

## **Friday 23<sup>rd</sup> September**

<b>14:00</b>	Hotel check in opens.
<b>17:00</b>	Conference registration in the Hotel reception.
<b>19:00 – 20:00</b>	Buffet dinner in the Orangery.
	Welcome from the ISTC President, Gavin Ireland
	Keynote address by Bogo Vatovec
	Horace Hockley presentation, followed by acceptance speech
	Horace Hockley reception, sponsored by ITR. An opportunity to see old friends and colleagues and meet new ones.

# **Saturday 24<sup>th</sup> September**

<b>All Day</b>	Exhibition of Technical Communication products and services in Britannia 1.	
<b>07:30 – 08:30</b>	Breakfast in the restaurant.	
<b>08:30 – 09:30</b>	Day Delegate registration in Britannia 1.	
	<b>Britannia 3</b>	<b>Britannia 4</b>
<b>09:00 – 09:40</b>	<b>Seven plus or minus two: Put to the test – Matthew Ellison</b>	<b>Adding Value – Anne-Florence DuJardin</b>
<b>09:50 – 10:30</b>	<b>Single Sourcing – will the benefits outweigh the cost? – Barry Halford</b>	<b>Communication Breakdown in email discussions– Sandra Harrison</b>
<b>10:30 – 11:00</b>	Morning coffee in Britannia 1.	
<b>11:00 – 11:40</b>	<b>Word Workshop 1 – Margaret Aldis</b>	<b>The 7 Deadly Sins of Employment Agencies – Alan Fisk and a panel of employment agencies.</b>
<b>11:50 – 12:30</b>		
<b>12:40 – 13:20</b>	<b>The economics of technical documentation – Andrew Marlow</b>	<b>If RoboHelp is sunset, what now?- Justin Darley</b>
<b>13:20 – 14:20</b>	Lunch in the restaurant	
<b>14:20 – 15:00</b>	<b>Word Workshop 2 – Margaret Aldis</b>	<b>Writing Dialogue and Hooks – Ron Blicq</b>
<b>15:10 – 15:50</b>		
<b>15:50 – 16:20</b>	Afternoon tea in Britannia 1.	
<b>16:20 – 17:00</b>	<b>Organizational maturity and the approach to technical publications – David Nixon</b>	<b>Getting In Part 3 – James Bromley</b>
<b>19:00</b>	Drinks reception in the conservatory.	
<b>20:00</b>	Gala dinner in Britannia 2, featuring the ISTC documentation awards sponsored by AST and Plain Words	

# **Sunday 25<sup>th</sup> September**

<b>All Morning</b>	Exhibition of Technical Communication products and services.	
<b>7.00-9.00</b>	<i>Breakfast in the restaurant.</i>	
	<b>Britannia 3</b>	<b>Britannia 4</b>
<b>9.00-9.40</b>	<b>Double your income within 12 months! – Terry Marsh</b>	<b>Value adding XML environment - Katriina Valli</b>
<b>9.50 -10.30</b>	<b>A Clinic on Indexing – Richard Raper</b>	<b>Role based learning - tailoring training to user needs – Greg Daffern</b>
<b>10.30-10.50</b>	Coffee in Britannia 1 with the exhibition.	
<b>10.50-11.30</b>	<b>Designing a Masters programme in Technical Authoring- Ian Kemble</b>	<b>An Introduction to ASD Simplified Technical English – Ciaran Dodd</b>
<b>11.40-12.20</b>	<b>ISTC Training/ ISTC Books</b>	<b>ASD Simplified Technical English Workshop – Ciaran Dodd</b>
<b>12.25-13.10</b>	AGM in Britannia 3.	
<b>13.10-14.00</b>	Lunch in the restaurant.	