### TSC Category
General Management

### TSC
Technical Writing

### TSC Description
Apply technical writing approaches to communicate complex information and enable actions in pursuit of defined project goals

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft technical reports according to established technical writing guidelines</td>
<td>EGS-QUA-2022-1.1</td>
<td>EGS-QUA-3022-1.1</td>
<td>EGS-QUA-4022-1.1</td>
<td>Develop technical report structures, writing guidelines and standards for the organisation</td>
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### Knowledge
- Principles of technical writing and presentation
- Software and/or tools suited to technical reporting
- Critical elements and structures of technical reports
- Methods of drafting technical reports
- Organisation's document control procedures and management system processes
- Project documentation requirements
- Strategies for reviewing and approving technical reports
- Principles relating to the reporting phase of technical processes
- Client documentation requirements
- Methods of compiling project dossiers
- Procedures for filing exception reports on late documentation
- Procedures of document audits
- Types of technical report structures
- Legislation and organisational policies that may impact on technical reporting requirements
- Methods of establishing document control procedures
- Methods of reviewing documentation processes
- Methods of conducting documentation audits
- Select appropriate report structure and format to be implemented for different types of technical activity
- Develop overview of report structure and content to create organisation standards for communicating information
- Develop documentation procedures for formatting, review processes, version control, distribution, and filling
- Conduct management review of documentation processes to ensure

### Abilities
- Collate, interpret and summarise information in report formats according to established standards
- Maintain security and confidentiality of data
- Identify and rectify gaps in required data and information
- Use language and writing styles appropriate to audience, report purposes and objectives
- Use appropriate software to apply design elements and visual aids to
- Identify documentation requirements for specific projects and clients
- Review reports for factual accuracy, and adherence to specific requirements and procedures
- Verify completeness of technical information in reports
- Clarify technical terminology
- Verify data accuracy and validity of recommendations in reports
- Develop overview of report structure and content to create organisation standards for communicating information
<table>
<thead>
<tr>
<th>Deciphering technical information</th>
<th>Compile final project dossiers</th>
<th>Compliance with established procedures</th>
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<tbody>
<tr>
<td>• Update documents according to feedback received from client and internal reviews</td>
<td>• Verify updated documents for completeness of required updates</td>
<td>• Conduct document audits</td>
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<td>• File hard copies and electronic records as required</td>
<td>• Participate in document audits</td>
<td>• Establish organisational Document Management Systems</td>
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<td>• Update organisational Document Management System</td>
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