

Using the right tense

- Using the active voice
 - "The program can be started by double-clicking on the NITRAM icon"
- "Double-click on the NITRAM icon to start the program"
- · Using the passive voice
 - "The sixteen bits of each word are numbered 0 to 15"

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Clarity

• Clear, accurate, and concise communication

Controlled English

- Use a "Global English"
- Start = begin = activate = launch = run → starting program
- Use "Make sure" rather than "ensure"
- Use "take off" rather than "remove"
- Use only 4 types of sentences (statements, instructions, conditional statements and question)

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Sentence length

- Easily understandable unit of information
- Use short simple sentences
- Try to keep to between 13 21 word per sentences
- Remove unnecessary words

Pompous style

• Express yourself in the simplest way

Jargon and Technical terms

- \bullet Providing glossaries of the technical terms in brackets in the text
- Providing a glossary of terms, usually at the end of the manual
- Expressing the ideas in the other words

Variety and inconsistency

• Can lead to confusion

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Numbers

- 1. Number in text
- 2. Chapter, section, page, and part numbers
- 3. Decimals
- 4. Number associated with a unit
- 5. Dates
- 6. Times
- 7. Telephone Numbers

Highlighting

- Bold
- Italics
- Underlining

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Capitalisation

- All capitals
- All lower case
- Leading capitals

Colloquialism and slang

- Colloquialism : sound friendly
- Avoid slang

Humour

• To entertainment

Using "he" or "she"

• Avoid the problem using "he" or "she"

Using "must", "should", "can", may"

- Must : that the action is obligatory
- Should : that it is advisable
- Can: implies capability
- May : permission or possibility

Acronyms and abbreviations

- "The Central Processing Unit (CPU) is the part...."
- "Random Access Memory (RAM)"
- Mr for Mister
- Prof. for Professor

Punctuation - Tanda-tanda Baca

- Full stop (.)
- Ellipsis (...)
- Colon (:)
- Semicolon (;)
- Comma (,)
- Hyphen (-)
- Apostrophe (')
- Quotation marks (")
- ullet Parentheses (())
- Exclamation marks and question marks (?!)

