

Area of Interest: Creative Media and Communications

## Technical Writer

Ontario College Graduate Certificate

Program Code: 1182X01FWO

1 Year

Ottawa Campus

### Our Program

**Meet the demand for quality professional documentation in the workplace.**

- research and analyze technical material
- connect with an intended audience
- use specialized tools to author documents
- manage multiple projects to meet the goals of a group
- create structured documents that cater to different user tasks

These skills are so highly prized in the workplace that you can choose to work in either the public or the private sector, and in a freelance, part-time or full-time capacity.

The Technical Writer program will teach you how to create different kinds of online and print documents such as instruction sets, training materials, user manuals, white papers, proposals, online help, instructional videos and podcasts.

Through a combination of real-world learning, group projects, and collaborative learning activities, you can confidently apply these skills in all areas of industry including manufacturing, health and medicine, government, high-tech and private training institutions.

Students also have the option to gain real-world experience through a paid co-operative education (co-op) work term (see Additional Information for more details). Please note that places in the co-op version of the program are subject to availability. Students who elect to apply to the non co-op version of the program may not have the opportunity to transfer to the co-op version at a later date.

At the end of the program you will be ready to begin careers as information architects, content developers, technical editors, instructional designers and communication officers.

### SUCCESS FACTORS

This program is well-suited for students who:

- Possess advanced written and oral communication abilities.
- Enjoy designing, developing, writing and refining online and print material.
- Possess interpersonal skills for collaboration with colleagues.
- Enjoy researching, collecting, analyzing and organizing technical information.
- Function in a self-directed manner in a team environment.
- Organize their work and pay attention to detail.
- Enjoy using software tools to create documents and websites.

### Employment

Graduates may be successful in finding work as writers, editors and documentation specialists. Canadian and international demand is high for qualified technical communicators in both the private and the public sectors. While most graduates may work as employees in large organizations, some choose self-employment in the field.

## Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Plan, design, manage, and control online and print documents.
- Research, collect, analyze, and organize relevant technical information for the writing and editing of online and print documents.
- Communicate technical information clearly, concisely, and correctly.
- Edit online and print documents.
- Use authoring tools to create online and print documents.
- Analyze users` needs to design, develop, and refine technical documents and communication products.
- Collaborate and interact with subject matter experts, colleagues, and users for the purpose of generating effective technical documents and communication products.
- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

## Program of Study

| Level: 01 | Courses                                             | Hours |
|-----------|-----------------------------------------------------|-------|
| TWR2000   | Technical Writing I                                 | 56.0  |
| TWR2009   | Emerging Trends in Technical Communication          | 28.0  |
| TWR2010   | Designing Visual Information                        | 42.0  |
| TWR2014   | Information Planning and Management                 | 42.0  |
| TWR2017   | Editing I                                           | 42.0  |
| TWR2019   | Developing Technical Documentation                  | 42.0  |
| Level: 02 | Courses                                             | Hours |
| TWR2003   | Online Help Authoring                               | 42.0  |
| TWR2004   | Technical Writing II                                | 56.0  |
| TWR2011   | Usability and Ux                                    | 28.0  |
| TWR2012   | Web-Based Tools and Technologies                    | 42.0  |
| TWR2018   | Editing II                                          | 42.0  |
| TWR2201   | Instructional Design and the Technical Communicator | 28.0  |
| Level: 03 | Courses                                             | Hours |
| WKT2000   | Project                                             | 42.0  |

Fees for the 2023/2024 Academic Year can be viewed by using the Tuition and Fees

Estimator tool at <http://www.algonquincollege.com/fee-estimator>

Further information on fees can be found by visiting the Registrar's Office website at <http://www.algonquincollege.com/ro>

Fees are subject to change.

Additional program related expenses include:

Books and supplies cost approximately \$450 during the program and can be purchased from the campus store. For more information visit <http://www.algonquincollege.com/coursematerials>.

## **Admission Requirements for the 2024/2025 Academic Year**

### **Program Eligibility**

For the Technical Writer program, applicants should ideally satisfy one of the two following conditions:

- Successful completion of a degree, with a strong showing in the courses for which high standards of writing are demanded.
- Successful completion of a three-year Ontario College Advanced Diploma, with a strong showing in the courses for which high standards of writing are demanded.
- However, applicants possessing the following background will also be considered: Successful completion of a two-year Ontario Community College Diploma, with a strong showing in the courses for which high standards of writing are demanded, paired with demonstration of significant experience in the workplace in the production of a variety of written communication products.
- Applicants with international transcripts must provide proof of the subject specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).
- IELTS-International English Language Testing Service (Academic) Overall band of 7.5 with a minimum of 7.0 in each band. OR TOEFL-Internet-based (iBT)-overall 104, with the minimum of the following scores: Reading 26; Listening 26; Speaking 24; Writing 28.  
OR Duolingo English Test (DET) Overall 125, minimums of 120 in Literacy and 120 in Production.

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OR

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## **Application Information**

### **TECHNICAL WRITER**

#### **Program Code 1182X01FWO**

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca  
60 Corporate Court  
Guelph, Ontario  
N1G 5J3  
1-888-892-2228

Applications are available online [ontariocolleges.ca](http://ontariocolleges.ca).

Applications for Fall Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants applying from out-of-country can obtain the International Student Application Form at <https://algonquincollege.force.com/myACint/> or by contacting the Registrar's Office.

For further information on the admissions process, contact:

Registrar's Office  
Algonquin College  
1385 Woodroffe Ave  
Ottawa, ON K2G 1V8  
Telephone: 613-727-0002  
Toll-free: 1-800-565-4723  
TTY: 613-727-7766  
Fax: 613-727-7632  
Contact: <https://www.algonquincollege.com/ro>

## **Additional Information**

### **CO-OP INFORMATION**

All applicants apply directly to the co-op version of this program through <http://www.ontariocolleges.ca/> or our International Application Portal. Applicants not wishing to pursue the co-op version will have the opportunity to opt-out after being admitted to the program but prior to the first co-op work term.

Co-operative education (Co-op) allows students to integrate their classroom learning with a real-world experience through paid work terms. Two academic terms prior to the cooperative education work term, students are required to actively participate in and successfully complete the self-directed co-op course, readiness activities and workshops.

Students must actively conduct a guided, self-directed job search and are responsible for securing approved program-related paid co-op employment. Students compete for co-op positions alongside students from Algonquin College and other Canadian and international colleges and universities. Algonquin College's Co-op Department provides assistance in developing co-op job opportunities and guides the overall process, but does not guarantee that a student will obtain employment in a co-op work term. Co-op students may be required to relocate to take part in the co-op employment opportunities available in their industry and must cover all associated expenses; e.g., travel, work permits, visa applications, accommodation and all other incurred expenses.

Co-op work terms are typically 14 weeks in duration and are completed during a term when students are not taking courses. For more information on your program's co-op level(s), visit the courses tab on your program's webpage.

International students enrolled in a co-op program are required by Immigration, Refugees and Citizenship Canada (IRCC) to have a valid Co-op/Internship Work Permit prior to commencing their work term. Without this document International students are not legally eligible to engage in work in Canada that is part of an academic program. The Co-op/Internship Work Permit does not authorize international students to work outside the requirements of their academic program.

For more information on co-op programs, the co-op work/study schedule, as well as general and program-specific co-op eligibility criteria, please visit <http://www.algonquincollege.com/coop>.

This program is also offered through Algonquin Online both on a part-time and full-time basis. For more information regarding the online delivery, please visit <http://www.algonquincollege.com/online>.

For more information about the field of technical communication, visit our international professional association, the Society for Technical Communication (STC) at <http://www.stc.org/>.

## **Course Descriptions**

### **TWR2000 Technical Writing I**

Technical communicators must craft documents that inform, instruct and persuade. Students learn how to communicate technical information by profiling audiences and structuring documents to meet the needs of busy readers at work. In addition to communicating technical information in written form, students communicate orally through the delivery of presentations. Through writing assignments and activities, students develop their abilities to work individually and collaboratively.

Prerequisite(s): none

Corerequisite(s):none

### **TWR2003 Online Help Authoring**

Technical communicators must be proficient at creating online help systems. Students are provided with a strong foundation with a leading help authoring tool that can publish content to multiple channels. Through guided learning and laboratory activities, students learn how to improve the quality, visual appeal, presentation and functionality of help systems.

Prerequisite(s): TWR2000 and TWR2010

Corerequisite(s):none

### **TWR2004 Technical Writing II**

Technical communicators must get information from subject matter experts and translate their knowledge into useable documentation. Students research a product, information or service in order to refine their communication skills. Through collaboration with clients, users, experts and/or other group members, students develop task-oriented documents.

Prerequisite(s): TWR2000 and TWR2010

Corerequisite(s):none

### **TWR2009 Emerging Trends in Technical Communication**

Significant changes in the workplace are the result of new and advanced technologies. Students are introduced to emerging trends in the field of technical communication, and are shown possible career options in a number of different sectors of local industry.

Prerequisite(s): none

Corerequisite(s):none

### **TWR2010 Designing Visual Information**

Technical communicators must ensure that written content is supported by visual elements. Students learn the principles of designing effective visual information including the textual, spatial and graphic elements that support the rhetorical situation. Through analysis and assignments, students learn to maximize communication impact through the assessment and redesign of online and print elements.

Prerequisite(s): none  
Corerequisite(s):none

### **TWR2011 Usability and Ux**

User experience (UX) plays a critical role in making our physical and digital lives frictionless and enjoyable. Students integrate principles of information architecture, content strategy, and visual design with components of usability and interaction design to understand UX design fundamentals. Through task analysis, user interface prototype design, and website usability analysis, students learn to characterize, describe and improve UX.

Prerequisite(s): none  
Corerequisite(s):none

### **TWR2012 Web-Based Tools and Technologies**

Technical communicators must be aware of the latest tools in order to be effective in the workplace. Students learn current tools and technologies used in industry to create web-based content. Through assigned readings, projects, and computer-based instruction, students design and edit websites, produce social media content, create screencast videos, and develop coding skills.

Prerequisite(s): TWR2000 and TWR2019  
Corerequisite(s):none

### **TWR2014 Information Planning and Management**

Content is generated by organizations to support their products, services and processes. Students take a unified content strategy approach as they produce project plans, content specifications, estimates, and proposals. Through their involvement in collaborative projects, students practise skills in planning, designing, managing, and controlling online and print content, with an emphasis on their relationship to other team members in information development.

Prerequisite(s): none  
Corerequisite(s):none

### **TWR2017 Editing I**

Technical communicators often act as editors. Students formalize their abilities to edit written work at the copyediting and proofreading levels in a variety of media. Students develop an understanding of the roles and responsibilities of an editor. Emphasis is on reviewing and applying the basic rules of grammar, mechanics, spelling, punctuation and usage to passages and documents for improvements in clarity, conciseness and precision.

Prerequisite(s): none  
Corerequisite(s):TWR2000

### **TWR2018 Editing II**

Advanced editing skills are required by technical communicators. Students enhance their abilities to edit written work at the copyediting and comprehensive levels in a variety of media. Through the use of assigned readings, exercises and collaborative assignments, they refine their abilities to apply advanced rules of grammar and usage, style and organization to documents, such as technical reports for improvements in clarity, conciseness, precision, correctness, accuracy and readability.

Prerequisite(s): TWR2000 and TWR2017

Corerequisite(s):none

**TWR2019 Developing Technical Documentation**

Technical communicators frequently author content using a code-based approach. Students learn the docs-as-code process by writing and editing in Markdown, understanding the tools and principles of source control, managing repositories, and developing microsites.

Prerequisite(s): none

Corerequisite(s):none

**TWR2201 Instructional Design and the Technical Communicator**

The job of a technical communicator often involves creating training materials. Students learn how to analyze, design, develop, implement and evaluate instructional material that can be used to train adult learners. Through a variety of learning activities, students learn to conduct training sessions, embrace emerging technologies and build a career portfolio.

Prerequisite(s): TWR2009

Corerequisite(s):none

**WKT2000 Project**

Students participate in an unpaid work placement after they have completed their course work. This opportunity allows them to apply their skills to actual writing projects in an on-the-job setting.

Prerequisite(s): TWR2000 and TWR2003 and TWR2004 and TWR2009 and TWR2010 and TWR2011 and TWR2012 and TWR2014 and TWR2017 and TWR2018 and TWR2019 and TWR2201

Corerequisite(s):none