



ITCQF

OVERVIEW



# Agenda

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Technical Communication

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Technical Communicators

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ITCQF

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## PROFESSION

Clear communication of technical, engineering or scientific information related to products and services tailored to specific audience needs.

## OUTPUTS

Manuals, instructions, guides, procedures, training materials, e-learning, reports, web pages, embedded content, API documentation, videos, infographics – everything that explains how products, services and businesses work.

## AUDIENCE

End users, consumers, experts – everyone who needs instruction how to use a product or service.

ESSENTIAL PART OF EVERY PRODUCT OR SERVICE  
CRITICAL SUCCESS FACTOR FOR EVERY BUSINESS





Technical

Communicators

- Technical writers
- Technical editors
- Information designers
- Technical trainers
- Technical translators
- Content strategists
- Graphic designers
- Usability experts
- User experience designers
- User interface designers
- Software developers
- Software testers
- Webmasters
- Product Owners
- ...





## WHAT

- Non-profit organization
- Certification body
- International Board

## WHY

- Standardize
- Educate
- Promote
- Help

## WHO

- Experienced Technical Communicators
- TechComm experts and influencers
- Enthusiasts





## ITCQF Vision

To standardize, improve, advance and promote the technical communication profession by defining and maintaining certificates, promoting technical communication profession and connecting the international technical communication professionals.

## ITCQF Mission

- promote the value of technical communication as a profession
- help technical communicators
- advance our knowledge
- set the criteria for accrediting training providers
- regulate the content and coverage of exam questions
- provide a reference point

## Values

- professionalism
- independence
- international presence
- continuous learning
- open knowledge sharing





## ITCQF® Certified Professionals:

- recognized credentials
- proven technical communication competencies
- more attractive to organizations across the industry
- access to community and knowledge base
- understand their role and tasks within the project
- plan necessary skill development according to the intended career path

## Employers:

- credibility in the eyes of the customers and future employees
- advantage over their competition through better adoption of industry standards
- more dependable and efficient work organization







## Certified Technical Communication Professionals:

- understand the **role and tasks** of Technical Communication Professional
- prepare an initial **documentation plan** for a project
- identify documentation **audience needs** and implement documentation for a project.
- understand and follow documentation **creation process**
- understand and apply rules and practices for **presenting information**
- contribute to planning and creating **templates** for various document types
- identify necessary **skill development** and intended career path available for the role
- ensure **proper communication** within the team as well as with other departments
- identify and utilize suitable **tools** to optimize content creation and maintenance
- actively participate in initiatives for **introducing new tools**, provide input to the decision







# Syllabus and Extensions

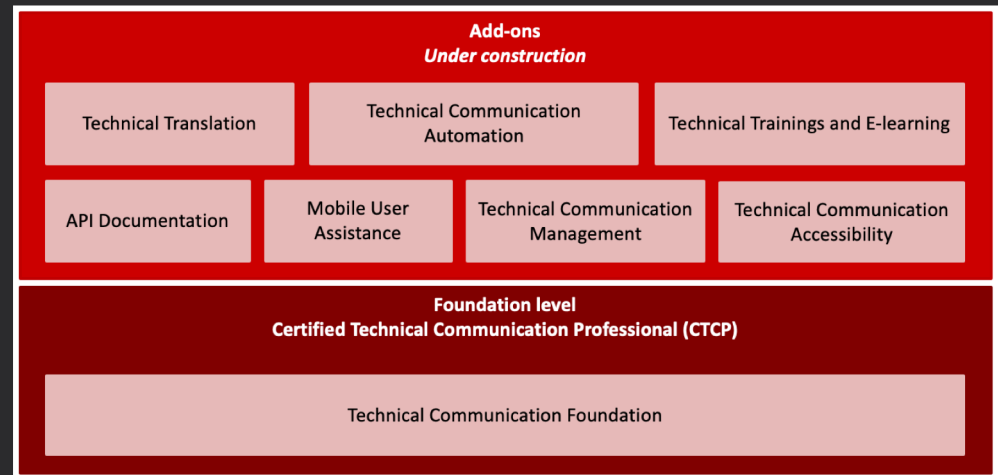
## The Foundation Level Syllabus forms the basis.

Aimed at people already involved in technical communication

Also appropriate for:

- Project managers
- Quality managers
- Software development managers
- Business analysts
- IT directors
- Product Owners

...and everyone who wants to start a career in technical communication!







- organized in a consistent way worldwide
- based on a precisely defined number of questions
- distributed in accordance to the syllabus topics
- based on the relevant, approved syllabus
- administered by Exam Providers

40 multiple-choice questions = 40 available points

Each correctly answered question = one point

Time allowed = 60 minutes

Score at least 75% (30 or more points) = passed exam





## ITCQF® Training Providers

- deliver trainings based on accredited training materials provided by ITCQF®
- are entitled to use the ITCQF® logo
- are listed by name on ITCQF® website

## ITCQF® Exam Providers

- organize exams according to ITCQF® Exam Structure and Rules.

## ITCQF® Regional Boards

- act as local representatives
- translate and release syllabi
- contribute to new syllabi versions and add-ons

Gain international visibility, professional support and access to exclusive materials. Get involved!



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