

INTERNATIONAL
TECHNICAL COMMUNICATION
QUALIFICATIONS FOUNDATION®

ITCQF Overview



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Technical Communication

PROFESSION

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

AUDIENCE

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

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.

Technical Communication

ESSENTIAL PART OF EVERY PRODUCT OR SERVICE

CRITICAL SUCCESS FACTOR FOR EVERY BUSINESS

Technical Communicators

- Technical writers
- Technical authors
- 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
- ...

ITCOQF

WHAT

- Non-profit organization
- Certification body
- International Board

WHO

- Experienced Technical Communicators
- TechComm experts and influencers
- Enthusiasts

WHY

- Standardize
- Educate
- Promote
- Help

ITCOF

INTERNATIONAL PRESENCE



Principles

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.

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

Benefits

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

Business Outcomes

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

Community

ITCQF Certified professionals can be found in companies around the globe:

- Atlassian
- Ericsson
- Guidewire
- Unit4
- Motorola Solutions
- ABB
- Dassault Systemes
- Jeppesen
- Google
- Microgen
- VMware
- TomTom
- Siemens
- SAP
- EY



Syllabus and Extensions

Aimed at people already involved in technical communication, but 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!

ITCQF Certifications

Technical Communication
Foundation

Digital Accessibility
(coming in 2021)

UX Writing
(coming in 2022)

API Documentation
(coming in 2022)

Exams

- 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

Partner Program

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® Training Resellers

- act as local representatives
- connect their network with accredited training and exam providers

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



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International Technical Communication Qualifications Foundation

ul. Krupnicza 3/7 (4th floor)

31-123 Cracow

Poland