

- COMPUTER TRAINING VENUES
- CONFERENCE & SEMINAR VENUES
- MANAGED TRAINING FACILITIES
- TOTAL EVENT SOLUTIONS

ABOUT CLIFTONS

Cliftons is the leading provider of premium, purpose-built training and event facilities, seamlessly delivering total event solutions and outstanding customer support around the globe.

Recognised by the industry for providing the optimal environment to enhance learning, Cliftons won the Gold Award for Best Venue in Asia Pacific at the 2011 LearnX Awards.

Here are 5 reasons why you should choose Cliftons:

1. Facilities

- Award-winning venues with ergonomic environments, climate controlled rooms, natural light and enhanced lighting to create the optimal learning environment
- 12 centrally located venues within 10 CBD locations in Australia, New Zealand, Singapore and Hong Kong
- Access to an additional 5,000 venues across 2,200 cities worldwide through Cliftons affiliate network

2. Customer Service

- One point of contact for your booking whether a one-off session, global roll-out or across regional Australia
- Dedicated, 24/7 administrative and technical support to avoid time loss due to technical issues
- Cliftons flexible booking policy requires no deposit, ensuring hassle-free organisation of training and events

3. Total Solutions

- One stop shop for all training and meeting needs, from printing and catering through to online registration and course management

4. Technical Support

- The latest in networked hardware, high speed connectivity and superior data security– backed up by dedicated technicians on all training floors to support your every need

5. Innovation

- Cliftons offers the latest in training technology including digital flipcharts, interactive whiteboards and audience voting systems
- Virtual Classrooms, Online Registration/Payments and Post-Event Feedback Surveys extend options beyond the classroom



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TOTAL EVENT SOLUTIONS

Streamline the organisation and delivery of your event by utilising Cliftons full suite of training and meeting solutions. From Online Registration to printing of course materials and Brain Food Catering, Cliftons is there to support you every step of the way.

Our clients can reduce the administrative burden, manage costs more efficiently and ensure maximum impact of their programs with Online Course Registration and Payment, Post-Event Feedback Surveys, Virtual Classrooms, Printing Services and the latest in-room technology to maximise audience retention.

Cliftons is a one-stop shop for training, conferences and meetings enabling you to deal with one single provider for all your needs. Our experience and investment in technology ensures peace of mind and reliability of delivery.

Cliftons Total Event Solutions:

- Online Registration and Payment Gateways
- Virtual Classrooms
- Full document printing services
- State-of-the-art presentation technology
- Dedicated Internal Technical and Administration staff
- Nutritionally designed catering
- Global affiliate venues
- Client facility management



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COMPUTER TRAINING VENUES

Cliftons Computer Training rooms are custom designed facilities capable of accommodating up to 136 people in individually climate controlled rooms, ensuring a comfortable and productive learning environment.

State-of-the-art equipment includes computers with 16GB capacity able to support the most sophisticated applications. Our patented, ergonomically designed student workstations incorporate an additional centre monitor allowing attendees to simultaneously view the instructors screen as well as their own.

Dedicated on-site IT support installs and tests your software on your own secure network and are on call throughout your program. A full suite of tailored services including monitor upgrades, additional RAM, high-speed Internet access and data projectors are available in all venues.

Key features:

- State-of-the-art IT technology
- Flexible classroom sizes from 2–136 people
- Patented ergonomic workstations
- Secure network and high-speed Internet connection
- Centre monitor viewing systems
- Networked Pentium Dual Core 3Ghz–80 GB HDD, 4 GB RAM, 19" Super/X VGA monitors, 3 phase power
- Network switches to enable connection between PC's
- Internal telephones for immediate support
- Room access security

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CONFERENCE AND SEMINAR VENUES

Cliftons draws on almost 15 years experience in providing premium meeting and training facilities for clients. Our venues are the best in the business– a fact recognised in the 2011 LearnX Asia Pacific Awards.

Our service model, providing dedicated Administration and Technical staff, is designed to ensure you maximise the effectiveness of your conference or seminar.

One point of contact provides peace of mind, arranging all your venue, catering and technical needs. With the largest network of venues across Asia Pacific and beyond, Cliftons delivers consistency and reliability.

From the things you can't see, such as individually climate controlled rooms and commercial grade lighting through to the things you can't help but notice such as generous breakout areas and continuous complimentary tea, coffee and biscuits– Cliftons ensures your event is a success.

During breakout sessions your attendees can dig into the healthy refreshments whilst relaxing in large, comfortable and dedicated spaces, engage with each other, read the daily newspapers or check their emails on the free Internet kiosks and complimentary wireless Internet access.

Cliftons Seminar Venues include:

- Data projector
- Flip-chart
- Whiteboard
- Laptop or PC for instructor
- High-speed Internet for instructor
- Continuous tea, coffee and light refreshments
- On-call Cliftons Administration staff
- On-call Cliftons Technical staff
- Flexible booking policy - no deposit required
- Storage of all your event requirements on Cliftons systems

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GLOBAL FOOTPRINT

Through our partnership with technical training centres, conference centres and respected hotel chains, Cliftons delivers high quality events in over 2,500 cities and 5,000 affiliate venues worldwide, maintaining Cliftons status as the leader in global events.

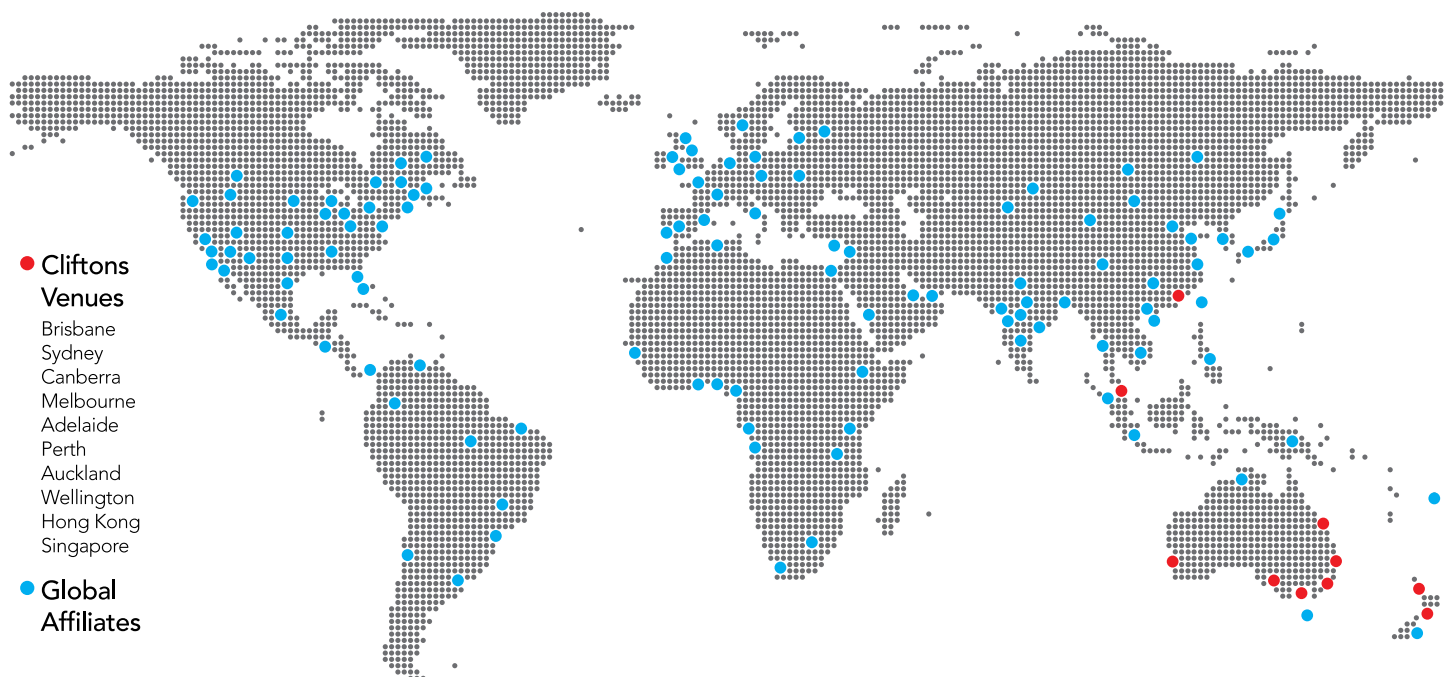
To deliver the best result for our clients, Cliftons employ people of the highest quality who have the necessary language, technical and customer focused skills. When our clients experience growth, we have a great team of engaged employees and affiliates to support our client's needs.

Our global product is a necessity for many clients who lack the experience, skills or resources to source, engage and manage venues. Cliftons has the skill set to organise venues in any location, providing significant value to its clients at a competitive price.

With the assistance of our affiliate partners, Cliftons is able to provide our clients with a convenient, risk reduced and competitively priced venue procurement and global event management solution.

Cliftons' partner venues are benchmarked according to the building specifications and quality, allowing us to provide venues that can meet any specific customer budget or requirement. The facilities are regularly quality assessed to ensure there are no surprises, no matter how far away the event is.

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FACILITY MANAGEMENT

As specialists in building and running effective training facilities, Cliftons offers clients a cost-efficient model to manage dedicated client training venues either in existing Cliftons venues or on-site in client premises.

We offer a range of service models, designed specifically to suit your needs:

1. **Dedicated, branded floor within a Cliftons site**
Tailored to your requirements, this option offers the flexibility of overflowing into Cliftons rooms during peak periods.
2. **Existing client facility managed by Cliftons**
Outsource the facility and asset management of your training rooms to the most experienced operators in the business.
3. **New build designed, built and managed by Cliftons**
Take advantage of our experience and scale to design and build a new, custom designed environment cost-effectively.

Lower costs:

A variable usage model of a Cliftons solution lets you realise considerable savings compared to an outright purchase, floor lease costs, scheduled purchase payments and reduced fit-out and maintenance costs.

More flexibility:

Dedicated client training venues can be seamlessly expanded by overflowing into Cliftons rooms, adding flexibility for peak periods or rollouts.

Faster implementation:

Buying capital equipment and designing in-house facilities to accommodate seminar or computer training can often involve a lengthy and complicated process. Leverage Cliftons experience to shorten the process and accelerate the implementation.

Focus on what you do best:

Quite simply, a Cliftons solution eliminates the need to assign precious resources to the fairly unique demands of running a training facility. The Cliftons managed facility solution saves our clients costs and allows for the realignment of focus to more profitable tasks for their companies.



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BRAIN FOOD CATERING

Developed in conjunction with Nutrition Australia, Cliftons offers a range of fresh and delicious menus to ensure that your audience or delegates stay alert, engaged and switched on.

All dietary needs are taken care of with a rotating menu of breakfast, morning and afternoon teas, and lunches to ensure variety, even across a week long course. Canapes and drinks are a great way to celebrate the close of your program and can be arranged to follow-up your event in a VIP reserved breakout area.

Of course, tea, coffee and light refreshments are included at no cost in all room bookings and are available throughout the day should you need an extra boost!

Cliftons offers:

- Fresh, healthy and nutritious catering
- In-house 'buffet' lunch
- Wide range of local cafes, which accept Cliftons lunch vouchers
- 4 day rotational menus for extended events
- Special dietary needs met
- Fresh coffee, tea, filtered water and healthy snacks available all day

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DOCUMENT SOLUTIONS

Let Cliftons provide you with the Total Document Solution. Simply send us through your PDFs and we will deliver professionally printed and bound manuals, documents and handouts to the individual attendees at your event in both B&W and high impact colour.

Cliftons Document Solutions takes care of the logistics to ensure training manuals and course material are ready on the desk from day one for all attendees. Our service saves your company time and money by leveraging our network of print partners, with delivery to regional venues all part of the service.

Here's how it works:

- Simply email or upload your file and the finished article will be placed on each attendees' desk before the start of each day's program
- Cliftons arrange the printing, delivery and distribution for you, allowing you to concentrate on your training content
- No need to lug boxes of materials to the venue, simply turn up on the day and leave the rest to us
- Take advantage of our rapid turn-around and competitive pricing

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INTERACTIVE WHITEBOARD

Cliftons Interactive Whiteboards allow presenters to use the front of the classroom as a large-scale computer screen, with their finger as the mouse.

Presenters can navigate through web pages, presentations or software programs, all while commanding attention from the front of the room and maximising interaction with the audience.

Interactive Whiteboards connect to any computer and projector to create a large touch-screen display allowing meetings to be interactive and collaborative. Audience members can view and interact with any programs accessed from the computer using their finger as the mouse.

Even though Interactive Whiteboards are intuitive and user friendly, a thorough familiarisation session from our on-site tech support will ensure you feel 100% comfortable using the device to maximise the impact of your presentation.

Benefits:

- Project your desktop screen onto the Interactive Whiteboard and use your finger as a mouse, freeing you up from a desk bound computer
- Increase engagement and interaction by using the focus of your audience's attention as your workspace
- Touch screen capability and intuitive annotation tools allow you to highlight and draw on screen, bringing presentations to life
- View and interact with websites and almost any software package

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VIDEO CONFERENCING

Video Conferencing can transform the way your staff interact, communicate, collaborate and transact business amongst each other, with your suppliers and customers.

Cliftons ensures that your Video Conference is professionally facilitated and completely trouble free. Our Video Conferencing venues bring your multi-point parties together cost effectively and efficiently without the time and expense of travelling to a central meeting.

Cliftons Video Conferencing venues overcome the problems inherent in communication between regional business centres as well as enabling you to keep in touch with your key people whilst away from the office. Utilising Cliftons Video Conferencing solutions will spare you the up-front capital costs and protect you from technology obsolescence.

Key features:

- Multi point access
- Broadcast over IP and ISDN
- 24/7 secure access to venues
- Flexible room configuration
- CBD locations
- HD cameras and VC units available

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VIRTUAL CLASSROOM

Extend the reach of your training to an audience anywhere in the world.

Cliftons Virtual Classroom Solution delivers the presenter's dialogue and their desktop to remote participants through an interactive web platform in real-time.

From their own desktop, the remote audience can hear the presentation and see the presenter's screen, be it a PowerPoint document or a complex software program.

Participants can even interact with the presenter and ask questions, providing an engaging and interactive way to get your content out to people who can't attend the training in person.

Benefits:

- No technology or downloads required, attendees simply click on the link we provide
- Real-time remote desktop and audio access for remote students
- Hassle free: Your Cliftons Account Manager sets everything up, providing you with a link to simply send to your audience
- Presentation can be recorded for on-demand viewing, making it easy for people to catch up missed sessions, extending the shelf-life of your training by providing an interactive rich media archive
- Optional video streaming brings presentations to life

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GOVERNMENTS AND COUNCILS



For over a decade Cliftons have been Asia Pacific's leading provider of Computer Training, Conference, Seminar and Video Conferencing facilities. Cliftons are proud to have supported the Australian Public Service with the country's foremost collection of professional training and meeting venues.

Cliftons provides Local, State and Federal Government Departments with the facilities and technology to support training, meetings, conferences and roll-outs.

When Government Departments undertake professional development, have a need to train and up skill staff, introduce a new computer system, or hold an off-site meeting or planning day; Cliftons provides the most modern, ergonomic and convenient training environments.

Here's how we do it:

- A dedicated Account Manager to handle all your national & international requirements
- Government special pricing available across all our venues
- All inclusive room rates to make your budgeting easier
- Specialist training environments in all our venues
- Natural light and supplementary air conditioning
- Hi-spec AV equipment including built-in projectors and screens
- State-of-the-art Computer Training rooms
- Ergonomically designed training furniture
- Public transport close to our CBD locations
- On-site Technical and Administration support

For more information, email our dedicated Government Account Managers on government@cliftons.com

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ONLINE SOLUTIONS

Cliftons web-based Training & Event Management System streamlines your training and event operations by seamlessly reducing administration time and costs for staff training projects, training providers, and event managers.

Online Solutions allow your attendees to register through a convenient and secure portal, accessed from anywhere via the web, and will significantly enhance your customer experience.

Simplify and Automate Event Administration:

Cliftons Online Solutions makes course planning and event management more convenient, efficient and secure for attendees and organisers alike by automating many manual processes including:

- Course instructions and preparation emails
- Pre-set email reminders
- Course capacity management
- Attendance and course completion records
- Presenter and venue management
- Online Feedback Surveys
- Website Integration and API

Benefits:

- Easy, safe and quick online process for delegates
- Instant email confirmation and receipt of registration
- Reduced administration time, costs and paperwork
- Professional image to compliment events
- Fast to set-up – No hardware or software installs
- Daily back-ups and upgrades
- 24/7 access from any Internet connection worldwide
- Convenience and peace of mind of secure online payment for courses
- Access detailed reporting anywhere, anytime
- Easy to set-up - simply let us know what questions you'd like covered and we'll prepare the survey

Cliftons Online Solutions can be developed to meet any requirement.

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ONLINE SOLUTIONS

CHOOSE YOUR PACKAGE

SMART

Includes:

- Online registration
- Easy and secure online payment process
- Contact Management (CRM)
- Capacity Management
- Course Scheduling Wizard
- Venue & Presenter Management
- Dashboard with Real-time Activity
- Capacity Management
- Reports & Analysis
- Automated Course Instructions and preparation email reminders
- Secure Online Payment Process
- Website / Course Portal
- Electronic Calendar Appointments
- Newsletter Management

INTEGRATED

Includes all Smart plus:

- Website Integration
- Custom Reports
- Data Imports
- Custom Email Templates
- External System Integration (API)
- Enhanced Discounts (e.g. early bird, volume, last minute)
- Scheduling across Time Zones

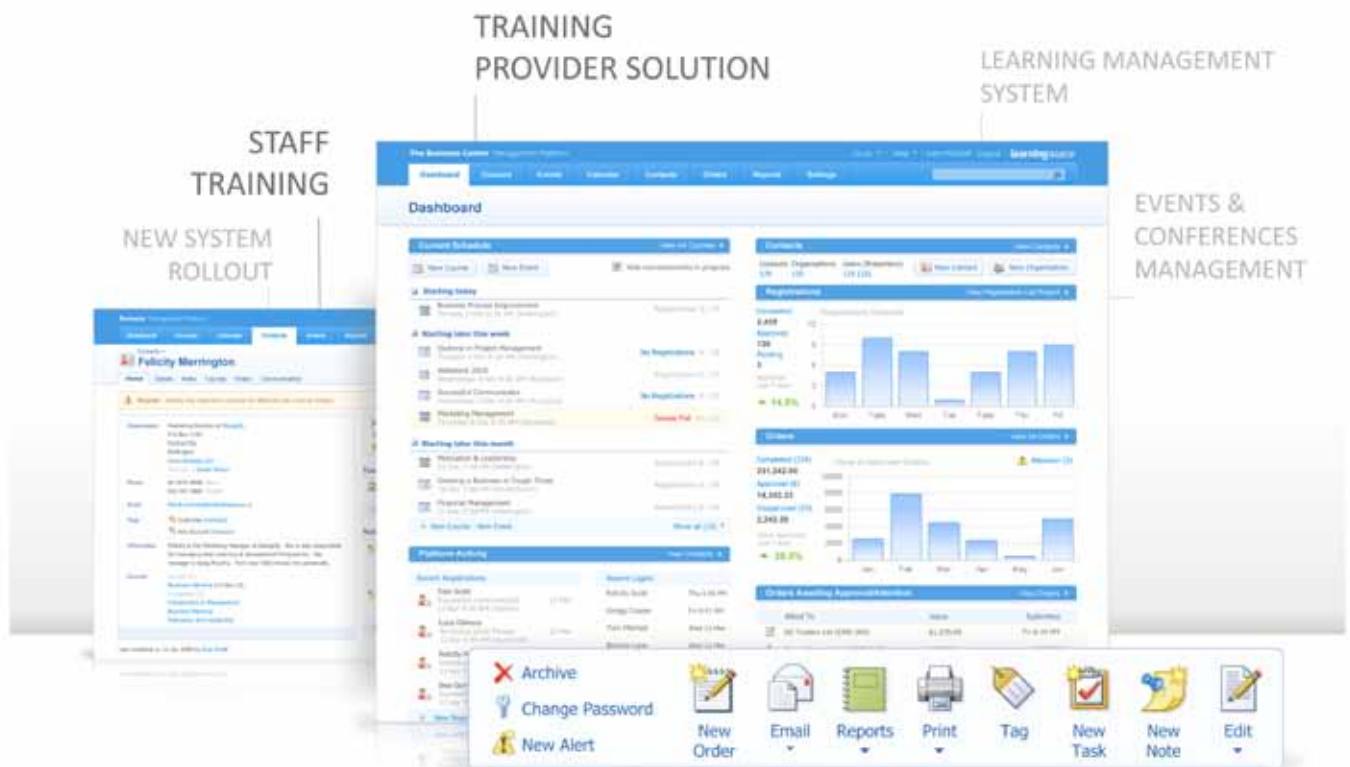
ENTERPRISE

Includes all Integrated plus:

- Customisable Database
- Customisable Registration Form
- Customer Self-Service
- Regional Invoicing and Payments
- Multiple Region Website
- Multiple Currencies and Tax Rates
- Task Management
- Advanced Reports

Add-ons (additional charge)

- Lead Management
- Certification Management
- Campaign Management
- Document Management
- Quote Management
- Feedback Surveys



The image displays a central dashboard for the Learning Management System. The dashboard is divided into several sections:

- STAFF TRAINING:** A sidebar on the left showing a 'NEW SYSTEM ROLLOUT' for 'Felicity Merrington'.
- TRAINING PROVIDER SOLUTION:** A central section with a 'Dashboard' containing:
 - Current Schedule:** A list of courses with details like 'New Course', 'New Field', and 'New Examination'.
 - Registration:** A bar chart showing registration trends over time.
 - Payments:** A bar chart showing payment trends over time.
 - Course Approval:** A table with columns for 'Course Approval', 'Status', and 'Action'.
- LEARNING MANAGEMENT SYSTEM:** A label on the right side of the dashboard.
- EVENTS & CONFERENCES MANAGEMENT:** A label on the right side of the dashboard.
- Navigation Bar:** A bottom bar with icons for 'Archive', 'Change Password', 'New Alert', 'New Order', 'Email', 'Reports', 'Print', 'Tag', 'New Task', 'New Note', and 'Edit'.

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CLIFTONS ART PRIZE



Cliftons annual Art Prize features promising and emerging artists from across Asia Pacific. With a strong commitment to the visual arts, Cliftons sees this event as a tangible way to support local artists and encourage corporate patronage of the arts.

Established in 2001, the Art Prize is an independently judged competition with an annual prize pool of AUD\$28,000. The competition is held in each of Cliftons 10 locations, with AU\$10,000 awarded to the overall winning artwork, and AUD\$2,000 to State/Regional winning artworks.

Entries are accepted online from Australia, New Zealand, Hong Kong & Singapore, with our panel of judges selecting finalists who have their artwork on display for four weeks at Cliftons venues, prior to award presentation evenings held in June.

Cliftons encourages clients, their families, friends and the local artist community to enter the Cliftons Art Prize and attend the annual award presentation evenings.

All winning artworks are displayed permanently in Cliftons venues to support emerging artists.

Cliftons Art Prize aims to:

- Support local emerging artists
- Promote local artist to the wider business community
- Enhance Cliftons facilities look and feel with local artwork
- Promote Cliftons strong commitment to visual arts

For more information on Cliftons Art Prize and how you can become involved, speak to your Account Manager or visit cliftons.com/cliftons-art-award.

*Cliftons Art Prize Winner 2011, Rosanne Croucher, 'Inflection'