This course supports the assessments for MCT2. The course covers 10 competencies and represents 3 competency units.

Introduction

Overview

Technical communication is any means by which information is transmitted to an audience with the intention to inform and instruct. This course will cover the main competencies a technical communicator needs to write clear, logical, user-friendly documentation.

You will learn to write clearly, concisely, accurately, and logically; the type of documents and media a technical communicator uses; and the needs of an intended audience.

Being able to write clearly and effectively is a highly sought-after skill in many technical and business professions.

To pass you must complete three performance assessments covering the materials found within this course.

It is recommended that before you begin working on this course you review the performance assessment tasks and rubrics in TaskStream. Select the Assessment tab above for that review.

Watch the following welcome video for an introduction to this course:

Note: To download this video, right-click the following link and choose "Save as...": download video.
Select Coursework to begin.

Competencies

This course provides guidance to help you demonstrate the following 10 competencies:

Competency 438.1.1: Industry Standards and Expectations
The graduate develops effective technical communication documents that adhere to the standards and expectations of a given industry.

Competency 438.1.2: Audience Analysis
The graduate conducts an audience analysis to determine effective and persuasive communication strategies.

Competency 438.1.3: Technical Writing Genres
The graduate develops technical communications that integrate the required and implied specifications of an appropriate technical communication genre.

Competency 438.1.4: Document Design Principles
The graduate develops technical communications that accurately incorporate relevant document design principles.

Competency 438.1.5: Clarity
The graduate presents technical data according to appropriate principles of clarity and conciseness.

Competency 438.1.6: Ethics
The graduate presents technical data according to appropriate principles of ethics.

Competency 438.1.7: Logic

The graduate presents technical data using appropriate principles of logic.

Competency 438.1.8: Grammar and Usage

The graduate applies appropriate grammar and usage principles in technical communication documents.

Competency 438.1.9: Usability Testing

The graduate modifies technical communications based on usability testing to ensure that the needs of a variety of specified audiences are met.

Competency 438.1.10: Adapting Technical Communication

The graduate adapts technical writing into other forms of communication in order to meet the needs of multiple audiences.

Course Instructor Assistance

As you prepare to successfully demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you. Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, and you are encouraged to contact them as soon as you begin. Course instructors are fully committed to your success!
Pearson MyWritingLab for Technical Writing

This resource contains course exercises, access to live writing tutors for feedback, and the following e-text:


You will automatically be logged into the Pearson MyWritingLab for Technical Writing resource.

SkillSoft and Books 24x7

The following Books24x7 e-text will be used in this course:


You will automatically be logged into the SkillSoft and Books 24x7 resources.

**Coursework**

The content of this course is broken down into nine topics. You may consider completing each topic in a week of time, or work at your own pace. Course competencies and resources are
identified within each topic of the course.

**Pacing Guide**

*Pacing Guide for MCT2*

**Introduction to Technical Communication**

<table>
<thead>
<tr>
<th>Pearson e-text</th>
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<td>• chapter 1 (&quot;Introduction to Technical Communication&quot;)</td>
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This topic addresses the following competencies:

**Competency 438.1.1: Industry Standards and Expectations**

The graduate develops effective technical communication documents that adhere to the standards and expectations of a given industry.

**Competency 438.1.2: Audience Analysis**

The graduate conducts an audience analysis to determine effective and persuasive communication strategies.

**Competency 438.1.3: Technical Writing Genres**

The graduate develops technical communications that integrate the required and implied specifications of an appropriate technical communication genre.

**Audience Analysis**
This topic addresses the following competencies:

Competency 438.1.2: Audience Analysis
The graduate conducts an audience analysis to determine effective and persuasive communication strategies.

Competency 438.1.10: Adapting Technical Communication
The graduate adapts technical writing into other forms of communication in order to meet the needs of multiple audiences.

This topic addresses the following competencies:

Competency 438.1.2: Audience Analysis
The graduate conducts an audience analysis to determine effective and persuasive communication strategies.

Competency 438.1.5: Clarity
The graduate presents technical data according to appropriate principles of clarity and conciseness.

Competency 438.1.7: Logic

The graduate presents technical data using appropriate principles of logic.

Competency 438.1.8: Grammar and Usage

The graduate applies appropriate grammar and usage principles in technical communication documents.

Competency 438.1.9: Usability Testing

The graduate modifies technical communications based on usability testing to ensure that the needs of a variety of specified audiences are met.

Competency 438.1.10: Adapting Technical Communication

The graduate adapts technical writing into other forms of communication in order to meet the needs of multiple audiences.

Clear and Concise Writing

This topic addresses the following competency:
Competency 438.1.5: Clarity

The graduate presents technical data according to appropriate principles of clarity and conciseness.

**Document Design Principles**

This topic addresses the following competency:

Competency 438.1.4: Document Design Principles

The graduate develops technical communications that accurately incorporate relevant document design principles.

**Usability Testing**

This topic addresses the following competency:

Competency 438.1.9: Usability Testing

The graduate modifies technical communications based on usability testing to ensure that the needs of a variety of specified audiences are met.

**Logic**

This topic addresses the following competency:

Competency 438.1.7: Logic

The graduate presents technical data using appropriate principles of logic.
Ethics

This topic addresses the following competency:

Competency 438.1.6: Ethics

The graduate presents technical data according to appropriate principles of ethics.

Grammar and Usage

This topic addresses the following competency:

Competency 438.1.8: Grammar and Usage

The graduate applies appropriate grammar and usage principles in technical communication documents.