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# CSTP 1207: Technical Communication

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## EFFECTIVE DATE

September 2019

## DEPARTMENT

Computer Systems Tech Diploma

## 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.

## CREDITS

2.0

## YEAR OF STUDY

1st Year Post-secondary

## PREREQUISITES

CSTP 1101 Communication and Workplace Behaviour

## COREQUISITES

None

## COURSE LEARNING OUTCOMES

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

- Identify documentation types required in the workplace
- Conduct situational analyses
- Plan documentation
- Draft technical documentation
- Perform revisions and editing of documentation
- Design technical documentation and reports
- Demonstrate effective presentation skills

- Prepare a resume and write a professional cover letter for a job posting

## PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

## HOURS

Lecture: 20

Lab: 20

## INSTRUCTIONAL STRATEGIES

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

## GRADING SYSTEM

Letter Grade (A-F)

## PASSING GRADE

C

## EVALUATION PLAN

Type	Percentage	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

## 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

## LEARNING RESOURCES

None

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website 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>.

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**Downtown campus**

250 West Pender Street  
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