

What Services does Safecity Offer?

Safecity offers comprehensive services in:

- C Training and Assessment
- C Recognition services for individuals with experience or prior learning
- C Distance Learning tuition and flexible learning support
- C Text book sales
- C Course customisation and development
- C Vocational equipment sales (such as PCs and peripherals, and security equipment)
- C Counselling
- C Vocational Guidance

How does Safecity provide these services?

Safecity offers all of its services on a fair and equal basis. Safecity's only responsibility is to ensure that all participants are able to display the level of skills and knowledge required in the workplace – and we do our very best to help you to achieve this goal. It is the responsibility of all staff to ensure that our services are accessible to any person who wants to access them.

How does Safecity select its clients?

We do not discriminate in any way, shape or form. Age is not a factor for our training – whether you are 18, or 118! The only restrictions are those that may be placed on certain courses by legislation, such as NSW Security Industry Licensing courses. Safecity will have let you know any requirements already if there is such a restriction on the service you are seeking.

How do I enrol?

You can enrol by filling in our application form (either enclosed, or available on request). The letter that is also enclosed should outline any specific requirements for the enrolment process. Please follow these instructions.

Are there any orientation procedures?

Any induction or orientation processes are completed after you have enrolled in a course. You will be given an Orientation Handbook which will explain in a little more detail the policies and procedures that Safecity, its Staff and all participants must follow. In addition to this booklet, your Safecity Instructor will go through any orientation procedures for each campus or delivery site. If you have any questions, please ask your Instructor.

How do I know what I will achieve at the end of the training?

You should already have been informed of the content and vocational outcomes for your training program when you originally enquired. The details of each training program, course content and the vocational outcomes are available on our internet sites: www.safecity.act.edu.au for all distance education programs; www.safecity.nsw.edu.au for links to all of our courses and services. Please discuss your needs with the Staff at Safecity's Head Office. Other relevant details should also be included in the accompanying information letter provided with this enrolment kit, and outlined in the Orientation Handbook.

What fees and charges are there?

The course fees are outlined on the *Course List* provided with the application form. You can keep these pages for future reference, however, be sure to check if prices have changed. Prices are correct at the time of printing, but may change without notice. Please check for new prices if you have not been in contact with us for a while. Flexible payment options are available to approved applicants.

So, what about refunds?

Safecity has a fair and reasonable refund policy. Refunds are determined on a case-by-case basis. If all training materials are given back to Safecity in their original condition, then a full refund may be given subject to approval by the Financial Manager. An administration fee will be charged, calculated on a case-by-case basis.

Does Safecity offer Language Literacy and Numeracy Support?

Safecity ensures that class sizes are small enough to enable us to spend considerable resources on each person. We also provide a small literacy assessment before the training starts – which is free. This will help us to see if there are any issues with literacy that we need to talk about before the training starts. We do our best to help people with additional learning support needs. If you have literacy issues, we will either assist you as best we can, or refer you on to a funded program to minimise costs – or both. Each situation is different, and also sensitive – and we reflect that in our actions. If you *do* have any additional learning needs like literacy, language or other issues, you *must* let us know so we can help you if we can.

What flexible learning options are there?

Safecity offers several distance education programs which are available at any time. There are no restrictions on time, and no semesters to fit into. In some cases, we may also offer part-time courses to suit your needs, however, minimum numbers apply.

What Guidance Services are there?

Safecity has qualified staff employed who are able to assist you with any counselling or guidance services you need. Safecity's staff are familiar with the industries that relate to your training program, and can assist you in finding and following your vocational goals.

What assessment procedures are there?

Our assessment processes are fair, and follow best practice standards. For more details, you can visit our Policies website for the full procedures on assessment, or ask one of our friendly Staff at Head Office.

What about Recognition?

If you have experience or qualifications in any of the topics or units covered in a course, please contact Safecity for information on Recognition. Safecity recognises AQF qualifications and Statements of Attainment issued by all other Registered Training Organisations.

What if I have a complaint?

All complaints must be given to Safecity in writing. We do have a form that you can fill in to provide the details of your complaint. We must receive the original form of the complaint. We will endeavour to have an answer to you in writing within 3 weeks. You can appeal any decisions we make within 14 days - providing the appeal is in writing. If you need assistance, or more details about what we need from you, please contact Safecity's Head Office. For details, please visit our Policies page on the Internet at www.safecity.org/policies.htm

Are there any disciplinary procedures?

Yes. Safecity asks that your attire, attitude and behaviour are respectful of the Staff and all other participants. Safecity aims to provide a positive and safe learning environment for all course participants. If your behaviour is disruptive, or if your attitude or presentation may be considered offensive, Safecity may call upon its discretionary right to discipline participants. If your behaviour or attitude remains disruptive despite our efforts, you may be asked to leave. For more details, please view our Policies website.

For more information on any of the policies or procedures outlined in this brochure, please visit
www.safecity.org/policies.htm

Safecity Services Pty Ltd has the following divisions:
*Safecity Training Academy
Openlearningnet
Open Learning Network
Webspecials
IT-College*

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E-mail: academy@safecity.com.au

Web: www.safecity.nsw.edu.au

OR

www.safecity.act.edu.au

OR

www.safecity.com.au

SAFECITY

Training Academy



Client Services

for Courses

This brochure outlines our client services, and the most important policies and procedures relevant to our clients

Please be sure to read this brochure carefully, as it outlines quite a lot of important information that you will need to know regarding our services.

Safecity Training Academy and Safecity's Open Learning Network (Openlearningnet) are divisions of Safecity Services Pty Ltd
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