



InfoPlus+

Monthly newsletter from the Institute of Scientific and Technical Communicators

May 2023

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ISTC News

UK Technical Communication Awards

Communicating excellence

UK Technical Communication Awards 2023

Linda Robins FISTC, President

Just a reminder—no apologies for repeating this—that the closing date for UKTC Awards 2023 entries is 30 June 2023.

There are some rules to follow, so take a quick look at them before you nominate. Then [fill out the entry form](#)

to nominate yourself, your team, or someone else. Go on; you and your team deserve it!

If you need help with your online submission, contact us at istc@istc.org.uk.

The ISTC is the largest UK body representing scientific and technical communicators. If you are involved in technical writing, technical illustration, or communicating technical information in other ways, it's the professional association that can support your career. Interested in membership? Find out more here.

This free newsletter is emailed to about 1500 people. As well as ISTC news, *InfoPlus* contains listings and articles of general interest to the profession. Subscribe here.

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TCUK23

TCUK23 will take place, live and in person, on **26-27 September 2023**, at voco® St. John's Hotel, Solihull.

All news and information can be found at istc.org.uk/tcuk.

Call for TCUK23 session proposals is now open



Why speak at TCUK23?

Influence and network with your professional

community in an open and friendly environment.

TCUK23 is a conference that has a uniquely intimate feel, so you get to connect with your audience in the session as well as throughout the conference. Many people return year after year, due to the high engagement and community feel of the conference.

Past speakers and workshop leaders tell us they found the atmosphere relaxed and supportive, and they were pleased with how eager delegates were to connect with them after speaking.

If your session proposal is accepted, you, or the lead speaker for group-led sessions, receive free entrance to both days of the conference, saving at least £450 on our all-inclusive ticket.

Who can speak at TCUK23?

Anyone – members, non-members, scientific and technical communicators, people from other related fields, people with experience of transferable skills, experienced speakers, new speakers, and everyone in between. There's no minimum level of experience needed, you don't have to have spoken at another conference, and we have [support materials](#) if you've never created or

presented a talk or led a workshop before. Speaking at a conference like TCUK23 can improve your confidence and add to your communication toolbox.

How do I apply?

Please fill out a [session proposal form](#). You can send as many proposals as you like. The deadline for submissions is 2nd June 2023.

What do you look for in a proposal?

When we select proposals, we consider the following:

- ▶ Your proposal clearly describes what you are planning to do, what the focus is, and how people can benefit from your session.
- ▶ Your session must be relevant to our members.
- ▶ New, innovative, and interesting content.

We aim to provide a balanced programme that is varied and coherent.

What should I talk about?

There are no restrictions on what you can suggest as a workshop or talk. We're always looking for new, innovative, and interesting content. If you're not sure what to talk about, visit istc.org.uk/tcuk for our non-exhaustive list of suggestions from delegates.



ISTC Meets Roger Hart: Working with product management

Wednesday 17 May 2023 13:00

<https://istc.org.uk/events/istc-meets>.

It's notoriously difficult to pin down what product management actually is, which makes it an equally hard function to work with or draw clear lines of responsibility around. It doesn't help that it shifts from organisation to organisation, or even product to product. Most product managers would agree that it always involves working out who your customers are, what they need, and how to give it to them. And if those sound suspiciously like technical communication skills, it's because they are. Reflecting on my own journey from technical writing to product management, I'll try to give a perspective on what product managers care about, how to work with them, and what a career track might look like between the two disciplines.

Volunteers needed for 'ISTC Meets...'

If you've enjoyed ISTC Meets, why not volunteer with us?

It's a great way to learn new skills, help the community and meet some leading thinkers in our industry.

We're especially looking for people to

- Act as host on the day, introducing the speakers and making sure everything runs smoothly.
- Edit and upload the recordings after each session.

You'll work with existing volunteers and you'll be fully supported in any areas that are new to you.

If you'd like to be involved, give us a shout at meets@istc.org.uk.

Did you know you could advertise in this space?



■ Reach an engaged, specialist audience of content professionals!

■ Join MadCap, 3di and many others who advertise in this e-newsletter!

■ Ideal for product releases, news, courses/events, brand awareness, and recruitment!

Contact istc@istc.org.uk for further details!

ISTC Social Media

ISTC on LinkedIn

There are ISTC groups on LinkedIn for ISTC members which include:

- Institute of Scientific and Technical Communicators
www.linkedin.com/groups/1858546

England

- Cambridge Technical Communicators
www.linkedin.com/groups/1805651
- ISTC Midlands Area Group
www.linkedin.com/groups/4835591
- Thames Valley Area Group
www.linkedin.com/groups/4805266
- ISTC Yorkshire Area Group for Communication Professionals
www.linkedin.com/groups/4662452

Scotland

- Technical Writers (East Scotland ISTC)
www.linkedin.com/groups/13536907

Ireland

- Irish Technical Writers – An ISTC Area Group
www.linkedin.com/groups/3369559



ISTC on Facebook

Our main Facebook page is at www.facebook.com/ISTC.org.uk

® You can join the ISTC Community group at www.facebook.com/groups/490570891153888 for discussion with fellow professionals.

The TCUK Facebook page is at www.facebook.com/techcommuk/

ISTC on Twitter

Follow us on Twitter at [@ISTC_org](https://twitter.com/ISTC_org) for everything ISTC, and specifically, [@TCUK_conf](https://twitter.com/TCUK_conf) for everything to do with our annual conference TCUK.

ISTC on Instagram

If you use Instagram, you can follow us there too www.instagram.com/istc_org/.

ISTC on YouTube

You can subscribe to our videos at <https://www.youtube.com/user/istctechcomm>.



ISTC Local Area Groups

The ISTC groups offer opportunities for technical communicators to network and share knowledge and expertise. They are open to everyone (you don't need to be an ISTC member) and are free to attend. The groups meet at intervals during the year and hold talks, peer discussions, demonstrations and social evenings. Joining a group is an excellent way to meet like-minded people in your area and get to know fellow specialists.

Current ISTC groups

Name	Leader	Email
Cambridge	Deb Stevens	cambridge_areagroup@istc.org.uk
Midlands	James Bartley	midlands_areagroup@istc.org.uk
Thames Valley	Darren Mitcham	thamesvalley_areagroup@istc.org.uk
East of Scotland	Holli Hamilton	eastscotland_areagroup@istc.org.uk
Yorkshire	Dee Vincent-Day	yorkshire_areagroup@istc.org.uk

Contact the group leader if you want to attend one of the groups. Want to set up a new group? Contact Tom Dumic, our Area Groups Manager at areagroupsmanager@istc.org.uk.

Training courses

Armada



May 2023

9-10 Introduction to Adobe After Effects

Teaches all the key skills needed to use the leading professional software for motion graphics, video compositing and visual effects. Used across all forms of video and screen-based media, After Effects offers a powerful set of tools to deliver stunning visual results.

10% discount for ISTC members (coupon code ISTC10).

£345 + VAT. Instructor led, live online course

£395 + VAT. In-class at our Reading training centre

www.armada.co.uk/course/ae.

15-16 Introduction to Adobe InDesign

Provides a comprehensive introduction to the powerful capabilities of InDesign's most popular features.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Live online participation

£345 + VAT. In-class at Bristol training centre

www.armada.co.uk/course/id.

...May 2023

17-18 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Instructor led, live online course

£345 + VAT. In-class at Bristol training centre

www.armada.co.uk/course/ps.

22-23 Introduction to Adobe Illustrator

Learn how to create and edit vector graphics quickly and effectively, in the leading application for vector graphics.

10% discount for ISTC members (coupon code ISTC10).

£245 + VAT. Live online participation

£345 + VAT. In-class at Bristol training centre

www.armada.co.uk/course/ai.

June 2023

1-2 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Instructor led, live online course

£345 + VAT. In-class at Milton Keynes training centre

www.armada.co.uk/course/ps.

7-8

Introduction to Adobe After Effects

Teaches all the key skills needed to use the leading professional software for motion graphics, video compositing and visual effects used across all forms of video and screen-based media.

10% discount for ISTC members (coupon code ISTC10).

£345 + VAT. Instructor led, live online course

£395 + VAT. In-class at our Bromsgrove training centre

www.armada.co.uk/course/ae.

19-20 Introduction to Adobe InDesign

Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Instructor led, live online course

£345 + VAT. In-class at Bromsgrove training centre

www.armada.co.uk/course/id.

...June 2023

29-30 Introduction to Adobe Illustrator

Learn how to create and edit vector graphics quickly and effectively, in the leading application for vector graphics. The comprehensive toolset and features available provide everything you need to produce extraordinary graphics for print, video, the web and mobile devices.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Instructor led, live online course

£345 + VAT. In-class at Sheffield training centre

www.armada.co.uk/course/ai.

Follow us: [@ArmadaTraining](https://twitter.com/ArmadaTraining)

Cherryleaf

ACCREDITED
TRAINING
COURSE



Technical Author/Technical Writer/
technical writing e-learning course

<https://www.cherryleaf.com/training/technical-author-basicinduction-training-course/>.

Learn to write like a professional technical communicator. This

course teaches you the fundamentals of technical writing, and helps you understand your role as a Technical Author (or similar position).

This technical communication course is accredited by the Institute of Scientific and Technical Communicators.

New two course bundles

We offer five bundle options that contain two courses at a discounted price:

- [Technical Writing & Screenshots Course Bundle](#)
- [Technical Writing & UI Text Course Bundle](#)
- [Technical Writing & User Onboarding Course Bundle](#)
- [Technical Writing & Copywriting Course Bundle](#)

ESTON Training

Technical/Commercial Authorship
(Former ISTC Syllabus Parts 1 & 2):
<http://www.estontrg.com/technicalcommercial-authorship/>. A £50 discount is offered to ISTC members for this course.

Simplified English:

<http://www.estontrg.com/english-language-courses/>.

Standard Generalised Mark-up Language (SGML):

<http://www.estontrg.com/standard-generalised-mark-language-sgml-course/>.

Editing and Publishing Magazines:

<http://www.estontrg.com/editing-publishing-magazine-course/>.

Report Writing:

<http://www.estontrg.com/report-writing-course/>.

Business English:

<http://www.estontrg.com/business-english-course/>.

Firehead

Learn FrameMaker 2019:

<https://firehead.net/course/framemaker-2019-training-technical-authors/>.

Learn Adaptive Content Modelling:

<http://firehead.net/training/learn-adaptive-content-modelling/>.

Creating Mobile Apps without Coding:

<http://firehead.net/training/creating-mobile-apps-without-coding/>.

Customer Journey Mapping:

<http://firehead.net/training/customer-journey-mapping/>.

MadCap Software

For details of the latest MadCap Software training schedule (both on-site and online) visit: www.madcapsoftware.com/services/training/.

Free technical writing courses

Some free technical writing courses submitted by Mike Mee

<https://developers.google.com/tech-writing/overview>.

<https://www.udemy.com/course/technical-writing-a-quick-start-to-software-documentation/>.

<https://github.com/wise4rmgod/TechnicalWriterResources>.

<https://iimskills.com/a-guide-on-technical-writing-and-technical-writing-training/>.

<https://iimskills.com/a-guide-on-technical-writing-and-technical-writing-training/>.

Upcoming webinars

Let's talk content ops

ISTC Honorary Fellow, Rahel Baillie, hosts some webinars talking about things that are of interest to technical communicators.

Webinars include:

- ▶ ContentOps as Part of Product Lifecycle Management
- ▶ Let's Talk Content Operations
- ▶ Growing a Customer Support Site Into a ContentOps Pipeline
- ▶ Turning Team Pains into Operational Gains

Find out more at:

<https://www.brighttalk.com/search/?q=Let's+Talk+ContentOps>.

The AI Revolution

Linda Robins FISTC

With daily references to ChatGPT specifically and AI in general, it doesn't seem possible to keep up with developments. Some articles hint at a bright future abounding with job opportunities in technology; others presage nightmare scenarios with the truth being obscured by an AI-generated universe.

I have been searching for a factual report or article I can recommend to the layman wanting a way in to the subject. I was delighted to hear the recent broadcast in a recent episode of "The Briefing Room" on BBC Radio 4 (14th April 2023). In the Programme '[The AI Revolution](#)', David Aaronovitch talks to:

- Professor Michael Wooldridge, Director of Foundational AI at The Alan Turing Institute
- Nina Schick, author, entrepreneur, and advisor specialising in Generative AI
- Dr Anders Sandberg, a Senior Research Fellow at The Future of Humanity Institute

This is a fine collection of specialists with many years of accumulated knowledge on

the subject. The broadcast strap line is, "But as computers get ever more powerful how cautious do we need to be?"

There is a good explanation of the significance of the launch of ChatGPT and the extent of its impact. Nina Schick declares, "ChatGPT is the most popular App in the history of the world." She goes on to say that the App in second place, TikTok took 10 months to reach 100 million users; ChatGPT made it in 2 months.

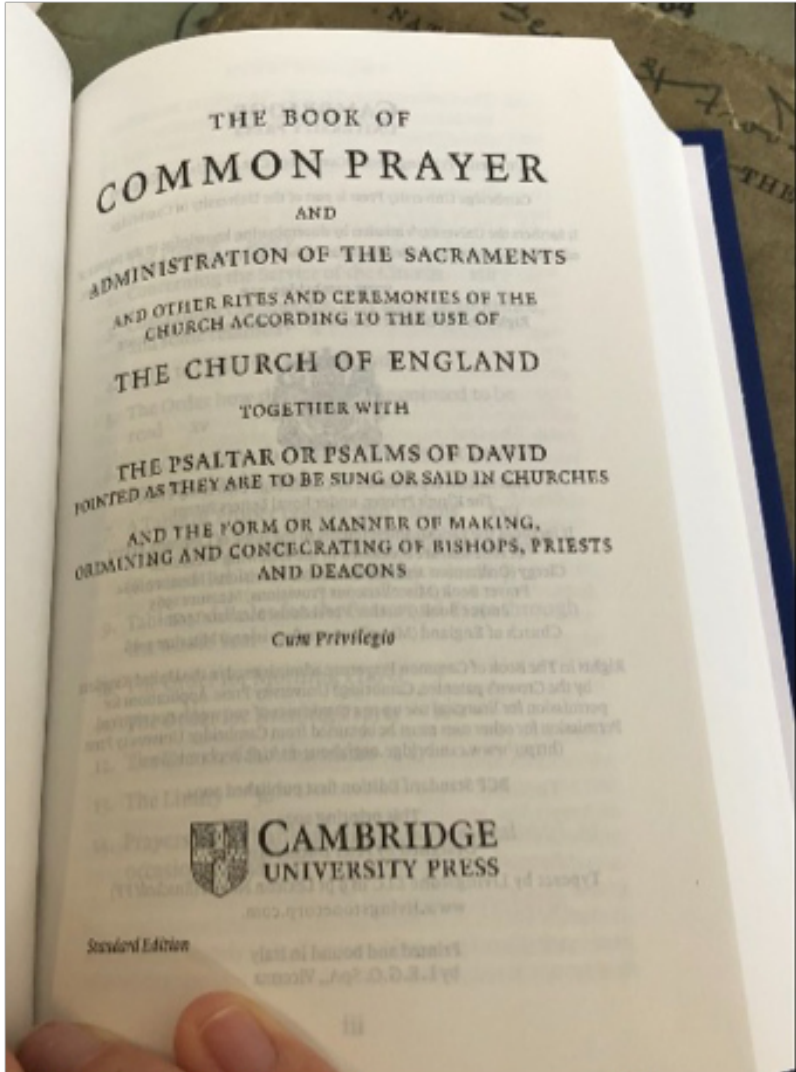
The programme describes the background of AI to date, the spate of recent developments in generative AI and the place of large language models. The exciting prospects and possible dangers are explored. I recommend this half-hour programme as an introduction in the company of experts who know their material and bring it alive.

Charles III, King of France and Ireland?

Michael McFarland Campbell MISTC

Global search and replace is a useful tool. Well, it is until it goes wrong. I don't know that that happened at Cambridge University Press in the spring of 2023, but it seems to be the likely reason. Following the death of Her Late Majesty Queen Elizabeth II, Cambridge University Press had been instructed to print new editions of the Book of Common Prayer with the updated State Prayers etc, referring to His Majesty King Charles III. Unfortunately, by simply searching for "Queen" and replacing with "King", and for "Elizabeth" replaced "Charles", it appeared that His Majesty was now "Our Sovereign Lord CHARLES, by the grace of God, of England, France and Ireland, King, Defender of the Faith". This was in the ratification of the Articles of Religion at the back of the BCP, but was dated 1571, during the reign of Queen Elizabeth I, not Queen Elizabeth II. A simple mistake, but one which surely is quite costly to the CUP.

I reckon that before the modern printing methods, it would have been a compositor or typesetter removing and replacing movable type from galleys of type to replace



the “Queen Elizabeth”s with “King Charles”s. And they would have read around the text in the galley to ensure it was right. I suspect that whoever made the recent error is not familiar with the text either.

The mistake on the cover page of the new edition of the BCP is less easy to explain away. For it refers to the “Psaltar”.

Proofreading is a skill that is still needed.



Let other technical communicators know your news

Michaël McFarland Campbell MISTC

InfoPlus is here to help technical communicators hear the news about our profession including—but not solely—news from the Institute of Scientific and Technical Communicators. If you have information for the tech comm community, please do send it to me, so we can make sure as many people hear about it as soon as possible. My email is newsletter.editor@istc.org.uk.

InfoPlus is published and distributed usually on the first working day of each month. Please bear this in mind when submitting time-sensitive information.

The deadlines for the 2023 editions are:

Edition	Deadline
June 2023	Fri 19 May 2023 at 12 noon BST
July 2023	Fri 23 June 2023 at 12 noon BST
August 2023	Fri 21 July 2023 at 12 noon BST
September 2023	Fri 18 August 2023 at 12 noon BST
October 2023	Fri 22 September 2023 at 12 noon BST
November 2023	Fri 20 October 2023 at 12 noon BST
December 2023	Fri 17 November 2023 at 12 noon GMT