ITCQF

International Technical Communication Qualifications Foundation

In a nutshell

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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, videos, infographics – EVERYTHING WHAT EXPLAINS how products, services and businesses work.

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

Technical Communicators

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 designers
- ❑ software testers
- ❑ webmasters
- ❑ managers, testers, engineers
- ❑ ...

What, who, why?

What

- ❑ Non-profit organization
- ❑ Certification body
- ❑ International Board

Who

- ❑ Experienced Technical Communicators
- ❑ Technical Communication experts and influencers
- ❑ Passionate

Why

- ❑ Standardize
- ❑ Educate
- ❑ Promote
- ❑ Help

Principles

Principles

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**
- ❑ **independency**
- ❑ **international presence**
- ❑ **continuous learning**
- ❑ **open knowledge sharing**

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Benefits

Certificate - 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

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 **skills 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

Add-ons
Under construction

Technical Translation	Technical Communication Automation	Technical Trainings and E-learning

Agile Technical Communication	Mobile User Assistance	Technical Communication Management	DITA Standard

Foundation level
Certified Technical Communication Professional (CTCP)

Technical Communication Foundation

Syllabus and extensions

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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,
- ❑ Management consultants

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

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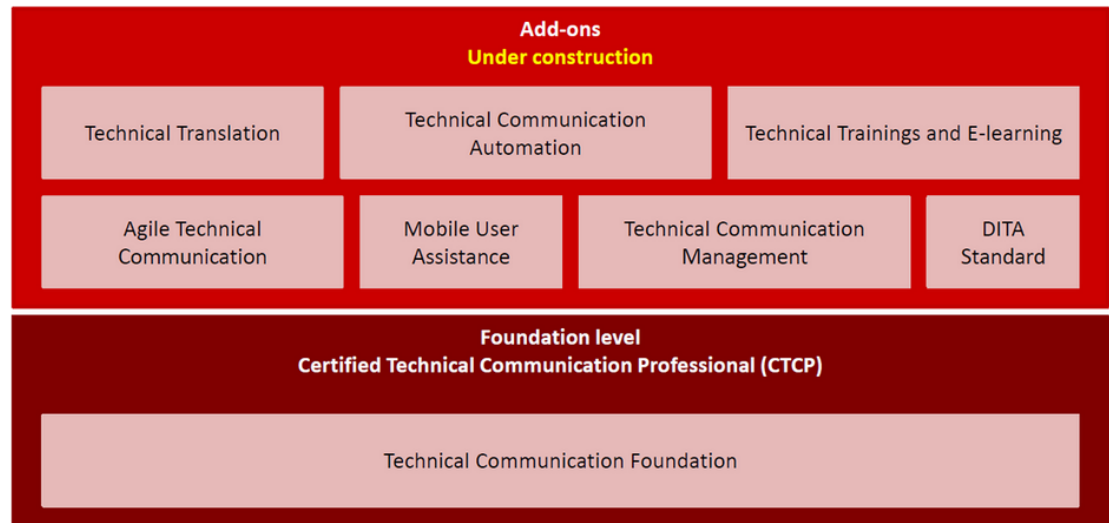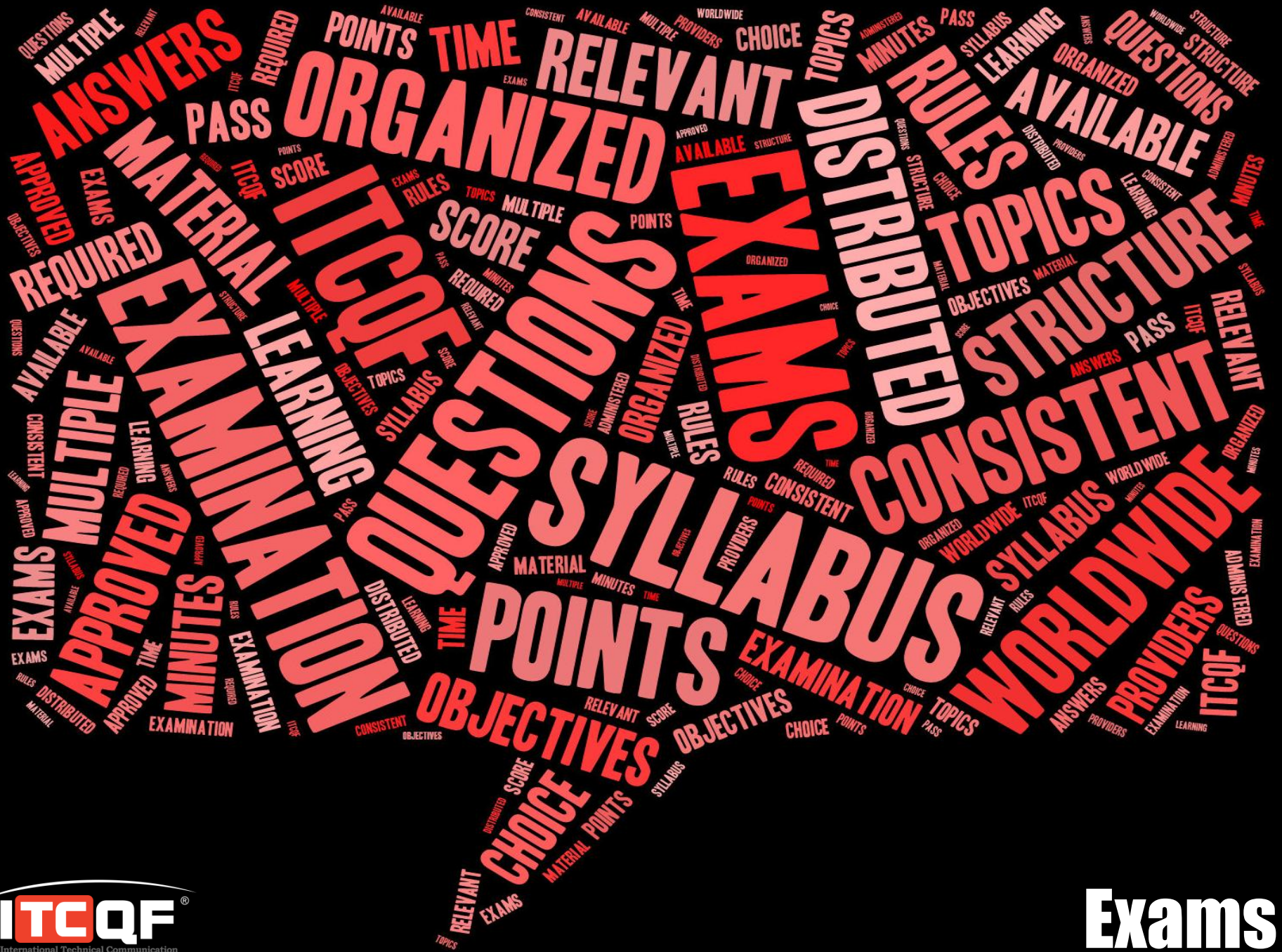
- ❑ organized in a consistent way worldwide
- ❑ based on a precisely defined number of questions
- ❑ distributed in accordance to the syllabus topics
- ❑ based on the relevant, approved syllabus
- ❑ administered by Exam Providers

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

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® 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!

itcqf.org

Contacts
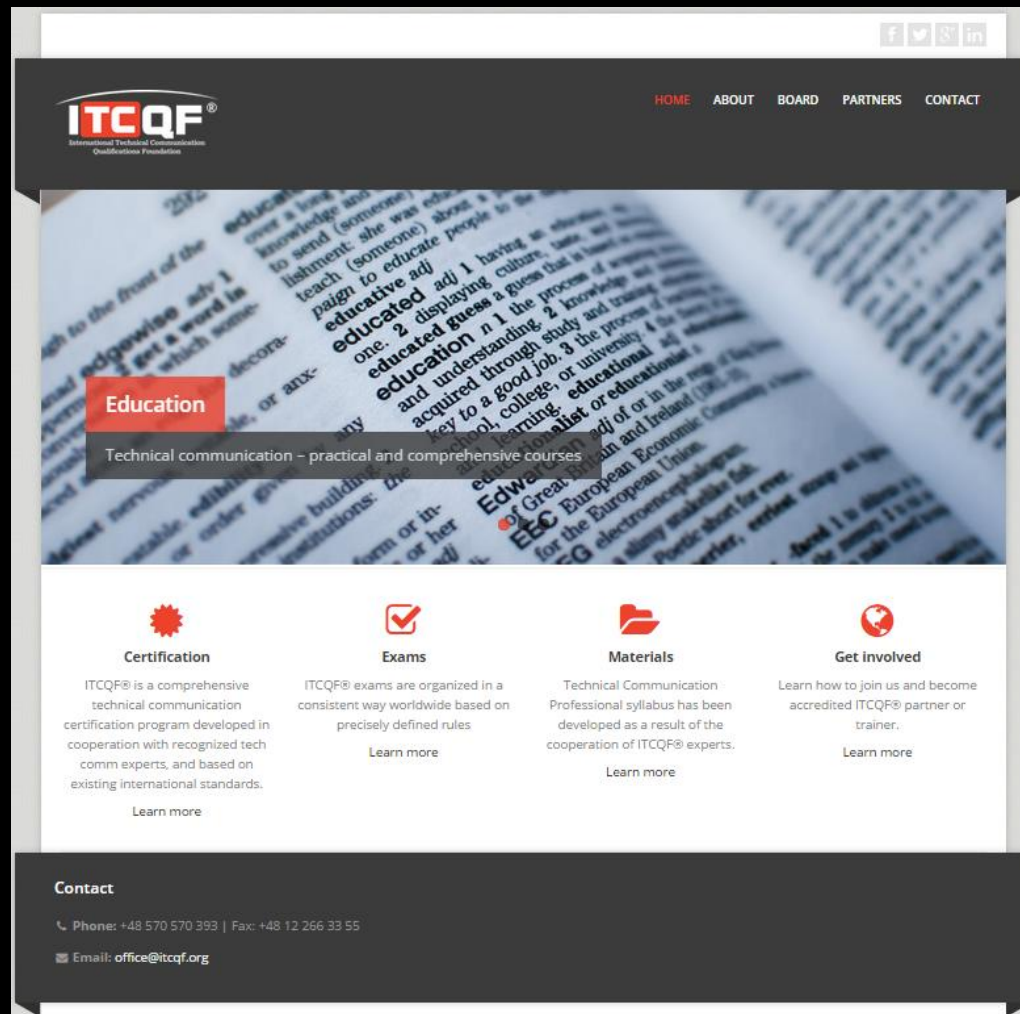
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