



Capability Statement

March 2011

Technical Communication and Training Specialists

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Introduction

Belltech Services Pty Ltd is a consultancy that can provide specialist technical communication and training solutions for your business.

Established by Gary and Sue Bell in 2005, Belltech Services specialise in process technical writing, technical editing, technical quality assurance, information design and process training.

Gary has worked in Australia's resources industry as a mechanical tradesman, field and control room operator, workplace trainer and technical writer since 1980 and is well placed to understand the fundamentals of many processes.

Gary's 25+ year's experience working in heavy industry matched with his qualifications of Graduate Diploma of Technical Communication and Diploma of Process Plant Technology underpins Belltech Services' claim of being a specialist company.

Belltech Services understands industry, we know the type of information operators, technicians and engineers want; we know how to deliver clear, concise and unambiguous information that technicians and operators will use and understand.

Location

Belltech Services is based in Gladstone on the Central Queensland Coast.

We are based in Gladstone and are well located to service Australian and overseas clients.

Gladstone is well serviced with a regional airline that connects to Brisbane seven days a week should we require to do site visits outside Gladstone.

Our Gladstone office is purpose designed for development of technical information.

We protect our client's intellectual property by working from a secure file server through a rigorous firewall arrangement.

Contact

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Sue Bell –
Director and business development manager

Gary Bell –
Director, senior technical writer and workplace trainer



Professional Services

Belltech Services can supply your business with the following technical communication solutions:

- Technical writing
- Technical editing
- Quality assurance and auditing
- Information design
- Mentoring and project management
- Process and workplace training

We can use many of your existing documents such as P&IDs, PFDs, process narratives, functional descriptions, cause and effect diagrams and most other process and engineering type documents to develop new or validate existing technical documents.

Because we understand how to read process and engineering drawings, we can complete many tasks from our office in Gladstone however; we may be required to do site visits from time-to-time to source specific information.

An additional benefit for your business is that when reading drawings and other detailed process and engineering information, we become another set of eyes; checking the process for potential anomalies.

Technical writing

Belltech Services are technical writing specialists; we understand all facets of technical communication. We can:

- Develop new technical documents
- Revise and rewrite existing technical documents
- Place emphasis on usability, concision, clarity, accuracy and cost effectiveness

Technical documents such as:

- Process operating procedures
- Maintenance / reliability procedures
- Process and user manuals
- Training guides and resources
- Competency assessments
- Presentations – training / inductions / process overview
- Most industry related technical documents

Professional Services (cont)

Information design

A hardcopy procedure or similar pages of information might not be the best or the most effective method of communication for a given situation.

Belltech Services can develop an information plan to determine the best way to get your message across to your employees or clients.

We can:

- Identify the primary and secondary audience
- Determine the purpose of the information
- Report and recommend the most effective method of communicating the information

Technical editing

Developing new technical information may not be necessary if you have existing information in place. Belltech Services can help your business make use of its current resources.

We can:

- Edit, check and/or report on your existing resources
- For companies with multiple business units, we can investigate localisation of existing resources that you use elsewhere

Mentoring and project management

Belltech Services' Gary Bell is a qualified technical communicator, has extensive operating and process experience, and is an experienced workplace trainer and assessor.

In some instances on large projects, making use of your experienced personnel is cost effective and makes good business sense.

Gary can mentor your personnel throughout a project; assist with managing the project while teaching your people the basic fundamentals of technical communication.

Your people will acquire three important outcomes:

- A sense of ownership
- The satisfaction of having contributed to technical information that they will use
- Basic technical writing and development skills that your business can draw on when needed

Professional Services (cont)

Process and workplace training

Preparing employees when they become involved in the workplace makes good business sense regardless of whether it is a first-timer new to the business or a seasoned employee doing refresher training.

Belltech Services specialises in process and workplace training.

Process Ready Course - Entry Level

- New process operators , technicians and support staff
- Contract groups – projects, support teams, shutdowns
- This course is also a valuable prelude to process and PMA training and development

Process specific and PMA08 training

Belltech Services can ensure that your technician training program is process specific and driven by the needs of the business.

We can assist with or develop operator-training strategies that are process specific, aligned to business needs, and where required satisfy Nationally Recognised Training criteria.

Development of training resources

If required, we can also develop operator training modules, workbooks, assessments and other technical resources upon request.

Basic technical and report writing training

Remove the wordiness and let us teach your people the fundamentals of basic technical writing and report writing.

The benefits of this are documents that are easier to read and understand, accurate, concise and unambiguous.

Professional Services (cont)

Quality assurance and auditing

Accuracy, concision and usability are important facets of technical communication. If your documents are not accurate or are wordy then it is likely your people will not use them.

We can review your documents and file a detailed report on their quality, usability and vulnerability, and recommend solutions to any potential problems.

- **Poor layout**
The design of the document and layout of the information makes it difficult for users to use and follow.
- **Wordiness**
Documents are far too detailed for the task at hand because the author has written everything they know about the subject rather than what the user needs to know, relevant information is difficult to find amongst the additional text.
- **Ambiguity**
Incorrect use of words that can mislead the user; words that are clear in the author's mind are misconstrued by the user. Ambiguous documents present a hazard to the user and the process.
- **Assumed knowledge or missing information**
The author assumes that the user should know some information or mistakenly omits important information i.e. steps left out of a procedure. This is hazardous for new users.
- **Passive writing**
Passive writing becomes wordy writing; the author writes about the object doing the task instead of instructing the user. Procedures and tasks must be written in the active voice to avoid confusion and to clearly direct the user to the task: Passive writing can become confusing, see the following example:
Passive writing: The pump must be shutdown, drained and locked out before any installation or service work is performed.
Active writing: Stop and isolate the pump before doing any installation or service work.



Insurance, Policies and Procedures

Our insurance policies include:

- Professional indemnity
- Public liability
- Work Cover

Certificates of Currency and details concerning these and additional policies are available on request.

Contact Sue Bell:

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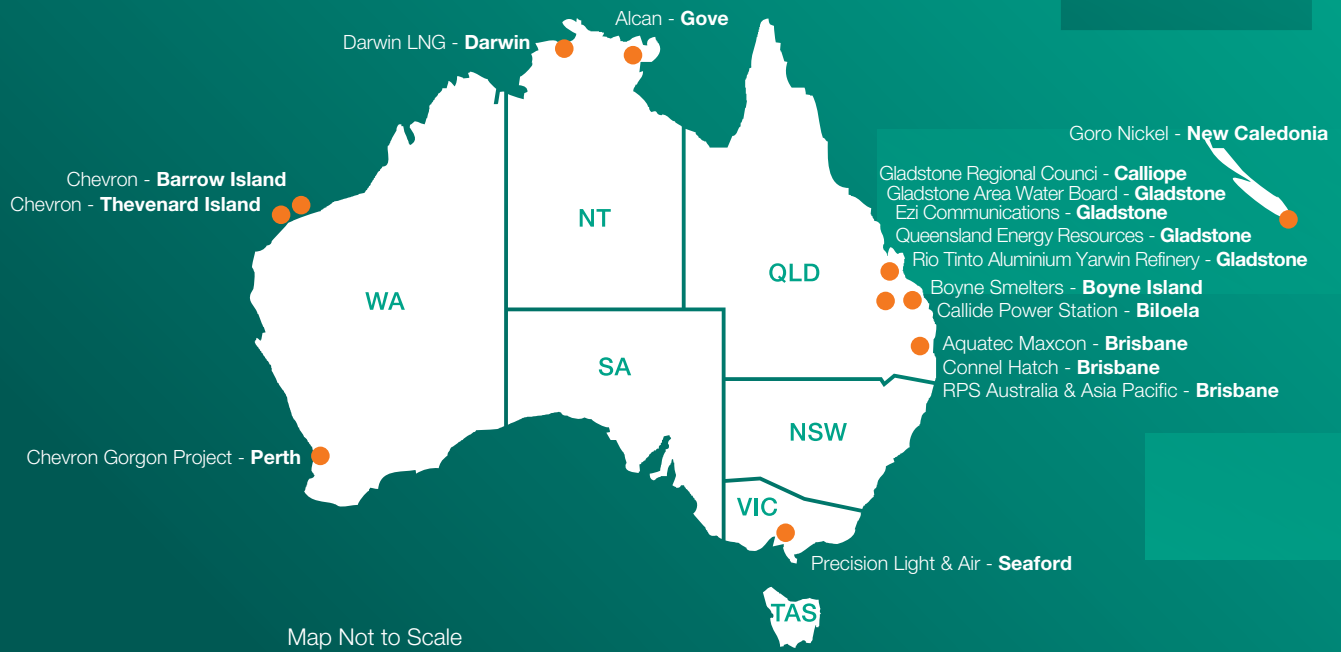
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Belltech Services has implemented the following policies and procedures:

- Health and safety
- Environmental
- Alcohol and other drugs
- Personal protective equipment
- Reporting and investigating incidents and hazards
- Equal opportunity
- Dispute resolution
- Home office

Details concerning these policies and procedures are available on request.



Client List

The following list details Belltech Services clients to March 2010

Alcan – Gove, Northern Territory

Aquatec Maxcon, Brisbane, Queensland

Boyne Smelters Ltd, Boyne Island, Queensland

Chevron Australia

- Chevron WA Oil, Barrow Island, Western Australia
- Chevron WA Oil, Thevenard Island, Western Australia
- Chevron Gorgon Project, Perth, Western Australia

Connell Hatch, Brisbane, Queensland

Ezi Communications, Gladstone, Queensland

Goro Nickel, New Caledonia

Gladstone Area Water Board, Gladstone, Queensland

Gladstone Regional Council (Department of Infrastructure, Water and Waste Water), Calliope, Queensland

CS Energy Callide Power Station, Biloela, Queensland

Monadelphous (ConocoPhillips Darwin LNG), Darwin, Northern Territory

Precision Light and Air, Seaford, Victoria

Queensland Energy Resources, Gladstone, Queensland

RioTinto Aluminium Yarwun Refinery, Gladstone, Queensland

RPS Australia and Asia Pacific, Brisbane, Queensland