - Graphic aids and illustrations
  - Typographic conventions
  - Layout considerations
- ▶ Enhancing Writing Skills
  - Writing clearly, concisely and precisely
    - Techniques
    - Tips and tricks
  - Handling common writing problems
  - Avoiding plagiarism
- ▶ Using style guides

## The Document Development Lifecycle (DDLC)

- ▶ Analyse
- ▶ Plan
- ▶ Write
- ▶ Edit
- ▶ Review
- ▶ Test
- ▶ Deliver

## Working with Snagit

- ▶ Working with different types of screen captures
- ▶ Setting screen capture preferences
- ▶ Editing images in Snagit Editor

## Creating Manuals

- ▶ Understanding the structure of a manual
- ▶ Planning a manual
- ▶ Writing the content:
  - Explanations
  - Instructions

## Authoring in Microsoft Word

- ▶ Defining page layout
- ▶ Formatting text using styles
- ▶ Inserting and formatting images
- ▶ Creating and formatting SmartArt
- ▶ Working with tables
- ▶ Editing features
  - Working with advanced find and replace
  - Using the Paste Special option effectively
- ▶ Working with references
  - Adding cross-references
  - Adding captions
  - Inserting footnotes and endnotes
- ▶ Adding and updating headers and footers
- ▶ Working with sections
- ▶ Completing the document
  - Table of Contents
  - Index
- ▶ Tracking changes
- ▶ Other useful features
  - AutoText
  - AutoCorrect
  - Comments
  - Navigation Pane
- ▶ Creating styles
  - Paragraph
  - Character
  - Lists

# Understanding Topic-based Authoring

## Authoring in Adobe RoboHelp

- ▶ Understanding Adobe RoboHelp
- ▶ Working with projects
  - Opening a project
  - Understanding the project folder structure
  - Understanding and changing project settings
  - Creating a project
  - Working with folders
- ▶ Working with topics
  - Creating a new topic
  - Understanding and changing topic properties
  - Working with the WYSIWYG editor
  - Adding text content
  - Formatting text content using styles
  - Renaming, copying, deleting, and importing topics
- ▶ Working with images
  - Inserting images
  - Editing images
  - Understanding and changing image properties
  - Working with image maps
- ▶ Working with tables
- ▶ Working with lists
- ▶ Working with links and navigation aids
  - Using:
    - Hyperlinks
    - Related topics links
    - See Also links
    - Text-only popups
- ▶ Creating a:
  - Table of Contents
  - Index
- ▶ Generating outputs
  - Printed documentation
  - Online help
  - Mobile documentation
- ▶ Working with conditional text
  - Understanding conditional text
  - Creating conditional tags
  - Applying conditional tags

# Understanding Emerging Trends in Technical Communication

## Evaluation Method

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- ▶ The participants will appear for a total of **3 tests** with questions of the following type:
  - Multiple choice
  - True/False
  - Fill in the blanks
- ▶ There are **3** projects that:
  - will have detailed instructions.
  - the participants have to complete **independently** and within the **specified time**.

## Certification

- ▶ A **Certificate of Completion** will be awarded to those participants who have:
  1. An attendance of more than 80%.
  2. A score of at least 60% in all the 3 tests.
  3. Completed all 3 projects in the allotted time and in the specified manner.
- ▶ A **Certificate of Participation** will be awarded to participants who meet **all** of the following criteria:
  1. An attendance of more than 80%.
  2. Score of more than 60% in at least **2** of the **3** tests.
  3. Completed **all 3 projects** in the allotted time and in the specified manner.
- ▶ The participants have the option of:
  - retaking any of the tests **once** at a cost of Rs. 1000/- per test.
  - redoing and resubmitting any of the projects **once** at a cost of Rs. 3500/- per project.

## Support

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### Placement Support

- ▶ We will pass on any leads we have to the participants. However, the participants will have to complete the process at organisations.
- ▶ We **do not** offer a placement guarantee.

### Post Training Support

- ▶ The ibruk Consulting team will answer all queries related to the topics covered in the course from the course participants within **2 working days**. Queries can be submitted via email.



# The Training Methodology

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- ▶ The training will:
  - Follow a **knowledge-comprehension-practice** cycle.
  - Be hands-on and interactive with comprehensive exercises at various points in time.

## Course Schedule and Fees

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### Schedule

- ▶ **Duration:** February 16, 2019 to April 13, 2019
- ▶ **Time:** Every Saturday from 10:00 AM to 3:00 PM

### Fees

- ▶ The course fees will be **Rs. 35,000/-** + 18% GST.

 **Discount:** INR 3500/- for registrations completed **on or before January 31, 2019.**

- ▶ The course fees is payable 100% in advance by a cheque or draft payable in Mumbai and made out to **ibruk Consulting Pvt Ltd.**
- ▶ There will be **no** refund of fees **after** the start of the course.

### Payment Options

Full Payment			
	Discount	Total Fees	With 18% GST
Registration and Full Payment <b>on or before</b> January 31, 2019	10%	INR 31,500/-	INR 37,170/-
Registration and Full Payment <b>on or after</b> February 1, 2019 to February 15, 2019	5%	INR 33,250	INR 39,235/-
Payment in Installments			
Registration and Part Payment <b>before</b> on or February 15, 2019	0%	INR 35,000.00	<b>1<sup>st</sup> Installment on or before February 15, 2019:</b> INR 20,650/-
			<b>2<sup>nd</sup> Installment on or before March 9, 2019:</b> INR 20,650/-

# About ibruk Consulting

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Established in 2007, ibruk Consulting Pvt Ltd is a technical writing and courseware development firm based in Mumbai, India, with clients such as:

- ▶ Thomson Reuters
- ▶ IBM
- ▶ NCR
- ▶ EMC<sup>2</sup>
- ▶ GE Industrial
- ▶ Johnson & Johnson
- ▶ Larsen & Toubro
- ▶ Larsen & Toubro General Insurance
- ▶ BNP Paribas
- ▶ Tech Mahindra
- ▶ Tata Consultancy Services
- ▶ Tata Communications
- ▶ Diebold Software Services
- ▶ Mastek
- ▶ Cognizant
- ▶ Datamatics
- ▶ DP World (Dubai Ports)
- ▶ KLA-Tencor
- ▶ Fair Issac
- ▶ LSI
- ▶ ADP
- ▶ Lionbridge
- ▶ Elitecore Technologies
- ▶ TickerPlant
- ▶ Agilent
- ▶ Zycus
- ▶ Secure Meters
- ▶ Invensys
- ▶ Interwoven
- ▶ RSA
- ▶ Rolls-Royce Marine
- ▶ Secure Meters
- ▶ Skill Fusion
- ▶ Nexient Learning
- ▶ FocalWorks
- ▶ Tangence
- ▶ WebFishery
- ▶ Extensior
- ▶ CyberRoam
- ▶ Knight Frank
- ▶ TickerPlant
- ▶ Xalted
- ▶ SunGard

## Talk to Us

▶ **Contact:** Aruna Panangipally/Nikita Jhanglani

▶ **e-mail:** [training@ibruk.in](mailto:training@ibruk.in)

▶ **Call on** +91 22 29204260/1

▶ **Address**

ibruk Consulting Pvt Ltd

A-404 Mangalya, Off Marol-Maroshi Road, Opp Marol Fire Station, Andheri (E), Mumbai - 400059



# Registration Form

## Certificate Course in Technical Writing (Weekend)

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Contact Details	
<b>Name:</b>	Photograph
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

Educational Details (Formal and Informal)		
Qualification	Institution	Year/Grade

Work Experience		
Organization	Designation	Duration

Payment Details			
<b>Cheque/Transfer No:</b>		<b>Date:</b>	
<b>Bank:</b>		<b>Branch:</b>	
<b>Amount:</b>			

I have read and understood all the terms and conditions.

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_