When one size does not fit all,
we customise training to meet your needs.

Simplified Technical English

- On-site STE Training
- Online STE Training

- Post-training Support
- Getting Started

- Frequently Asked Questions

On-site ASD-STE100 training workshop

This training workshop offers the most tailored type of training designed to meet your exact needs. Our trainers will deliver STE training at your preferred on-site location. With Shufrans' customised training workshop, there will be plenty of opportunities to ask questions, seek clarification and receive personalised STE coaching.

1. Training overview

- 2 to 3 days of highly personalised and extensive classroom training, followed by workshop-style interaction
- Recommended class size: 5 – 15 participants
- This course is designed to meet your company's specific requirements. Our STE trainer will also address some of the commonly encountered questions when technical authors begin writing in STE:
  - o How to implement STE while complying with your industry's regulations?
  - o Using STE to meet your project deliverables and long-term business goals
  - o How to optimise technical documentation workflow to fully benefit from STE?
  - o Which STE checker software suits you best?
- Practical discussions and activities based on your own content and documentation

- o Rewriting workshop sessions let participants convert existing text to Simplified Technical English.
- o Participants can compare, analyse, and discuss suitable technical writing solutions to reinforce learning.
- o All sessions are moderated by an expert STE trainer.
- Delivered by an STE expert trainer with broad and in-depth experience in STE implementation worldwide
- Customised level of ASD-STE100 compliance to suit your business objectives
- Adjusted to fit your schedule

2. Sample agenda

Day 1 – classroom – type instruction	Day 2 – workshop-style interaction	Day 3 – Q&A
Overview of ASD-STE100 development & status Explanation of specification structure	Vocabulary review	Quality improvement issues
	Tea/coffee break	Tea/coffee break
Tea/coffee break	Guidelines for customer specific terms	Rewriting exercise (own documents)

STE writing rules Part 1	*Lunch break*	*Lunch break*
Lunch break	STE writing rules applied – exercises & review	Rewriting review & presentation
STE writing rules applied – exercises & review	*Tea/coffee break*	*Tea/coffee break*
Tea/coffee break	Writing/ rewriting instruction	Q & A
STE writing rules Part 2	*Tea/coffee break*	Certificate hand-out
Adjourn	Adjourn	Adjourn

3. Who should attend?

Shufrans' on-site customised ASD-STE100 training workshops aim to help companies with in-house technical writing staff, technical writing teams or departments that are responsible for content and publishing implement STE in a perfectly consistent and coherent manner.

On-site training workshops are ideal for companies that manage medium and large-sized technical writing teams that include professionals such as:

- Technical Writers
- Editors
- Translators
- QA Managers
- Documentation Managers
- ILS Managers
- Safety Assurance Managers
- Field Support Engineers
- Project Managers
- Product Managers
- Training Managers
- Documentation Engineers

4. Why choose a dedicated on-site STE training?

It's all about your needs

An on-site training class will offer you the most personalised form of training based on the nature of your business and industry. Our trainers will prepare a classroom agenda for your prior approval at least two weeks in advance.

Dedicated support

During training, your technical team can fully tap on our trainers' expertise and receive fully customised training support adapted solely for your business needs.

Convenience at your doorstep

An on-site class is also the most convenient option, as our trainers will do their best to accommodate your schedule, and conduct training at your preferred location. Last, but not least, an on-site training does away with participants' travel and accommodation expenses.

Deliverables

Copy of the ASD-STE100 specification, exercises, learning aids, certificate of completion.

5. How can I register?

On-site classes are available throughout the year.

To request for an on-site training session, simply fill out **the registration form here**.

We require a minimum class size of 5 participants for class to commence.

Online STE training class

Our online STE training classes offer a highly accessible training platform where you can interact with participants from other industries during a 2-day training session. Online STE training classes are organised roughly 8 times a year. Our trainers will deliver a comprehensive STE training curriculum to impart relevant STE writing techniques. This helps you to use effectively and accurately use STE in practice.

1. Training overview
- 2 days of extensive classroom training and workshop-style interaction
- Recommended class size: 10 – 15 participants
- Shufrans' STE training methodology prepares you for future STE implementation. Our training methods focuses on:
  - STE rules & compliance
  - Proper writing techniques that optimise your content development workflow and reduce your publishing & translation costs
  - Highly practical use of the STE specification to fulfill your training objectives
- STE industry solutions based on available case-studies from Shufrans or your individual documentation.
- Practical discussions and activities based on your own content and documentation

- o Rewriting workshop sessions let participants convert existing text to Simplified Technical English.
- o Participants can compare, analyse, and discuss suitable technical writing solutions to reinforce learning.
- o All sessions are moderated by an expert STE trainer.
- Delivered by an STE expert trainer with broad experience in implementing STE across industries.
- Full ASD-STE100 compliance
- Organised ~ 8 times per year.

2. Sample agenda

Day 1 – classroom-type instruction	Day 2 – workshop-style interaction
Overview of ASD-STE100 development & status	Writing/rewriting instruction
	Tea/coffee break
Explanation of specification structure	Rewriting exercise (own documents)
Tea/coffee break	*Lunch break*

STE writing rules	Rewriting review
Lunch break	*Tea/coffee break*
STE writing rules applied – exercises & review	Q & A
Tea/coffee break	Certificate hand-out
Vocabulary review	Adjourn
Adjourn	

3. Who should attend?

Online STE training classes are ideal for companies that manage small and medium-sized technical writing teams that include professionals such as:

- Technical Writers
- Editors
- Translators

- QA Managers
- Documentation Managers
- ILS Managers
- Safety Assurance Managers
- Field Support Engineers
- Project Managers
- Product Managers
- Training Managers
- Documentation Engineers

4. Why should I attend an online STE training class?

2-day training workshop to kickstart your professional STE writing career

An online STE training class offers you 2 intensive training days when you can analyse and edit your own documentation with the help of our STE trainer. The training curriculum is designed to include lectures, course work and exercises that will prepare you for STE compliant authoring of technical manuals.

Learn and exchange ideas on an interactive platform

You will join other specialists from industries' leading companies and gain access to new solutions and learning approaches to similar technical writing problems that you face at work. Our online STE training classes offer you a great opportunity to benchmark your technical writing workflow against industry leaders. Discussions will be moderated by our STE trainers.

Availability

Shufrans' online STE training classes are organised roughly 8 times a year. You will always find an available training session just next door. This helps you reduce your travelling time and costs. Please refer to *upcoming training sessions*.

Deliverables

Copy of the ASD-STE100 specification, exercises, learning aids, certificate.

5. How can I register?

Online STE classes are available throughout the year.

To request for an online training session, simply fill out **the registration form here**.

We require a minimum class size of 10 participants for class commencement. If there are more than 4 participants from your company who will attend this training, please contact us for applicable discounts.

Post Training Support

After STE training, writers would normally need sufficient time to adjust to new writing guidelines. Shufrans TechDocs is committed to working with your team to support any ongoing STE continuous improvement processes so that they become effective practitioners of the Simplified Technical English language. We can meet on-site with your staff, or conduct online Q&A sessions for your trained writers.

1. Proofreading & Editing Services

Shufrans also provides proofreading and editing services to kick-start and support your STE implementation. You can either send us your content for an STE review, or participate in an online compliance review as you prepare your document for translation.

In some cases, our customers ask us to review their first manual written in STE or to rewrite a manual for future reference purposes. We can also help you build your STE compliant technical terms dictionary, giving you optimum control over downstream documentation processes such as translation.

It is also possible to arrange for an STE expert on-site to facilitate any ongoing implementation process.

2. ASD-STE100 Compliance

If your business requires regulatory compliance with the ASD-STE100 standard, Shufrans can support your technical writing team to make sure that they author fully ASD-STE100 compliant documentation.

3. STE Checker Tools

Once trained, technical writers can apply STE principles to every content creation step. A training approach ensures that your content is easily readable and also optimised for future translations.

To help you follow STE rules correctly, multiple STE checker tools have been created by various companies. Some were created strictly for the purpose of enforcing STE rules, while others regulate writing processes.

Speak to us today to learn about the different enterprise solutions available.

On-site
Training

Online
Training

Post-training
Support

**Getting
Started**

FAQ

Getting Started

1. STE writing rules

1a) What is the value of STE writing rules?

Rules regulate the choice and use of words, building phrases and sentences, the use of articles, the verb tenses that can be used and (to some extent) the punctuation. Some of the rules are specific to procedural or to descriptive text. Part of the rules is generally known to professional communicators, but the overall set is in general rather nicely balanced while going beyond most corporate and general style guides.

1b) Which STE rules are most beneficial for beginners of the ASD-STE100 specification?

- Keep **procedural sentences** as short as possible (20 words maximum).
- In an instruction, write the verb in the **imperative** ("command") form.
- Keep sentences in **descriptive writing** as short as possible (25 words maximum).
- Start a warning or a caution with a simple and **clear command**.

Each rule comes with an often lengthy explanation.

1c) Which ASD-STE100 rule has yielded the most benefits for Shufrans' customers?

If we could only pick one rule that has a lot of positive impact on readability and re-use, it would be **rule 1.1**, which basically tells us that we can **only use approved words** (yes, that's right –every single word we use has to be approved), and that these words can come from **three sources**: the **general approve vocabulary** listed in the specification, **Technical Names** and **Technical Verbs**. The latter two are determined by the user, based on industry, company and product.

2. STE general vocabulary dictionary

2a) Does the STE dictionary include all the words that are necessary to write technical documentation?

The STE dictionary consists of a general vocabulary with **sufficient words** to write any technical sentence. However, the dictionary does not include **Technical Names** and **Technical Verbs** which are applicable to specific projects or industry.

We use words from the STE dictionary to form basic sentence structures. In the case of company-specific terminology, we must refer to the writing rules for recommendations and

guidance related to selecting Technical Names, Technical Verbs, and their associated categories.

2b) How were the words for the STE dictionary chosen?

Approved words in the general vocabulary dictionary are always simple, flexible and commonly used. As an example, the verb "do" is simpler than alternatives such as "achieve", "carry out", or "accomplish".

In many cases, the general words that are approved have only one approved meaning and one part of speech. For example, "about" has only one approved meaning "concerned with". In STE, you cannot use "about" to mean "approximately" or "around". These words are approved but defined differently in the dictionary. In another instance, "check" is only approved as a noun, as in "do a check", not as a verb, as in "check the lights".

2c) Can I use Technical Names and Technical Verbs that contain explicitly unapproved words found in the general vocabulary dictionary?

Yes. Technical Names and Technical Verbs are not listed in the dictionary. Instead, they are defined in the specification by the categories they belong to. If an unapproved word in the

dictionary is used as part of a Technical Name or Technical Verb, it becomes acceptable to use it.

3. Getting started with STE

3a) Submit a sample

Send us a sample of your existing documentation. Our trained STE editors will analyse and re-write part of your document to demonstrate the benefits of Simplified Technical English.

3b) Consult with our STE expert

Contact Shufrans TechDocs at enquiry@shufrans-techdocs.com to set up a teleconference meeting with you and your team members.

Use this opportunity to verify rewritten samples and clarify with our experts about the STE writing rules that have been applied in the context of your business.

3c) Attend an ASD-STE100 training workshop

Through a combination of classroom training, hands-on written exercises, and rewriting workshop, our principal ASD-STE100 trainer Ms Shumin Chen will teach participants how to

correctly and effectively use STE in practice. She will also address some of the mistakes commonly found in technical writing and the frequently incorrect use of common STE writing rules.

On-site training	Online training	Post training support
• Conducted on-site for a minimum group size of 5 • 2-3 day STE training workshop • Tailored to your specific requirements	• Per-seat basis • 2-day STE training workshop • Ideal for small and medium-sized companies	• STE expert on-site attachment • Up to 24 weeks • Facilitate any ongoing STE implementation process

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Frequently Asked Questions

1. The who, what, why and how of ASD-STE100

1a) What is ASD-STE100 Simplified Technical English (STE)?

STE is an international standard that helps to make technical documentation easy to understand. It includes a set of approximately 53 technical writing rules and a basic general vocabulary dictionary of approximately 900 approved words for writing technical documentation. STE helps you:

- Write clear and translatable documentation for a global audience
- Save costs for your documentation processes
- Achieve consistency across all documentation types
- Minimise maintenance errors and lower human factors risks

The writing rules regulate the use of words, layout, sentence length, and how to write warnings, cautions and notes. The dictionary includes general words that you need to make sentences.

Besides general words in the dictionary, technical writers can also use **company-specific terms** when writing. These unique terms are classified as **Technical Names** and **Technical**

Verbs. STE does not restrict the use of these terms. Instead, STE rules help the writer decide if a word qualifies as a Technical Name or a Technical Verb. In this way, companies still have the final say on defining their preferences for their corporate terminology.

1b) Why was ASD-STE100 Simplified Technical English (STE) developed?

STE is no longer a new concept. STE history dates back to the 1930s when Basic English was introduced, and in the 1970s when Caterpillar first used controlled English in the form of Caterpillar Fundamental English (CFE).

The STE project officially commenced in 1979 when there were far more aircraft manufacturers than there are today. Although everyone wrote in English and worked according to the same ATA Specification (known as ATA 100 at the time, Air Transport Association of America, today known as **Airlines for America, A4A**), writing styles were markedly differently and therefore highly unregulated. As a workaround, some European airlines translated parts of their maintenance documentation into their local language so that their maintenance personnel could understand and carry out their work tasks.

The growing complexity of documentation and increasing proportion of non-native English speakers in the aerospace & defence called for the need of a technical writing standard.

STE addresses difficulties in understanding the English language. Problems related to complex sentence structures, confusing word forms, and unclear vocabulary are identified and resolved using STE technical writing rules.

1c) Who is the ASD-STE100 specification designed for, and who have you trained?

STE was originally created for the aerospace industry. Initially, it was applicable to commercial aviation, and subsequently became a requirement for military projects. However, the benefits of STE have proven very highly applicable to all industries. This is why 60% of our STE customers today come from industries outside of aerospace & defence.

1d) Who else uses STE?

ASD-STE100 often is a requirement for aerospace and defence projects, so there are many users in these industries for compliance reasons. A roughly equal number of companies outside these industries use STE, mainly to save translation cost and improve translation quality and consistency.

STE users include the following:

- Compliance managers
- CIO, COO, CTO

- Customer support managers
- Documentation managers
- Editors
- Engineering managers
- Engineers and SMEs who create documentation
- ILS managers
- Maintenance managers
- Operation managers
- Product managers
- Project managers
- Quality managers
- Safety managers
- Technical writers
- Translation managers
- Translators.

1e) Does STE help writers who only have a limited knowledge of English?

Although STE was designed to make it easier for readers to more easily understand technical documentation, we at Shufrans TechDocs found that writers with English as a second

language also benefit from the guidance given in the ASD-STE100 specification, and especially hands-on training.

1f) Is STE only for non-native speaker of English?

No, STE is a controlled language specification that should be used by native and non-native speakers of the English language to promote responsible and unambiguous technical writing practices and clarity in technical content for mutual benefit.

1g) How is STE different from company style guides?

The main difference between STE and the average corporate style guide thus is the addition of **general vocabulary**, while providing for flexibility regarding company- and industry-specific terminology – a very powerful concept that greatly **facilitates adaptation to a company's specific requirements**.

As STE was developed by people from different companies (including for example Boeing and Airbus), countries (USA, Canada, various European countries) and professional background (writers, linguists and engineers), the rule set and vocabulary are rather well-balanced rather than to reflect the views of a single person or company. Moreover, the rules and vocabulary were validated against actual content from relevant manuals.

Since development of the specification started some 30 years ago, it has seen regular updates, in part based on change requests from users in the field. The current release is **Issue 7, released in January 2017**. The specification is maintained by ASD (formerly AECMA), the **AeroSpace and Defence Industries Association of Europe**.

2. STE implementation: Training services & software checker tools

2a) Is STE difficult to implement?

No it isn't, as long as you allow for adequate training by a professional trainer with practical experience, such as our Ms Shumin Chen. Look or ask for relevant testimonials from people in an industry relevant to you. You could also ask the intended trainers to rewrite a sample piece of text (half a page or so) for you.

2b) Where can I get STE training?

Shufrans TechDocs is the global leader in STE training and consultancy. We offer the following certified STE training programmes:

- Customised training workshops conducted on-site
- Open STE training classes on a per-seat basis. Ideal for small and medium-sized companies.

- Post-training support to facilitate any ongoing STE implementation process.

2c) What are the pre-requisites for joining an STE training class?

You must have a good technical knowledge of the subject of your writing.

2d) What are the key learning outcomes to expect from Shufrans' certified STE training classes?

- A clear and in-depth understanding of the STE writing rules and its dictionary.
- Trained personnel can identify which words they can use as Technical Names and Technical Verbs.
- Technical writers will be able to structure thoughts and ideas logically and understand their reader's needs.

2e) Do we really need to buy checker software and implementation software as well?

No. In most cases there is no need for this. Training, although only around 10-15 percent of the cost of such supposed "full implementation", achieves 75% of the benefits and results of a training-only approach. If you want more, we recommend having a **custom Technical Name** and **Technical Verbs dictionary** built, which will further improve results. Refer to our page on Terminology Management for more information.

Software without proper training, however, will do more harm than good. A disciplined and well-trained writer does not need checker software.

2f) Can you recommend an STE checker software that helps our writing team conform to STE writing rules in the shortest possible time after STE training?

Yes. **Speak to us today** to learn about the different enterprise solutions available.

2g) Does STE decrease the need for translation?

Yes, if the readers already have a basic knowledge of English.

2h) Can I use STE rules for documents other than maintenance documentation?

Yes, absolutely. Although STE was created to improve maintenance documentation, its key principles can dramatically improve the reading quality of documents in any industry. Only 7% of the current STE content is related to aerospace, while 93% is applicable to all contexts without the need for adaptation.

FAQ

To implement STE in your organisation, Shufrans TechDocs offers crucial support in every step of the way. We help your writers comply with STE throughout the entire product documentation life cycle, including training, dictionary building, checker software, implementation, customisation, integration, rewriting, editing, Q&A, and consultancy.

About Us