TECHNICAL COMMUNICATION (TEC)

About the Program

This eight-month graduate certificate program offers practical experience for a career in technical, scientific, and computer-related communication. Today's technical communicators are professionals who create technical content, develop user assistance, design websites, design and deliver corporate training, explain computers and technology to users, create multimedia materials, and develop support systems for consumer products.

You will learn technical writing and editing, graphic and web design, user experience, content strategy, and instructional design. Courses cover the skills necessary to adapt to emerging technologies and launch your career as a professional immediately upon completing the program. You will gain hands-on experience through optional work placement under an employer committed to helping you meet your learning goals.

Computer Requirements

This program has a bring your own device policy (http://www.senecapolytechnic.ca/programs/fulltime/TEC/costs.html#menu). All students will be required to have their own Windows-based laptop.

Credential Awarded

Ontario College Graduate Certificate

Duration

2 Semesters (1 Year)

Starts

May

Program and Course Delivery

This program is offered in Seneca's flexible delivery format, with some courses delivered online. For courses offered in the flexible delivery format, professors use innovative learning spaces and technology to teach students in a classroom or lab and broadcast in real time to students attending remotely. In flexible courses, students have the choice of coming on campus or learning online.

Skills

Throughout this program you will develop the following skills:

- Design
- Research
- Edit
- Produce technical documents

Work Experience
Optional Work Term

This program offers the option to complete a work term, providing valuable hands-on experience in your field of study.

Students who select the work term stream will have the opportunity to participate in a work term(s) if eligibility requirements are maintained. Students will have the flexibility to transfer to the non-work term stream at any time. The work term(s) is similar in length to an academic semester and is typically a full-time position that may be paid or unpaid. The work term job search is student-driven and participation in the work term stream does not guarantee that a work position will be secured. However, students will receive guidance and support through in-class career workshops and one-on-one coaching to help prepare for the work term.

Review eligibility requirements for work-integrated learning (https://www.senecapolytechnic.ca/employers/seneca-works/work-integrated-learning/eligibility.html)

Work-Integrated Learning Model

Year	September	January	May
Year 1			Semester 1
Year 2	Semester 2	Work Term	

Your Career

Graduates of the program can explore the following career options:

- Technical writer
- Information developer
- Technical editor
- Web content editor
- Documentation specialist
- Usability specialist
- Web designer
- Content strategist
- User experience (UX) writer
- Technical trainer
- Instructional designer
- Communications specialist
- Information designer

Program of Study

Course Code	Course Name	Weekly Hours
Semester 1		
TCN700	Technical Writing I	4
TCN705	Technologies for Technical Writers	3
TCN706	Online User Assistance	3
TCN707	Revising and Editing for Usability	3
TCN708	Web Design and Prototyping	3
TCN709	Introduction to Authoring	3
TCN710	Introduction to User Experience Design	4
Semester 2		
TCN800	Technical Writing II	4
TCN805	Content Strategy for Technical Communicators	4
TCN806	Instructional Design	3
TCN807	Document and Graphic Design	3
TCN808	Structured Authoring and DITA	3
TCN809	Career Management	3
WTP100	Work Term Preparation [*]	1
Work-Integrated Learning Term		

| TEC441 | Technical Communications, Work Term [*] | 30 |

[*]   Work-Integrated Learning option only

Program Learning Outcomes

This Seneca program has been validated by the Credential Validation Service as an Ontario College Credential as required by the Ministry of Colleges and Universities.

As a graduate, you will be prepared to reliably demonstrate the ability to:

- Create a project plan to estimate scope, purpose, resources, and timelines for projects within the document development life cycle.
- Analyze different contexts in which users, readers, and stakeholders use information to ensure content is relevant to the audience.
- Apply writing methods to deliver content within various mediums for different audiences.
- Use organizational design principles to structure digital and printed information for customer usability.
- Revise content using all levels of editing and usability testing to improve written, visual, and web content for purpose, clarity, and style.
- Produce print and electronic media that apply industry-led principles of style, design, layout, and format to address client goals and user needs.
- Develop content strategies for managing and collaborating on content for various mediums to enhance the user experience.
- Evaluate legal, ethical, and cultural issues to ensure deliverables demonstrate cultural competency and accessibility awareness for national and global audiences.
- Employ entrepreneurial strategies to identify and respond to new opportunities across the technical communication field.

Admission Requirements

- Ontario university or college degree or three-year college diploma or equivalent

- English proficiency (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/english-proficiency.html) for graduate certificates

Canadian citizens or permanent residents educated outside of Canada must provide a World Education Services (WES) or ICAS Canada credential evaluation.

Notes

Although not required for admission, an advanced level of written and spoken English and knowledge of Microsoft Word are strongly recommended for your success in the program as this program has a heavy focus on writing for technical environments.

International Student Information

International admissions requirements vary by program and in addition to English requirements (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/english-requirements.html), programs may require credits in mathematics, biology, and chemistry at a level equivalent to Ontario's curriculum, or a postsecondary degree or diploma, equivalent to an Ontario university or college. Program-specific pre-requisite courses and credentials are listed with the admission requirements on each program page. To review the academic requirements please visit: Academic Requirements - Seneca, Toronto, Canada (senecapolytechnic.ca) (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/academic-requirements.html).

Pathways

As a leader in academic pathways, we offer a range of options that will allow you to take your credential further in another Seneca program or a program at a partner institution.

To learn more about your eligibility, visit the Academic Pathways (https://www.senecapolytechnic.ca/pathways.html) web page.