International Training and Certification in Technical Communication
Why TCTrainNet?

Because a tool-training is not enough!
Need for Qualification of TC Practitioners

- For the safe and efficient use of products (e.g. devices, machines, software or service provider products)
  → users require information
- Manufacturers need to make this information available
  → through the entire product life cycle

The creation requires specially-trained and qualified personnel
Background TCTrainNet

- tekom Europe is the world’s largest professional association for technical communication
- Founded 1978 in Stuttgart, Germany
Background TCTrainNet

- Main activities
  - Education and Training
  - Publications
  - Events (Annual conference > 4,000 delegates)
  - Standardization (Partner in China: CAS)
  - Services for Members
Quality Issues and Needs of Employers

- Get introductory training for new employees
- Define a qualification standard
- Leverage the professional qualification
- More flexibility of staff assignments
- Staff retainment
- Quick employability of new staff
- Successful examination proves qualification
- Company wide qualification standard for all staff members
- Comparability with technical communicators in worldwide
Quality Issues and Needs of Practitioners

- Reaching the professional standards
- Keeping their qualification up to date
- Internal marketing
- Comparability of their practical skills with university diplomas
- Employability
- Job mobility
Our answer

- tcworld started its professional qualification and certification program in 2012 for the international market

- Elements
  - Online training platform
  - Online tekom-Certification examination
Main Elements of TCTrainNet

TCTraining Plattform:

- English language online-training
- High quality online learning materials-supported by online trainers
- Collaborative online learning (virtual learning group/community)
- Self-assessment throughout the material process

Certification:

- tekom certificates in Technical Communication

TCPartnersNet:

- Cooperation with training partners worldwide
Curriculum of TCTrainNet (9 modules, 25 sub-modules)

- Legal requirements and standards for technical communication
- Information development
- Structuring and standardisation
- Professional Writing
- Multilingual documentation and localization
- Terminology
- Design and visual appearance / lay-out
- Online documentation
- DITA

Duration: Part-time, 7 months, 7 hours per week, 250 hours in total
Learning method

1. “Gain knowledge”
   - Webcasts
   - Interactive web-based trainings
   - Repository with learning materials

2. “Practise your knowledge”
   - Discussion Forums
   - WIKIs
   - Chat / Email
   - Exercises and Tasks

3. “Test your knowledge”
   - Online Self-Assessment
General benefits for companies

- Part time training allows employees to learn while working
- System access by internet without software installation
- Focus can be on special requirements
- Employees from different parts of the world can get together in one group (company course)
- Special terms and conditions for companies
- No travel costs
- Measurable achievements
- Trainees can implement new knowledge right away on their job
Thank you very much. . .and see you at TCTrainNet
Contact person

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