



COURSE OUTLINE

Section 1:

Course Title: Technical Communications

Course Code: COMM-1000

Course Description: An introduction to learning the written and oral communication of technical information. Students research, assemble and present technical information while analysing optimum mediums for industry-specific communication.

Grade Scheme: ☐ Pass/Fail ☐ Percentage Minimum Pass Mark: 60%
(Some programs require a mark greater than 60% to meet graduation requirements).

Course Value: Outcome hours OR 3 Credit(s) 45 Class Hours

Pre-requisites: NONE

Co-requisites: NONE

Section 2:

Learning Outcomes and Competencies

1. Communicate using effective listening and speaking techniques.

- 1.1 Interpret verbal communication.
- 1.2 Apply verbal communication.
- 1.3 Adjust to communication levels of others.
- 1.4 Verify the understanding of your listener.
- 1.5 Participate in and contribute to technical discussions and meetings.
- 1.6 Select methods of communication appropriate for given job requirements.
- 1.7 Present information verbally in a variety of situations.

2. Prepare business correspondence to exchange information.

- 2.1 Identify the needs of the reader and/or purpose of the correspondence.
- 2.2 Select key points to be included to achieve purpose.
- 2.3 Compare and contrast forms and formats of letters, memos, and informal reports.

2.4 Proofread correspondence to ensure organization and accuracy of content, spelling, punctuation and grammar.

2.5 Professionally manage Social Media.

3. Utilize library and information networks to perform research.

3.1 Conduct searches using library database.

3.2 Perform searches using the Internet.

3.3 Assess validity of sources for technical research.

3.4 Perform searches using on-line data search i.e. CBCA.

4. Prepare technical reports that represent information concisely and accurately.

4.1 Identify the needs of the reader and/or purpose of the report.

4.2 Organize material within a report to best communicate the desired information.

4.3 Proofread reports to ensure accuracy of content, spelling, and correct grammar.

4.4 Select and use appropriate citation style to best promote professional image.

5. Develop clear and precise technical instructions.

5.1 Determine most effective format for presenting instructions.

5.2 Select information to be presented.

5.3 Arrange instructions in logical order.

5.4 Present instructions.

6. Present technical presentations.

6.1 Prepare presentations materials.

6.2 Develop an electronic presentation.

6.3 Deliver oral technical presentation.

7. Apply job search techniques.

7.1 Prepare for the job search.

7.2 Prepare resumes.

7.3 Prepare cover letters.

7.4 Prepare for a job interview.

8. Apply customer/client service techniques/methods.

8.1 Explain the role of customer/client service in the success of a company.

8.2 Compare and contrast methods of good customer/client service versus poor customer/client service.

8.3 Utilize methods of measuring and tracking customer service.

Section 3:

Assessment Categories:

Assignments	65%
Theory Assessments/Final Project	35%

Research Component? ☐ Yes ☒ No

Section 4:

(For administrative use only)

Is this course new? ☐ Yes ☒ No

Is this course replacing an existing course(s)? ☒ Yes ☐ No

If this course is replacing another, please record the name and code of the old course:

ARCTEC-1050, COMM-1100, CONTEC-2076, and EET-1001

Course equivalents: CET-CSC101, COMM-1100, CIS-1150, ARCTEC-1050, CONTEC-2076 and EET-1001

Note: See Quality Procedure [A01](#) for more details.

Catalog Year of Original Course Implementation: 2011

Catalog Year of Current Version Implementation: 2015

Revision level: 2 **Version:** 2 **Date:** Feb/15 **Authorized by:** mlgj

Accreditation and or Supporting Documents: CCTT National Technology Benchmarks: General Program Criteria

Additional Information: None

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Date Approved: 2014-12-16