



# Capability Statement

Technical Writing and Training Specialists



Belltech Services Pty Ltd  
can provide specialist  
technical writing and  
training solutions for your  
business.

# Introduction

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 experience working in heavy industry matched with his qualifications of Graduate Diploma of Technical Communication, Diploma of Process Plant Technology and Certificate IV Training and Assessment 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.







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

Technical writing

Information design

Technical editing

Mentoring; project management

Quality assurance and auditing

Process and workplace training



# Professional Services

## Technical writing

We are technical writing specialists and place emphasis on concision, clarity, accuracy and usability. We can deliver technical information your personnel will use and understand.

Our expertise includes utilising 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.

### **Belltech Services can provide a cost effective solution for your business:**

**Design** optimum methods of communicating information

**Develop** new technical documents

**Edit**, revise and rewrite existing documents

**Make** technical information usable

### **Technical information such as:**

Production and operating procedures

Maintenance procedures

Business policies and procedures

Flowcharts - procedural and process

Operating strategies

Work instructions

Training manuals and guides

Competency workbooks and resources

Competency assessments

Presentations - training, inductions, process overview

# Professional Services



## 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 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

## 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.

We can provide and facilitate our own courses such as:

- Process Safety Awareness
- Fundamentals of Process Isolation
- The Basics of Technical Writing

We can develop operator training modules, workbooks, assessments and other resources you might require for competency assurance. Ask us how we can help you with your training needs.



# Professional Services



## Auditing and QA

As good as some technicians, operators and engineers are, very few are trained and qualified technical writers or communicators.

It is a fact that many businesses expect their personnel, as part of their role, to produce critical and important technical communication.

The result may result in documents much bigger or more complex than they need to be. Untrained writers can unintentionally introduce problems into documents such as wordiness, complex and ambiguous information, poor layout, poor use of words, description errors, omitted, missing or assumed information.

The downside of poorly written information is the added cost to business caused by mistakes, rework, unused documents or procedures, process excursions, compromised safety, process or facility shutdowns etc.

At Belltech Services we understand document structure, design and the best way to convey information so users understand what you are trying to say.

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

### **We will check your documents for:**

Poor and inconsistent template design

Poor and inconsistent information layout and presentation

Wordiness

Ambiguity

Wrong information

Assumed knowledge or missing information

Passive writing (which leads to wordiness)



# Professional Services



## Consulting Services

Engaging Belltech Services in a competency or performance consulting role could be a good option for your business in the long or short term.

### **We can perform the following roles:**

Technical writer

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Workplace trainer or training coordinator

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Workplace assessor

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Assist with Permit to Work and isolation systems

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Assist with operational requirements such as mentoring

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### **The benefits of using our consultancy service are:**

You will have the full and immediate use of our experience, knowledge and capability to improve your organisational efficiency

- Develop training resources
- Write procedures
- Run courses, inductions
- Complete safety audits
- For vacant positions, work in roles until a vacancy is filled
- Assist with competency development
- Localise technical information (from other business units) so it is suitable for local use

No need to advertise and engage an employee for a full time position if its not required

Allows you to concentrate on your core business

You only use us for the time needed

We can bring a new perspective to your technical information or training systems products (familiarisation can cause employees to miss obvious or potential faults)

We can introduce new skills into the organisation (additional skills you don't have to learn)

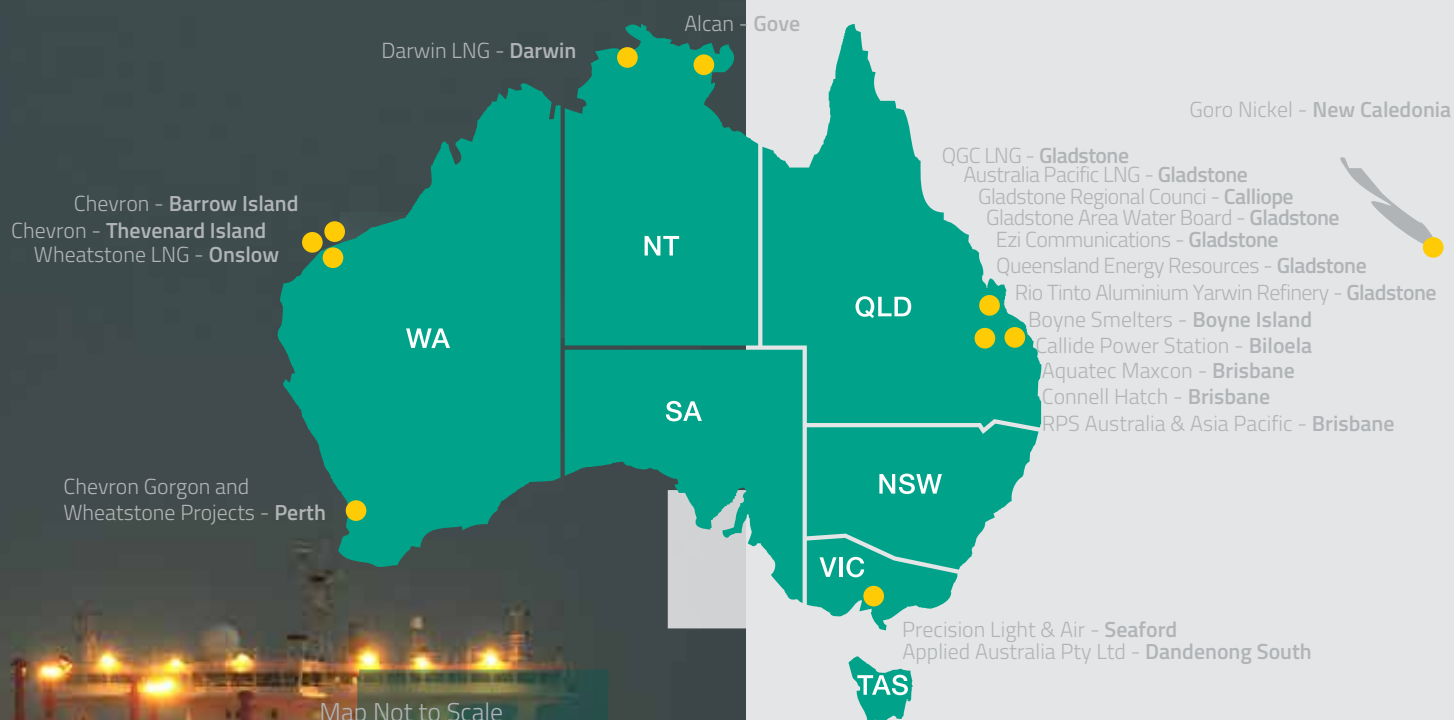
We can provide an outsider's perspective on what has and what hasn't worked elsewhere (avoid unnecessary time and expense implementing or trying something that has not worked elsewhere)

The experience we can bring to your business generally means increased productivity, which is an economical alternative

Assist with operational requirements

Visit our website  
[www.belltechservices.com.au](http://www.belltechservices.com.au)

# Client List



## The following list details Belltech Services clients:

QGC LNG
Australia Pacific LNG
Monadelphous (Darwin LNG)
Chevron - Western Australia
Gorgon LNG Project
Wheatstone LNG Project
Barrow Island
Thevenard Island
Queensland Energy Resources
Applied Australia
Callide Power Station
Goro Nickel
RPS Australia Pacific
Alcan Gove NT
Aquatec Maxcon
Precision Light and Air
Connell Hatch
Boyne Smelters
Comalco Alumina Refinery
Ezi Communications





# Contact

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