



Frequently Asked Questions

This document provides answers to frequently asked questions about Cambridge Technical Communicators (CTC).

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Where is Cambridge Technical Communicators based?

We are based in Cambridge, in the United Kingdom. Our network of technical authors, graphic designers, translators and suppliers comes from across the country.

How do you cost a project?

We break down the components of a project and obtain an estimate of how much time it will take us to complete each component or milestone. This is based on an assessment of the project requirements, including length, technical difficulty, complexity and other factors.

Each component is assigned a number of Cost Units (CU's). A cost unit is the cost for our service, on an hourly or daily basis. All costs are included in the price quote we provide to you.

Prices quoted are subject to VAT.

Note that we operate a transparent pricing model. This means that the same prices are available to all customers, irrespective of their size. Our standard prices, such as hourly and daily rates for different types of services, are [available on our website](#).

Discounts may be available for bulk or repeat orders. Check with your account manager for details.

How much will it cost to complete my project?

We normally provide a written price quote, with a breakdown of costs for your project, based on the information you have provided to us.

When we are not able to provide an estimate, for example, because project requirements or scope are unclear, we may charge at a fixed hourly or daily rate. We typically request a purchase order for a fixed period and provide a dedicated head count to complete your project.

If you are seeking a permanent member of staff and would like to use our recruitment service, we charge a fixed percentage of the employee's annual income. Contact your account manager for details.

Can you provide us with a written sample?

We can provide you with links to samples in our secure sample portal. We recommend that you arrange for a guided session, so that we can talk through the features and considerations around each sample. Each project is unique, and each client will have a different set of requirements and constraints.

If you require us to prepare a special sample for your own project, please discuss this with your account manager. We may charge you for this service.

Do you do the work yourselves or do you outsource?

In most cases we will do the work in-house or manage the project within our own network of vetted technical authors.

In certain circumstances, for example due to the technical nature of the subject matter or availability of our technical authors, we may use an affiliate technical author. In all instances, authors are carefully evaluated for suitability for your project, and we will verify that their writing and communication skills are of a very high standard. We only work with technical authors that have a proven track record and are known to us through their affiliation with a professional organisation such as the Institute of Scientific and Technical Communicators (ISTC).

Can you guarantee that someone will always be available to complete my project?

We operate as a company, with a network of technical authors available if needed to support the requirements of our clients. In most instances, this means that we can quickly pick up project work— for example, when an author is away on vacation or extended leave for personal circumstances.

Each client is provided with a dedicated account manager, to track the progress of the project. This also enables us to appropriately manage a replacement for one of our authors, if ever required. We should note that this option is rarely needed.

How do you protect the privacy of our data?

All technical authors working with us must sign a Non Disclosure Agreement (NDA) and abide by the guidelines outlined in our [Data Protection and IT Security and policy](#).

Clients and technical authors have access to our secure online media library, where project files can be stored and shared in a secure manner.

What type of support will you provide for my project?

All projects receive a dedicated account manager, to track the progress of the project, liaise with clients and issue project plans and schedules of delivery.

Contractors working for us have access to a secure contractor portal, for viewing policy and training information, contracts and other relevant documentation related to the project.

Clients and authors may be given access to our secure media library, which provides an online repository for storing project documentation.

How do you ensure the quality of your work?

All technical authors working for us must abide by the guidelines in our Quality Assurance policy, which provides clear objectives related to ensuring the quality of the documentation.

Our recruitment and training process is an essential component in ensuring that the technical authors working on your project have the necessary skills to complete their work at a high level of quality.

We ensure that authors are using the most appropriate tools for your project. An example of a tool used to improve quality is the use of a style guide to ensure stylistic consistency and standardisation in language and terminology. We may also advocate using a professional desktop publishing application, which provides for a more efficient authoring environment.

A clearly defined drafting, review and sign-off procedure is essential to ensure the quality of the final delivery. In this case, it is also very much incumbent on the client to provide sufficient review to enable us to ensure that the documentation is accurate, comprehensive and fit for purpose.

We will verify that the documentation meets any quality objectives which have been discussed and agreed to. Examples of quality measurements are included below:

	Criteria	Description
√	Reliability	How trustworthy and reliable is the information? Is it presented in a consistent manner?
√	Accuracy	Does the information accurately reflect the system, product or user interface being documented?
√	Comprehensiveness	Are all the features needed by the user documented?
√	Usability	Can the user quickly and easily find the information they are looking for? Is the information clearly structured and easy to understand? Is the information suitable for the intended audience?
√	Readability	Is the information clear and easy to read?

Each of these quality control criteria can be further broken down and evaluated.

Are your regulated?

Cambridge Technical Communicators Ltd is a registered company and we are governed by the rules and regulations for companies operating in the United Kingdom.

Technical Communication is not a regulated profession, but we try to ensure that all our technical authors are properly trained and have membership in a professional body, such as the Institute of Scientific and Technical Communicators (ISTC).