



vcc.ca

Course Name:

Technical Communication

Effective Date:

September 2019

School/Centre:

Trades, Technology & Design

Department:

Computer Systems Technology (4702)

Banner Course Name:

Technical Communication

Subject Code:

CSTP - Computer Systems Technology

Course Number

1207

Year of Study

1st Year Post-secondary

Credits:

2

Course Description:

In this course students will be introduced to the basic principles of effective technical writing in the computer industry. The necessity of following company standards for documentation will be emphasized. Learners will review grammar and style, and learn technical formats and report design. The production of technical documentation for a variety of user groups will be a course focus. Students will learn how to write effective business correspondence and instructions and how to deliver a formal oral presentation. Student will also learn the basics of resume preparation and cover letter writing.

Course Pre-Requisites (if applicable):

CSTP 1101 Communication and Workplace Behaviour

Course Co-requisites (if applicable):

PLAR (Prior Learning Assessment & Recognition)

No

Course Learning Outcomes (CLO):

Upon successful completion of this course, students will be able to:

- CLO #1 Identify documentation types required in the workplace
- CLO #2 Conduct situational analyses
- CLO #3 Plan documentation
- CLO #4 Draft technical documentation
- CLO #5 Perform revisions and editing of documentation
- CLO #6 Design technical documentation and reports
- CLO #7 Demonstrate effective presentation skills
- CLO #8 Prepare a resume and write a professional cover letter for a job posting

Instructional Strategies:

Instructional strategies include classroom lectures, demonstrations, group discussions, computer lab and hands-on practical work.

Evaluation and Grading

Grading System:

Letter Grade (A-F)

Passing grade:

C

Evaluation Plan:

Type	Percentage	Brief description of assessment activity
Midterm Exam	30	Midterm
Assignments	20	Sample bibliography, summary
Assignments	20	Memo/workplace document, recommendations report
Assignments	20	Presentations, cover letters, and resumes
Quizzes/Tests	10	Technical style quiz

Hours by Learning Environment Type

Lecture, Seminar, Online

20

Lab, Clinical, Shop, Kitchen, Studio, Simulation

20

Practicum

Self Paced / Individual Learning

Course Topics

Course Topics:

Documentation types required in the workplace
Situational analyses
Planning documentation
Technical documentation
Revisions and editing of documentation
Technical documentation and reports
Technical editing techniques
Presentation skills
Resume and Cover letter

Program and course contents and descriptions, offerings and schedules are subject to change without notice.

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at <https://www.vcc.ca/about/governance--policies/policies>.

To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

Broadway campus

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Downtown campus

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