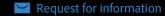Take advantage of
FREE GOLD SUPPORT
for 30-day trial

Experience best-in-class XML/DITA authoring with complete DTD support

Adobe FrameMaker XML Author 12
Now available at a monthly subscription of £19.53

Learn more   ✉ Request for information

Take advantage of
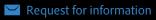FREE GOLD SUPPORT
for 30-day trial

Deliver game-changing technical communication with a future-ready toolkit

Adobe Technical Communication Suite 5
Now available at a monthly subscription of £48.83

Learn more   ✉ Request for information

Contents

ISTC news

Announcing TCUK 2014

The UK's largest annual event for technical communicators, the Technical Communication UK Conference (TCUK), will take place at the Thistle Hotel, Brighton from 16 to 18 September 2014. Make sure you save the date.

The Thistle Hotel Brighton is situated overlooking the sea-front, minutes away from the Brighton Pier and right next to picturesque Churchill Square. Brighton offers some of the best entertainment, shopping and theatres in the South-East of England. The Thistle Hotel offers a relaxed and comfortable atmosphere and ample space for a major event, so it's going to be just perfect for TCUK. Click to take a virtual tour of the conference hotel!

We will be opening the call for speakers very soon, so start planning your own proposal right now. As those of you who have attended TCUK in recent years know well, as well as presentations and workshops from ISTC members we will also be welcoming industry experts from across the world to

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share their knowledge and expertise. TCUK is always great for networking, and as usual we'll be inviting delegates to set up their own fringe events too (did you go to the knitting and crafts session in Bristol last year?).

This year's vendor exhibition will be in the hotel's bright and spacious atrium, and we have a range of sponsorship opportunities available. Please contact the ISTC office if your company is interested in being a sponsor.

Visit the TCUK 2014 website www. technicalcommunicationuk.com for regular updates and all the latest news. We look forward to seeing you in Brighton in September!

Attention ISTC members!

Membership subscriptions are now due. If you haven't yet renewed, please do so as soon as possible and continue to receive the benefits reserved for members. Use the online facility http://www.istc.org.uk/online-shop/membership/ - but don't forget to log in first!

It is also still possible to sign up for monthly direct debits and if you would like to use this facility go to https://www.securecollections.com/dd/istc/details.asp - again you must log in first.

Volunteering opportunities

Your chance to get involved with ISTC projects

The ISTC is run by its members for its members, and depends on volunteers for its success. Besides being essential to the success of the organisation, volunteering is a good way for you to develop new skills and build your network.

Volunteers needed now for TCUK 2014

We're looking for volunteers to join the TCUK team for the following roles:

Job Title	TCUK Social Media Managers
Vacancies	2 (lead people may optionally have additional volunteer assistants)
What's needed?	Create and regularly update social media pages for the event on Facebook, Lanyrd, and other relevant sites; post regular messages about the event on Twitter and other relevant channels; coordinate 'tweet-up' fringe activity at the event.
When and how often?	8 hours per month throughout the year; up to 12 hours per month in July, August, and September 2014.

Job Title	TCUK Room Steward
Vacancies	10 to 12.
What's needed?	Greet the speaker(s) and help them set up; introduce speaker(s) to audience; signal to speaker(s) 5 minutes and 10 minutes before end; help manage questions if required; thank speaker at the end of the presentation.
When and how often?	At the event itself, should be willing to help at a minimum of three sessions.

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Job Title	TCUK Technical Room Steward
Vacancies	8-10.
What's needed?	Ensure that speaker(s) have their slides ready and have microphone; ensure recording equipment is switched on and recording; help speaker(s) disconnect from AV equipment; copy speaker slides and audio recording to back-up media at the end of the presentation.
When and how often?	At the event itself, should be willing to help at a minimum of six sessions.

Job Title	TCUK General Steward
Vacancies	6-8.
What's needed?	Assist TCUK Professional Team at registration desk, information desk, and other centralised services (such as membership and/or CPD information); assist sponsors and exhibitors with any questions or enquiries; help announce timetable events (session starts and ends); be able to help with other tasks as required.
When and how often?	At the event itself for morning or afternoon shift on one of the three days.

To volunteer for any of these roles please email David Farbey at tcuk@istc.org.uk.

ISTC local area groups

Next West of Scotland area group meeting

Tuesday 25 February 2014

The next ISTC West of Scotland area group meeting will be in Glasgow. The event is free and open to all. See www.eventbrite.co.uk/e/technical-communicators-meeting-in-glasgow-25-february-2014-tickets-10163795185 for details and to sign up. You can also join our LinkedIn group, West of Scotland Area Group (a subgroup of the Institute of Scientific and Technical Communicators group).

Web accessibility – what it is and why it's important

By Erika Norton

On Tuesday 12 November 2013, I was one of 17 technical communicators who went to The Keep in Guildford to find about Web Accessibility and why it is important. Graham Armfield, a web accessibility expert, gave a really good explanation and we learned that it's not just making the words bigger for those who cannot see. In fact, despite the RNIB's fantastic campaigns, their members are not the largest group of people affected by the World Wide Web Consortium's guidelines.

One in five people using computers are directly affected in some way – this includes Silver Surfers, people with learning issues, for example, dyslexia, and people with physical impairments such as Parkinson's. There are lots of people with English as a second language – any improvements to accessibility will also help them. If you are wondering making your web pages more accessible is worth it financially, then the answer is YES! Think about it - if someone you know and trust tells you a website is rubbish and a pain to use, then that will colour your perception of that company and their products. One in five people are a lot of people to alienate.

For help in thinking about web accessibility I would suggest looking at Graham's slides, available here: http://owl.li/qN9K9. He provides a selection of questions to help you identify whether the 61 points within the W3C guidelines affect your site, and pointers of how to improve them. He also gives contact details of other helpful organisations.

All in all it was a very interesting evening, I learned something new, and the sausage and mash went down a treat.

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Next Southern Area meeting

Tuesday 11 February, Winchester

The next ISTC Southern Area meeting will be a pub social in Winchester on Tuesday 11 February from 7pm. The venue is the Royal Oak, entrances on Royal Oak passage (between High Street and St George's Street) and also on St George's Street (postcode SO23 9AU). We have reserved the lower bar (which is supposedly the oldest bar in Winchester).

Come and join us if you would like to spend an evening talking about issues and trends in the technical communication world. You may even pick up some useful tips and tricks from your fellow technical communicators.

The event is free, and is open to ISTC members and non-members. But if you are planning to come, please register on Eventbrite here: www.eventbrite.co.uk/e/southern-area-meeting-winchester-11th-february-2014-tickets-10246887717 so we can let the venue know how much space to reserve for us. You'll also find directions and parking information in the Eventbrite listing. See you there!

From MadWorld to MadSIG

31 October 2013

Six MadCap fans met at 3di's offices in Ripley for the first MadSIG meeting to eat cake, drink coffee and talk about MadCap. Tom Brindley told us about his time at MadWorld 2013 which was held at the Hard Rock Hotel in San Diego in April this year.

We were all envious of Tom, in those classy surroundings, with such wonderful sessions about MadCap products (although there was a tools-agnostic stream too) and plenty of opportunities to rub shoulders with the gods at MadCap. As one of the MadCap staff said during the conference, most tool vendors have users, but MadCap has groupies.

After Tom's talk, we ate more cake to console ourselves about not having been there, and got to know each other a bit better. Several of us are sole authors, and it was lovely to hear about how others work with Flare. In future meetings, we hope to share more of our experiences and tips and tricks with each other.

Tom also reminded us that as a group, we can lobby MadCap for features and bug fixes. In one of the sessions at MadWorld this year, Madcap asked 'If you were project manager, what would be your must-have feature?'. Now, where do I start? As much as I love Flare, there are many things I'd like to see added to make it even more useful, and a few things I'd like to see changed, as well as some bugs I'd like to see fixed.

The group mentioned a few topics that we'd like to hear about in future meetings, including:

- Single sourcing for print and online
- Sole authoring
- Flare as a lightweight content management system
- Flare vs DITA
- Flare and Agile

Anyone who uses the MadCap authoring products or is interested in finding out more about them is welcome at MadSIG meetings. If there's a topic you'd particularly like to hear about, or if you have something MadCap-related you could share with us, please get in touch (details below). You don't need to be a member of the ISTC to join us, so tell your colleagues!

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Next MadSIG Meeting

Thursday 6 March, Ripley, Surrey

MadSIG will meet on Thursday 6 March 2014 at the offices of 3di in Ripley, Surrey. Marjorie Jones will explain how she uses MadCap Flare to single source various PDF and WebHelp outputs from the same project content. After that, there will be time for questions and discussion.

The event is free, but numbers are limited, so book your place and find out more details here: www.eventbrite.co.uk/e/madsig-6th-march-2014-tickets-10247294935.

We'll be there from around 7pm, and the talk will start around 7.45pm. Coffee and cake will be available. We're planning to record this session and hope to make the recording available afterwards. We're also hoping to extend the meetings to include some virtual attendees soon.

Anyone who uses the MadCap authoring products or is interested in finding out more about them is welcome. You don't need to be a member of the ISTC, so tell your colleagues!

For more information, contact madsig@istc.org.uk or find us on LinkedIn at: www.linkedin.com/groups?gid=5081593&trk=my_groups-b-grp-v.

Using Eventbrite to register attendance at area group meetings

Some area group meetings are posted on Eventbrite and where this is the case, we asked anyone expecting to attend to register online using this event management service. You can see a list of ISTC related events by visiting: www.eventbrite.com/org/495786380.

Current ISTC local area groups

Contact your nearest area group on the email shown below.

Name	Leader	Email Contact Details
Cambridge	Derek Cooper or Jeff Bronks	cambridge_areagroup@istc.org.uk
Central South	Tony Robinson	centralsouth_areagroup@istc.org.uk
East of Scotland	George Lewis	eastscotland_areagroup@istc.org.uk
Irish Technical Writers	Patrice Fanning Yvonne Cleary, Bridget Walsh	irishtechnicalwriters@istc.org.uk
ISTC Irish Group	Adrian Rush	irishgroup@istc.org.uk
London	Claire Hooper	london_areagroup@istc.org.uk
MadSIG	Marjorie Jones Tom Bridley Kai Weber	MadSIG@istc.org.uk
Midlands	John Burns	midlands_areagroup@istc.org.uk
Oil & Gas	James Bromley	oilandgas@istc.org.uk
North East England	Janine Weightman	northeastengland_areagroup@istc.org.uk
North West England	David Jones	northwestengland_areagroup@istc.org.uk
Southern	Marjorie Jones	southernengland_areagroup@istc.org.uk
South Wales	John Espirian	southwales_areagroup@istc.org.uk
Thames Valley	Darren Mitcham	thamesvalley_areagroup@istc.org.uk
West Midlands	Antoni Dzumaga	westmidlands_areagroup@istc.org.uk
West of Scotland	Katja McLaughlin	westscotland_areagroup@istc.org.uk
Yorkshire	Galyna Key	yorkshire_areagroup@istc.org.uk

A plea: if you know you're not going to be able to attend a meeting that you've registered for, could you please contact the organiser, even if it is at short notice.

ISTC groups on LinkedIn

The ISTC has a number of LinkedIn groups for its members. Have you joined the relevant groups?

ISTC group: www.linkedin.com/groups/Institute-Scientific-Technical-Communicators-1858546/about.

This group has a number of sub groups for:

- ISTC NW Area Group
  www.linkedin.com/groups/ISTC-NW-Area-Group-2445779/about

- Southern Area Group
  www.linkedin.com/groups?gid=4795279

- Thames Valley Area Group
  www.linkedin.com/groups?gid=4805266

- ISTC West Midlands Area Group
  www.linkedin.com/groups/ISTC-West-Midlands-Area-Group-4835591/about

- South Wales Group
  www.linkedin.com/groups?gid=5161265

- West of Scotland Area Group
  www.linkedin.com/groups?gid=5081412

- ISTC Oil and Gas
  www.linkedin.com/groups?gid=5023918

There are other area groups which aren't sub groups of the ISTC one:

- Cambridge Technical Communicators
  www.linkedin.com/groups/Cambridge-Technical-Communicators-1805651/about

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

- MadCap UK and Europe Users Group
  www.linkedin.com/groups?gid=5081593

Industry news

Term checker for Simplified Technical English (ASD-STE100)

Dr Mike Unwalla, FISTC, MBCS CITP

Techscribe announce the availability of a term checker for ASD-STE100 issue 6. The term checker uses LanguageTool as a framework. LanguageTool is an Open Source proofreading software for English, French, German, Polish, and more than 20 other languages. It finds many errors that a simple spell checker cannot detect and several grammar problems.

The term checker helps you to make sure that text conforms to ASD Simplified Technical English (ASD-STE100). It's for technical publications managers who are not satisfied with the large cost of enterprise software for Simplified Technical English. You can find out more about this at www.simplified-english.co.uk and about other services provided by Techscribe by visiting www.techscribe.co.uk.

Effective communication with older people

The Society for Editors and Proofreaders (SfEP) is developing a commercial package for organisations that interface with older people. The three-tier package comprises a communications audit, editorial consultancy and bespoke in-house training for organisations providing products, services and support for older people. The package was just one of many ideas generated at the breakfast briefing and roundtable discussion held on 20 November 2013 titled How to overcome barriers to effective communication with older people, which included guests from Age UK, ILC-UK, Which? and the Stand Agency.

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Some of the issues discussed at the breakfast briefing included the following:

- Stereotyping and making assumptions about older people.

- The gap between policy, practice and legislation.

- Intergenerational content and context, and good communication practices for all generations.

- Recognition of the difference between 'age neutral' and 'age denial'.

- Clichéd images, terminology and gender focus, usually on older women.

- The impact of data protection on friends and family acting on behalf of older people, especially in cases of complaints.

- How vulnerability and the lack of a voice for older people should not determine their treatment.

- Referral to the NUJ Guidelines on Reporting Age by the media industry.

The SfEP says, 'clarity and consistency are important when communicating with older people, and we can provide this together with objectivity. We will also help organisations translate policy, as well as create and apply their own house style, and we can provide objective feedback on documents and web content.'

The breakfast briefing was an exploratory initiative by the SfEP in association with key organisations championing issues affecting older people, and as a result of its success the Society will now work with others to develop a commercial tool for more effective communication with older people. The SfEP will not dictate, influence policy, conduct polls or seek to 'police' organisations, but rather will familiarise itself with evidence-based research and provide editorial consultancy services alongside the range of editorial expertise offered by its members and associates. To this end the Society hopes to develop smaller interest groups and larger events, including webinars, with the other organisations involved.

The link for the digest of the 20 November breakfast briefing is: www.sfep.org.uk/pdocs/Digest_SfEP_Breakfast_Briefing_20-Nov-2013_FINAL.pdf.

Blog news

By Ellis Pratt, Sales and Marketing Director, Cherryleaf Limited

Adobe's TechComm Central blog has lots of details on its latest releases of FrameMaker 12, Robohelp 11 and Technical Communication Suite 5. For example, it explains the change in the subscription plan option from monthly to annual payments:

Adobe's TechComm Central

http://blogs.adobe.com/techcomm/.

The Madcap Software blog includes a review of all the new versions that Madcap released during 2013:

MadCap Software's 2013 Year in Review

www.madcapsoftware.com/blog/2013/12/30/madcap-softwares-2013-year-in-review/.

Tom Johnson has been exploring the pros and cons of him moving to DITA, in a series of blog posts:

The appeal of DITA

http://idratherbewriting.com/2014/01/04/the-appeal-of-dita/.

DITA's output does not require separation of tasks from concepts

http://idratherbewriting.com/2014/01/05/ditas-output-does-not-require-separation-of-tasks-from-concepts/.

Brian Harris has written a post explaining the latest version of Red Gate Software's Technical Author skills map:

About the Technical Author skills map

http://dev.red-gate.com/technical-author-skills-map/.

Karen McGrane explores the implications of 2 billion new people joining the internet via mobile devices during the next decade:

The Mobile Content Mandate

http://karenmcgrane.com/2014/01/13/the-mobile-content-mandate/.

Sharon Burton has written two posts on how much it costs to develop content:

The cost of developing content (part 1)

www.sharonburton.com/the-cost-of-developing-content/.

The cost of developing content (part 2)

www.sharonburton.com/the-cost-of-creating-content-part-2/.

Seen an interesting post? Let me know! Simply email ellis@cherryleaf.com.

About Ellis Pratt

Ellis is Sales and Marketing Director at Cherryleaf. He has over fifteen years experience working in the field of documentation. He also has a BA in Business Studies and is an Associate of the Institution of Engineering and Technology. Ranked the most the influential blogger on technical communication in Europe, Ellis is a specialist in the field of creating knowledge users will love. Ellis is an accomplished speaker on topics such as the future trends for user assistance and the ROI of Help.

Training courses

February

4-5   DITA Open Toolkit
DITA Open Toolkit Customisation Customisation techniques and covers a selection of tools for developing them. This intensive two-day course comes with one-day of follow-up online sessions and is designed to educate on the various features of :XSLT, XPATH, XSL:FO, CSS, Ant build files. Delegates can create customised processing and style sheets for producing HTML, HTML Help, Eclipse help and PDF output

Coming Soon: The All-new MadCap Flare V10

FEBRUARY ONLY: Purchase A Platinum Maintenance Plan Now
and Receive Flare Version 9 FREE + Version 10 Upon Release

"*MadCap Software's Platinum Support is the greatest product on the planet. Your personnel are kind, knowledgeable, and most of all patient. **I am so happy that I switched to Flare (from FrameMaker® and RoboHelp®).**"*

Pamela Coca | **Documentation Manager, Compressus, Inc.**

Offer ends February 28, 2014. Cannot be combined with any other offer or promotion. Certain restrictions apply.

...February

deliverables via :FO or Adobe FrameMaker. Delegates will also get an understanding of the DITA OT customisation framework.

10% discount to ISTC members

www.mekon.com/index.php/pages/services/training/training.

6-7   **Simplified Technical English**
This course is a practical introduction for those who will use Simplified Technical English (formerly AECMA Simplified English). The course introduces the philosophy of Simplified Technical English, explains the underlying grammatical principles and gives delegates opportunities to use Simplified Technical English in practical exercises. These exercises can be based on your company's documentation.

10% discount to ISTC members

www.mekon.com/index.php/pages/services/training/training.

10-11   **Adobe FrameMaker, Structured**
This intensive course is aimed at technical authors, typesetters, engineers, administrative personnel, and knowledge workers who need to prepare documents and manuals to a high standard within Structured Framemaker. The course will equip you with the skills necessary to work with structured templates to produce valid documents conforming to an EDD or an SGML DTD. It introduces the use of container elements and object elements.

10% discount to ISTC members

www.mekon.com/index.php/pages/services/training/training.

12-13   **Adobe Dreamweaver, Introduction**
This Adobe Dreamweaver training course is suitable for those about to use Adobe Dreamweaver for creating and managing web pages. This Adobe Dreamweaver course includes understanding the development process, creating and laying out a new site, adding content, understanding and

authoring cascading style sheets (CSS), adding and editing graphics, building navigation and creating jump menus, designing web forms, and publishing, testing and maintaining your site.

10% discount to ISTC members

www.mekon.com/index.php/pages/services/training/training.

12-14   **Basic/Intermediate/Advanced FrameMaker**
Provides a thorough grounding in FrameMaker in unstructured (standard) mode, covering the essential techniques for generating high standard printed documents. Includes the generation multi-document books, table of contents, index and cross-references.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/framemaker-training-course.

...February

17-18 Introduction to Adobe RoboHelp
Course for beginners, teaches how to use RoboHelp to create online help in most popular formats.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/robohelp-training-course.

17-18 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

Armada, Central Birmingham, Midlands.

www.armada.co.uk/indesign-training-course.

19 Intermediate Adobe RoboHelp
Teaches some of the more sophisticated features available in Adobe RoboHelp. The course covers the development of single-source projects from which you can generate both online help and high quality print documentation in Word and PDF formats, and teaches techniques for using RoboHelp in the most efficient way.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/robohelp-training-course.

19-20 InDesign for iPad and Android
Teaches how to use InDesign to create feature-rich digital publications optimized for viewing on tablet devices without having to write code or rely on developers.

10% discount for ISTC members

Armada, Central Birmingham, Midlands.

www.armada.co.uk/indesign-training-course.

20 Publishing to mobile devices from RoboHelp
Teaches how to publish content to different devices including smart phones and tablets. Delegates learn about the new multiscreen HTML5 format, used to publish content to multiple channels, formats and screens.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/robohelp-training-course.

24-26 Introduction to Adobe After Effects
Entry-level course providing a thorough grounding in common After Effects tools and techniques, and introduces some sophisticated features including, tracking, keying, 3D space and shape layers.

10% discount for ISTC members

Armada, Central Birmingham, Midlands.

www.armada.co.uk/after-effects-training-course.

...February

24-25   Introduction to Adobe Premiere Pro
Provides a thorough grounding in Premiere Pro's key tools. It then goes on to explore further useful techniques including adding video effects, exporting frames, clips and sequences, and managing your projects.

10% discount for ISTC members

Armada, Central Birmingham, Midlands.

www.armada.co.uk/premiere-pro-training-course.

24-26   Basic and Intermediate MadCap Flare
Teaches how to use Flare to create a working help project with media-rich content and full navigation features. You learn how to work efficiently and effectively with Flare, becoming familiar with features including variables, conditional text and multi-format publishing.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/madcap-flare-training-course.

March

3-4   Introduction to Adobe Illustrator
Provides you with the essential knowledge you need to create shapes, work with type and layers and apply effects and styles, giving you the basics to build on.

10% discount for ISTC members.

Armada, Central Birmingham, Midlands.

www.armada.co.uk/illustrator-training-course.

5-6   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.

Armada, Central Birmingham, Midlands.

www.armada.co.uk/photoshop-training-course.

11-12   Adobe Premiere Pro
This course is aimed at anyone that wants to produce high quality digital video from pop videos to corporate product demonstrations. On completing this Adobe Premiere Introduction course, you will be able to use the basic and most used tools in Adobe Premiere to capture, import, edit, apply effects, mix audio, and output to a number of formats for video, the Web and interactive media such as DVD and Adobe Flash. You will also gain knowledge of video standards, compression and editing techniques.

10% discount to ISTC members

www.mekon-creatives.com/courses.cfm?course=premiere_introduction&type=adobe.

...March

17-18 Introduction to RoboHelp
This introduction course allows novice user of Adobe RoboHelp to create and maintain effective user assistance with confidence. The features covered in this course include the new support for multiple screen sizes and device types. You will learn about screen profiles, screen layout and the new multiscreen HTML5 output. No previous experience with RoboHelp is required.

10% discount to ISTC members

www.mekon-creatives.com/
courses.cfm?course=adobe_
robohelp&type=adobe.

17-21 Technical Authoring Training Programme
ISTC-accredited programme comprising:

• Introduction to technical authoring (1 day)
• Intermediate technical authoring (2 days)
• Advanced technical authoring (2 days)

Training in core technical authoring skills for new and experienced technical authors.

Attend the complete programme, or just the module(s) relevant to your experience.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/technical-author-training-course.

24-25 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

Armada, Central Birmingham, Midlands.

www.armada.co.uk/indesign-training-course.

26-27 Introduction to DITA
This course is for users coming from unstructured authoring tools who want to learn to author DITA content.

The course will equip users new to structured information with a general understanding of it and how and why it is used.

You will benefit from comprehensive instruction that will enable you to become productive immediately with, or without, a content management system.

10% discount to ISTC members

www.mekon.com/index.php/pages/
services/dita-training-introduction-
to-dita/services.

26-27 Website creation essentials with Adobe Dreamweaver
Course for new or novice website designers, and anyone who is responsible for creating or updating web pages. Teaches how to design, develop and maintain a professional website using Dreamweaver. During the course, delegates create a fully functioning website, and receive a

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copy of their files to take away.

10% discount for ISTC members.

Armada, Central Birmingham, Midlands.

www.armada.co.uk/dreamweaver-training-course.

April

3-4   **DITA Open Toolkit**
DITA Open Toolkit Customisation Training guides participants through customisation techniques and tools for developing them. This intensive 2-day course comes with 1-day of follow-up online sessions and is designed to educate on the various features of: XSLT, XPATH, XSL:FO, CSS, Ant build files. Delegates can create customised processing and style sheets for producing HTML, HTML Help, Eclipse help and PDF output deliverables via : FO or Adobe FrameMaker. Delegates will also get an understanding of the DITA OT customisation framework.

10% discount to ISTC members

www.mekon.com/index.php/pages/services/dita-open-toolkit-customisation-training/services.

7-8   **Simplified Technical English**
This course is a practical introduction for those who will use Simplified Technical English (formerly AECMA Simplified English). The course introduces the philosophy of Simplified Technical English, explains the underlying grammatical principles and gives delegates opportunities to use Simplified Technical English in practical exercises. These exercises can be based on your company's documentation. Further details on request.

10% discount to ISTC members

www.aerospace-defence.com/index.php/pages/training/asd-simplified-technical-english-specification/t-standards.

Event news

Careers conference: Working with Words

Working with Words is a day-long event for 300 students, exploring and promoting careers using writing and communication skills (advertising, marketing, PR, written and broadcast journalism, copywriting, corporate communications) – something that many of our University's students and graduates aspire to, and fitting for the UNESCO's first UK City of Literature. We like our words!

Working with Words will take place on Saturday 8 February 2014 at the University of East Anglia and is being coordinated by the Careers Team here at UEA.

It builds on the firm foundations of regular Creative Industries events and the Writing and Communications Fair, which has traditionally been one of the most popular student events on campus.

Working with Words comprises a number of employer and graduate speaker panels, master classes and workshops and advice for students and graduates as they prepare for the world of work.

We are hosting an exhibition and networking space for key organisations as an important

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InfoPlus⁺ is posted at www.istc.org.uk/our-publications/infoplus-newsletter/.

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part of this event, and would be delighted if your organisation were able to attend.

The exhibition will allow students to gain valuable information about your organisation, available training and student membership as well as about potential careers. Your organisation and the sector is one that students are particularly interested in and so we would love to see you there. We anticipate an audience of at least 250-300 students.

When

Saturday 8 February, 10am – 5pm (main exhibition and networking period 12 – 3pm)

Where

University of East Anglia, Norwich

More information

To reserve your place, and for more information about this and other events, please contact the Careers Events Team at UEA Careers & Employability: Tel: 01603 592831 Email: careers.events@uea.ac.uk.

Write the Docs conference

Write the Docs is a two-day conference focused on documentation systems, tech writing theory, and information delivery.

Writing and maintaining documentation involves the talents of a multidisciplinary community of technical writers, designers, typesetters, developers, support teams, marketers, and many others.

This conference creates a time and a place for this community of documentarians to share information, discuss ideas, and work together to improve the art and science of documentation.

When

31 March 2014.

Where

Prezi's House of Ideas, Prezi, 1065 Budapest, Nagymező utca 54-56, Hungary.

More information

For more information, visit: http://conf. writethedocs.org/eu/2014/index.html.

Events listings

This section introduces new events and reminders of the most relevant events in the coming months. ISTC events are highlighted. You can view previous events listings on the ISTC website's Newsletter archive at www.istc.org.uk/Publications/Newsletter/newsletter. htm. To include an event in the listings, please email events@istc.org.uk.

February

5-7   **ConveyUX**
The conference for what's next in user experience (UX).

Hyatt Olive 8 Hotel, Seattle, Washington, USA

www.conveyux.com.

11   **Southern Area Group meeting**
The meeting is a pub social in Winchester from 7pm at the Royal Oak, entrances on Royal Oak passage and also on St George's Street (postcode SO23 9AU). We've reserved the lower bar. The event is free, and open to all. Please register here: www.eventbrite. co.uk/e/southern-area-meeting-winchester-11th-february-2014-tickets-10246887717.

...February

20-21 tcworld India 2014
Joint technical communication event organised by TWIN and tekom e.V.). Vivanta by Taj - MG Road, 41/3, Mahatma Gandhi Road, Bangalore, Karnataka, India

A pre-conference event is on 19 February.

http://conferences.tekom.de/tcworld-india-2014/home.

24-26 Localization World Bankok
This modern, exotic destination will set the stage for another conference designed to offer attendees a rich learning experience. Register now and take advantage of the early-registration discount.

http://localizationworld.com.

25 West of Scotland area group meeting
The event is free and open to all. Glasgow.

www.eventbrite.co.uk/e/technical-communicators-meeting-in-glasgow-25-february-2014-tickets-10163795185 for details and to sign up. You can also join our LinkedIn group, West of Scotland Area Group (a subgroup of the Institute of Scientific and Technical Communicators group).

March

3-6 WritersUA West Conference
Conference for Software User Assistance. Renaissance Resort, Palm Springs, California, USA

http://writersua.com/conference.

5 Localization seminar
Your boss just told you that you need to get your content ready for localization, but you don't know where to start. This seminar will walk you through the planning process, and will identify the major steps and considerations in preparing for localization. During the session, you will learn the terminology used in the localization industry, and begin the planning process.

11:00am US Central Time

http://localizationinstitute.com/index.cfm?seminar_cat_id=14&seminar_date_id=139#session1.

6 MadSIG meeting
MadSIG will meet at the offices of 3di in Ripley, Surrey, from 7pm onwards. Marjorie Jones will explain how she uses MadCap Flare to single source various PDF and WebHelp outputs from the same project content. After that, there will be time for questions and discussion and also an opportunity to get to know each other and share our MadCap knowledge.

The event is free, but numbers are limited, so book your place and find out more details here: www.eventbrite.co.uk/e/madsig-6th-march-2014-tickets-10247294935.

13   **Technical Illustration World**
BAWA, Filton, Bristol, U.K.

http://techillustrationworld.com.

26-27   **Documation 2014 (French language)**
CNIT Paris La Défense, France

www.documation.fr.

April

13-14   **MadWorld 2014**
Hard Rock hotel, San Diego, California, USA

www.madcapsoftware.com/events/madworld/.

25   **TCeurope colloquium**
The theme is 'Our Core Skills'. La Baume Lés Aix, 1770 Chemin de la Blaque, 13090 Aix-en-Provence, France

Event: www.tceurope.org/colloquia/41-2014aix.

Venue: www.labaumeaix.com/lieu-daccueil.

May

18-21   **STC 2014 Summit**
Hyatt Regency Phoenix, Arizona, USA

http://summit.stc.org.

June

5-6   **UA Europe Annual Conference 2014**
Delegates of last year's conference, UA Europe 2013 in Manchester, receive a discount of £100 (or €120) + Polish VAT on UA Europe 2014. This year, they are also extending this discount to anyone who has attended any of the following technical communications conferences since 15th June 2013: Technical Communication UK (TCUK) 2013, Content Agility 2013, Congility S1000D 2013, tcworld conference 2013, and SOAP! Technical Communication Conference, Kraków.

Park Inn by Radisson Kraków, Krakow, Poland

www.uaconference.eu.

InfoPlus⁺ submission deadlines

If you have an article or other content you want to submit for inclusion in *InfoPlus⁺*, please note the following:
For feature articles, press releases, affiliate news and other general content, please ensure your submission arrives by 20th of the month prior to publication. For example, in the case of a June publication, copy should arrive by 20 May.
For ISTC news or event details, please ensure your submission arrives by 24th of the month prior to publication. For example, in the case of a June publication, news should arrive by 24 May. Every effort is made to ensure that *InfoPlus⁺* is published and distributed as early as possible in the month to which it relates. However, last-minute entries, adverts or cancellations can result in an issue being distributed up to a week into that month. Please bear this in mind when submitting time-sensitive information; especially if it concerns an event occurring in the first few days of the month.

Contributions

This newsletter is for the benefit of both ISTC members and technical communicators in the wider community. I am always pleased to hear from readers about their suggestions for content, improvement and development of *InfoPlus+*. If you have something you'd like included or any ideas for features and regular sections, please email newsletter.editor@istc.org.uk.