



## SIS40313 Certificate IV in Outdoor Recreation

### INFORMATION BOOKLET

“The code, title and current status of Eagle Academy courses can be found by visiting the National Register, [www.training.gov.au](http://www.training.gov.au) and entering the course code into the search field”



## SIS40313 Certificate IV in Outdoor Recreation - Information Book

Surfing  
Fishing

Scuba Diving  
Ropes Courses

Snorkelling  
Bushwalking

Boating  
Climbing

Jet skiing  
Abseiling

Kayaking  
Tour Guiding

Do you want to work as a nationally accredited Outdoor Recreation Guide or Instructor in Australia, or internationally? Are any of the above activities of interest to you? Well this is the course for you! This course gives you the Nationally Recognised Qualification, and included (some outside charges may occur) is the opportunity to get the required licence for your chosen activity or activities. Please note not all countries recognise qualifications gained in Australia. You should check the requirements of each country before seeking work. Availability of activities depend on weather & season.

**Course Length:** 12 months (52 weeks, made up of 40 weeks tuition, and 12 weeks holiday).

Students may commence study with induction on any Monday as approved by the Director, and general classes operate all weeks except holiday periods (see Term and Holiday sheet). Shorter course options are available for those with existing skills.

**Cost:** (See Payment Options info. sheet).

\*Payment arrangement's available

\*Discounts may apply (Check online or call us for more information on current specials and payment options).

\*Funding may be available for Domestic Students, See funding Info at: <http://eagleacademy.com.au/downloads/>

\*AN INTERVIEW is required before commencement to determine electives & existing skills prior to costing.

**Campuses:** Southport (Gold Coast) & Carina (Brisbane)

### **Inclusions:**

- The fees include everything that students require to complete the qualification, including Administration Fees, Texts and some equipment hire.
- Free use of the Fitness Centre at the relevant campus is also included, for the period of the Qualification course.
- Free Excursions (subject to student numbers), giving all students an opportunity to practise their guiding skills in a controlled environment.
- Travel to and from all Eagle Academy conducted activities & excursions. (This is subject to numbers and it is highly advised that you book your seat on the bus well in advance.)

### **Exclusions:**

- Costs of attaining any Pre-requisite skills and units are not included. Each course sheet contains further information on Inclusions and Exclusions.
- Travel to and from specialty activities & workplace training is not provided. Example: Climbing Sessions, Scuba Dives, Surfing Lessons.
- The fees generally do not include any extra fees to gain licences etc. from third parties (e.g. Boat/Jet ski Licences from the State Government, Instructor tickets from Accreditation bodies.) except where indicated on information sheets.

### **Pre-requisites:**

- English to a "well +" level is preferred. E.g. NRS Level 2, IELTS 4, ISLPR 1.5 or TOEFL 300+.
- Students must attend, or have a phone interview prior to formal enrolment, to discuss course suitability, electives, costs, and any possible pre-existing skill sets for which RPL will be sought.
- Completion of Year 10 (Australia), or equivalent.
- An interest in outdoor recreation, keeping fit and a desire to learn and teach others about Outdoor Recreation.
- For specialist Electives there may be some pre-requisites. These will be discussed at Interview. For example, if surfing is selected students must consider themselves competent swimmers with some experience in the surf.
- Students can apply for Recognition of Prior Learning, or Direct Credit. This may reduce course time. See Student Handbook for details.

### What is the difference between a Guide and Instructor when considering elective units or skill sets:

A guide will focus on leading an activity, while an instructor will focus on teaching others how to lead that activity independently. Obviously its important to be able to lead an activity successfully before teaching someone else how to do it, and for that reason we require our students to first gain adequate experience at guiding level in a particular activity before proceeding on to instructor level. We therefore understand some significant experience must support each qualification we issue. This is why all of our Guide and Instructor level qualification include minimal workplace training hours to be completed prior certification.

### Workplace Training:

Students studying a Guide or Instructor level units or qualification, must meet workplace training requirements set by the academy and/ or the 3<sup>rd</sup> party training providers. This may consist of a set number of guided or assisted guided tours in your chosen activity, log booking a set number assistant instructing classes. This training is conducted alongside some of our industry partners in real life scenarios. This workplace training is volunteer work, but may lead to possible job opportunities and credible references to add to your resume.

**This course is available to both domestic and internationals wishing to study on a Student Visa. Visa students should check the last page and the Student Handbook for more information about your conditions and study requirements.**

### THIS COURSE CONTAINS 31 UNITS OF COMPETENCY IN TOTAL

ALL our students complete these CORE and compulsory Elective UNITS (all 19). You will study another 12 electives in your chosen Specialisation.

Face to Face CORE Units (All 19 must be studied)			
Core Units Taught in class.	C1	HLTAID003	Provide First Aid
	C2	SISXEMR201A	Respond to emergency situations
	C3	SISXCCS404A	Address client needs
	C4	SISOOPS306A	Interpret weather conditions in the field
	C5	SISOODR404A	Manage Risk in an outdoor activity
	C6	SISOODR405A	Develop and coordinate programs incorporating outdoor activities
	C7	SISOODR302A	Plan outdoor recreation activities
	C8	SISOOPS407A	Apply search and rescue skills
	C9	TAEDEL301A	Provide work skill instruction
Dist. Ed Units	C10	BSBWOR404B	Develop work priorities
	C11	SISXIND405A	Conduct Projects
	C12	SISXIND404A	Promote compliance with laws and legal principles
	C13	SISXOHS402A	Implement and monitor occupational health and safety policies
	C14	SISXRES402A	Support implementation of environmental management practices
	C15	SISXRES403A	Use resources efficiently
Compulsory Electives	E1	SISOBWG201A	Demonstrate bushwalking skills in a controlled environment
	E2	SISOFSH201A	Catch and handle fish
	E3	SISOABL402A	Facilitate Adventure based Learning Activities
	E4	SITTGDE303	Lead Tour Groups

### We offer the following course specialisations for your Electives:

SELECT ONLY ONE GROUP FROM COURSE OPTION A – D	CAMPUS
<b>A. TOUR GUIDE Outdoor Recreation Guide Course</b> (Multiple Activities) For those wishing to become tour guides, while acquiring some skills in a variety of activities.	Gold Coast & Brisbane
<b>B. SURFING Instructor &amp; Guide Course</b> For those who want to combine their love of surfing, with teaching others.	Gold Coast & Brisbane (conditions apply)
<b>C. SCUBA Instructor &amp; Guide Course</b> For those who want to combine their love of SCUBA, with teaching others.	Gold Coast & Brisbane
<b>D. CLIMBING &amp; ABSEILING Guide*</b> (Natural Surface, Top Rope) For those with an interest in Guiding Climbing & Abseiling on Natural Surfaces <b>*Additional Elective Cost – From \$1500. This cost is in addition to the standard price shown on the Payment Option Sheet.</b>	Gold Coast & Brisbane

### **A: Outdoor Recreation Guide Course** (Multiple Activities)

This course is designed for students wanting to become Tour Guides with some skills in a range of fun-filled outdoor activities. By having a basic knowledge and skills of the activities, and Tour Guiding, you will be well placed for employment in a great job in a resort, or Recreation businesses, or as a Tour Guide.

You will cover the skills as shown below in the 12 elective units, as well as the 19 compulsory units shown earlier.

Changing some electives is possible by arrangement with the Academy, but extra costs will apply.

**Pre-requisites:** Swimming ability is required (200m, plus tread water for 10 mins), plus a pre-SCUBA medical may also be required (cost not included).

**Inclusions:** All texts, Workbooks, hire of surfing, kayaking ,fishing , scuba and snorkelling equipment , fitness membership, travel to all excursion conducted by The Eagle Academy. A PADI (18m Open Water) Qualification as part of the Scuba elective.

**Exclusions:** Any pre-requisite skills or units, personal equipment (e.g. own snorkel, mask, fins, whistle, rashie), medical (if necessary), Qld Boat & Jet Ski Licence costs (approx. \$90 each) Travel to any self organised specialty activities.

You will cover the 19 Compulsory Units shown earlier, and 12 of the Electives shown in this table. In all, you will cover basic skills in Bushwalking, Low Ropes, Kayaking, Surfing, SCUBA diving, Snorkelling, Jet Ski operation, Fishing, First Aid and of course Tour Guiding. The electives may depend on weather, transport, student numbers and availability of activities at any given time of the year. You may also gain some skills and experience as a context for other units in High Ropes, Abseiling and Climbing, depending on availability and weather during some excursions. See our partner schools on the last page. The specialist partners will deliver and assess you in any SCUBA, Surfing, Boating, or Jet Ski electives).

<b>Tour Guide Electives</b>			<b>Delivered &amp; assessed by:</b>
<b>E5</b>	SITGDE301	Work as a guide	The Eagle Academy, RTO No. 30895
<b>E6</b>	SITGDE304	Prepare and present tour commentaries or activities	The Eagle Academy, RTO No. 30895
<b>E7</b>	SITGDE305	Develop and maintain the general and regional knowledge required by guides	The Eagle Academy, RTO No. 30895
<b>Snorkelling- Instruct- Electives</b>			
<b>E8</b>	SISCAQU202A	Perform Basic Water Rescues	Devocean Dive Centre, Southport, Gold Coast.
<b>E9</b>	SISOSNK201A	Demonstrate snorkelling activities	Devocean Dive Centre, Southport, Gold Coast.
<b>E10</b>	SISOSNK403A	Instruct snorkelling skills	Devocean Dive Centre, Southport, Gold Coast.
<b>Additional Electives (No Group)</b>			
<b>E11</b>	MEM50009B	Safely operate a mechanically powered recreational boat	Australian Boating College RTO no. 3399 Southport, Gold Coast
<b>E12</b>	SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions	Broadbeach Surf School at Broadbeach, Gold Coast.
<b>E13</b>	SISOSCB301A	SCUBA Dive in open water to 18m (PADI Open Water dive Certificate included)	Devocean Dive Centre, Southport, Gold Coast.
<b>E14</b>	SISOPWC202A	Demonstrate simple personal water craft skills in controlled conditions. (Jet Ski )	Australian Boating College, RTO no. 3399 Southport, Gold Coast
<b>E15</b>	SISOKYK201A	Demonstrate simple kayaking skills	The Eagle Academy, RTO No. 30895
<b>E16</b>	SISOCR301A	Conduct a low Ropes Session	The Eagle Academy, RTO No. 30895

### **B: Surfing Instructor & Guide Course**

This course is designed for students who want to combine their love of surfing, with teaching others. You will need at least reasonable swimming skills to do this course. You will cover Surfing, Scuba dive, Low Ropes, Snorkelling skills, and Tour Guiding as shown below.

Changing some electives is possible by arrangement with the Academy, but extra costs will apply.

**Pre-requisites:** Swimming ability is required (200m, plus tread water for 10 mins). Basic degree of surfing ability. A medical may also be required for the SCUBA elective (cost not included).

**Inclusions:** All texts, Workbooks, hire of surfing, kayaking ,fishing , scuba and snorkelling equipment , fitness membership, travel to all excursions conducted by The Eagle Academy. As part of the SCUBA elective below you also receive the PADI Open Water Dive Certificate.

**Exclusions:** Any pre-requisite skills or units, personal equipment (e.g. own snorkel, mask, fins, whistle, rashie), medical (if necessary), Qld Boat & Jet Ski Licence costs (approx. \$90 each). Travel to and from the surfing classes is not Included. Students must organise their own transport to Broadbeach Surf School for classes and workplace training.

You will cover the 19 Compulsory Units shown earlier, and the 12 Electives shown in this table. In all, you will cover skills in Bushwalking, Fishing, Low Ropes, Surfing, Scuba Dive, Snorkelling, First Aid and Tour Guiding. You may also gain some skills and experience as a context for other units in High Ropes and Kayaking, depending on availability and weather during some excursions. The specialist partners will deliver and assess you in any SCUBA, Surfing, or Snorkelling electives. See our partner schools on the last page.

<b>Surfing- Instruct &amp; Guide Electives</b>			<b>Delivered &amp; assessed by:</b>
<b>E5</b>	SISOSRF202A	Demonstrate basic surfing manoeuvres in controlled conditions	Broadbeach Surf School at Broadbeach, Gold Coast.
<b>E6</b>	SISOSRF303A	Perform intermediate level surfing manoeuvres	Broadbeach Surf School at Broadbeach, Gold Coast.
<b>E7</b>	SISOSRF304A	Perform simple rescues in moderate surf conditions	Broadbeach Surf School at Broadbeach, Gold Coast.
<b>E8</b>	SISOSRF409A	Instruct basic to intermediate surfing skills	Broadbeach Surf School at Broadbeach, Gold Coast.
<b>E9</b>	SISOSRF305A	Guide surfing sessions	Broadbeach Surf School at Broadbeach, Gold Coast.
<b>Additional Electives (No Group)</b>			
<b>E10</b>	SISOSCB301A	SCUBA dive in open water to a maximum depth of 18m	Devocean Dive Centre, Southport, Gold Coast.
<b>E11</b>	SITGDE304	Prepare and present tour commentaries or activities	The Eagle Academy, RTO No. 30895
<b>E12</b>	SISOCR301A	Conduct a low Ropes Session	The Eagle Academy, RTO No. 30895
<b>E13</b>	SISCAQU202A	Perform Basic Water Rescues	Devocean Dive Centre, Southport, Gold Coast.
<b>E14</b>	SISOSNK201A	Demonstrate snorkelling activities	Devocean Dive Centre, Southport, Gold Coast.
<b>E15</b>	SISOSNK403A	Instruct snorkelling skills	Devocean Dive Centre, Southport, Gold Coast.
<b>E16</b>	SISOKYK201A	Demonstrate simple kayaking skills	Devocean Dive Centre, Southport, Gold Coast.

### **C: SCUBA Instructor & Guide Course**

This course is designed for students who wish to become a qualified SCUBA Instructor and/or Guide. The PADI Dive master course teaches you to be a leader and take charge of dive activities. Through knowledge development sessions, water skills exercises and workshops, and hands-on practical assessment, you develop the skills to organize and direct a variety of scuba diving activities.

**Pre-requisites:** Swimming ability is required (200m, plus tread water for 10 mins). A medical may also be required.

**Inclusions:** All texts, Workbooks, Hire of surfing, kayaking, fishing, scuba and snorkelling equipment, Travel to all excursion conducted by The Eagle Academy

- At the end of your studies you will receive a Certificate IV in Outdoor Recreation (Scuba Instructor & Guide) along with **PADI 18m Open Water, PADI Advanced Diver, PADI Recue Diver and PADI Dive Master Certificates**, all recognised World Wide.
- As a PADI Dive Master, you will be able to assist PADI Dive schools with Instructing new divers but will not be able to assess new divers.
- 2 x Dive Experience Tours. (Once PADI 18m Open Water is acquired)

**Exclusions:** Any pre-requisite skills or units, personal equipment (e.g. own snorkel, mask, fins, whistle, rashie), medical (if necessary).

- Travel to and from the Dive Centre for specialty training. Dive Centre will supply transport to the dive sites.

**Important Information:** The required prerequisite number of dives to start a Dive Master Course is 40 (dives) Students then need at least 60 logged dives to attain the PADI Dive Master Certification. As students are certified divers after completing the PADI (18m Open Water) qualification, they can acquire these logged dives anywhere they like, students just need to ensure that they are logged and signed off so we have proof of them, they can then come in and start their PADI Dive Master course upon completion of 40 dives. If you don't have your own equipment or access to external dive opportunities, DEVOCEAN Dive Centre offers free dives in the Gold Coast Seaway, along side our Instructors, gaining valuable experience to help student log count.

<b>SCUBA Dive Supervisor &amp; Insturctor Electives</b>			<b>Delivered &amp; assessed by:</b>
<b>E5</b>	SISOSCB301A	SCUBA dive in open water to a maximum depth of 18m (PADI 18m Open Water)	Devocean Dive Centre, Southport, Gold Coast.
<b>E6</b>	SISOSCB306A	Perform diver rescues (PADI Rescue Diver)	Devocean Dive Centre, Southport, Gold Coast.
<b>E7</b>	SISOSCB308A	Guide a SCUBA dive (Part of PADI Dive Master)	Devocean Dive Centre, Southport, Gold Coast.
<b>E8</b>	SISOSCB419A	Instruct SCUBA diving skills (Part of PADI Dive Master)	Devocean Dive Centre, Southport, Gold Coast.
<b>E9</b>	SISOSCB420A	Instruct specialised SCUBA diving skills (Part of PADI Dive Master)	Devocean Dive Centre, Gold Coast.
<b>Additional Electives (No Group)</b>			
<b>E10</b>	SISOKYK201A	Demonstrate simple kayaking skills	The Eagle Academy, RTO No. 30895
<b>E11</b>	SITTGDE301	Work as a guide	The Eagle Academy, RTO No. 30895
<b>E12</b>	SITTGDE304	Prepare and present tour commentaries or activities	The Eagle Academy, RTO No. 30895
<b>E13</b>	SITTGDE305	Develop and maintain the general and regional knowledge required by guides	The Eagle Academy, RTO No. 30895
<b>E14</b>	SISCAQU202A	Perform Basic Water Rescues	Devocean Dive Centre, Southport, Gold Coast.
<b>E15</b>	SISOSNK201A	Demonstrate snorkelling activities	Devocean Dive Centre, Southport, Gold Coast.
<b>E16</b>	SISOSNK403A	Instruct snorkelling skills	Devocean Dive Centre, Southport, Gold Coast.

### **D: CLIMBING & ABSEILING Guide\* (Natural Surface, Top Rope)**

\*Additional Elective Cost – From \$1500. This cost is in addition to the standard price shown on the Payment Option Sheet.

This course is designed for students wanting to become Tour Guides , Climbing & Abseiling Guides, with some skills in a range of fun-filled outdoor activities. You will cover basic skills in Bushwalking, Kayaking and of course Tour Guiding, while specialising in Climbing & Abseiling Guide on Natural Surfaces (top rope).

**Changing some electives:** is possible by arrangement with the Academy, a meeting will be required with the campus manager to confirm availability of units, any extra costs that may occur, and any prerequisite requirements that may be compulsory to commence a chosen specialty unit.

**Pre-requisites:** Swimming ability is required (100m, plus tread water for 5 mins). A keen interest in outdoor pursuits based around Climbing and Abseiling with previous industry experience or qualifications at an AQF lower level recommended.

**Inclusions:** All texts, Workbooks, Hire of surfing, kayaking ,fishing , scuba and snorkelling equipment, Hire of rock climbing gear (Not Shoes), Fitness Membership, Travel to all excursion venues (except Eagle Academy and Partner schools).

**Exclusions:** Any pre-requisite skills or Units, Personal equipment (climbing harness & shoes), travel to any self organised specialty activities.

**Important Information:** Students are required to show high levels of safety management and guiding skills within the Guide Climbing Units to be deemed competent. This course requires student to complete a minimum of 20 Hours workplace training, log booking their assistant guiding skills. This must be signed off by a supervising Guide or Instructor.






You will cover the 19 Compulsory Units shown earlier, and 12 Electives shown in this table. (Including 5 specialist units in climbing) In all, you will cover skills in Bushwalking, Fishing, First Aid, Climbing, and of course Tour Guiding. The Electives may depend on weather, transport, student numbers and availability of activities at any given time of the year. You may also gain some skills and experience as a context for other units in High Ropes and Kayaking, depending on availability and weather during some excursions. . The specialist partners will deliver and assess Climbing & Abseiling. See our partner schools on the last page

<b>Tour Guide Electives</b>			<b>Delivered &amp; assessed by:</b>
<b>E5</b>	SITTGDE301	Work as a guide	The Eagle Academy, RTO No. 30895
<b>E6</b>	SITTGDE304	Prepare and present tour commentaries or activities	The Eagle Academy, RTO No. 30895
<b>E7</b>	SITTGDE305	Develop and maintain the general and regional knowledge required by guides	The Eagle Academy, RTO No. 30895
<b>Climbing-Guide (Natural Surface, Top Rope)</b>			
<b>E8</b>	SISOCLN302A	Apply climbing skills on natural surfaces	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E9</b>	SISOCLN303A	Establish belays for climbing on natural surfaces	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E10</b>	SISOCLN304A	Guide top rope climbing activities on natural surfaces	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E11</b>	SISONAV201A	Demonstrate navigation skills in a controlled environment	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E12</b>	SISOVTR301A	Perform vertical rescues	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>Additional Electives (No Group) - Abseiling -Guide (Natural Surface, Single Pitch)</b>			
<b>E13</b>	SISOABN202A	Safeguard an abseiler using a single rope belay system	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E14</b>	SISOABN303A	Apply single pitch abseiling skills on natural surfaces	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E15</b>	SISOABN304A	Establish ropes for single pitch abseiling on natural surfaces	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads
<b>E16</b>	SISOABN305A	Guide abseiling on single pitch natural surfaces	Pinnacle Sports, Red Hill & Paramount Adventure, Burleigh Heads

### Specialist Partner Providers

As our courses have lots of options, we have joined with specialist schools to provide your training in those areas of expertise. As you can see, we've selected only the very best providers to ensure your learning is of the highest quality. You might be spending the occasional day, or series of days, or even as much as one day a week with these specialists, depending on which specialisation, or course option you choose, and our (with Partner Organisation) assessment of your skills before commencement, in line with our requirements of the Standards for RTOs. We will tailor the timetabling of those units/skills delivered by these third party training organisations to meet your needs, our requirements, and the availability of time within the third party organisation.

In all cases, it is The Eagle Academy that is responsible for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation. Please don't hesitate to ask for more information at a no obligation free consultation meeting at the Academy prior to enrolment. You can even go along and look at the partner schools themselves. You'll be impressed.

Our Specialist Partner Providers	
	<p>Depending on the Course Option chosen, and the number of surfing electives in that option, students attend one session or day per week for the required number of weeks to complete all relevant units. As skill levels and development are individual, a weekly Timetable suitable for you will be developed. Students are taught in a class type situation, face to face with no more than 8 in a group at Broadbeach. Some instruction may occur on a one to one basis.</p> <p>Phone: 07 5538 4174 Email: <a href="mailto:info@broadbeachsurfschool.com.au">info@broadbeachsurfschool.com.au</a></p>
	<p>Depending on the Course Option chosen, and the number of SCUBA electives in that option, students attend one session or day per week for the required number of weeks to complete all relevant units. As skill levels and development are individual, a weekly Timetable suitable for you will be developed. Students are taught in a class type situation, face to face with no more than 8 in a group at Southport. Devocean dive is a PADI accredited centre.</p> <p>Phone: 07 5528 0655 Email: <a href="mailto:admin@devoceandive.com">admin@devoceandive.com</a></p>
	<p>Depending on the Course Option chosen, students attend one session or day per week for the required number of weeks to complete all relevant units in boating and Jet ski skills. Students are taught in a class type situation, face to face with no more than 8 in a group at Southport. ABC is a Qld Gov Registered Training Centre, meaning on completion of your sessions, you can take your results to the Licensing Office and receive your Boat and/ or Jet Ski Licence for Qld waterways. (Extra charge applies for Qld Gov Licence)</p> <p>Phone: 07 5476 2573 Email: <a href="mailto:abcboating@bigpond.com">abcboating@bigpond.com</a></p>
	<p>Depending on the Course option chosen, Students will attend sessions on a day per week basis for the required number of weeks to complete all the relevant units. Students participating in the GUIDE climbing and abseiling units are also required to complete Industry workplace training as part of the course. Paramount Adventure Centre is not only an RTO, but one of the Biggest Adventure Centres in Queensland , which allows students to partake in workplace training within the centre it self.</p> <p>RTO No 30870 at Burleigh Heads Centre Phone: (07) 5593 6919 Email: <a href="mailto:info@paramountadventures.com.au">info@paramountadventures.com.au</a></p>
	<p>Depending on the Course option chosen, Students will attend sessions on a day per week basis for the required number of weeks to complete all the relevant units. Students participating in the GUIDE climbing and abseiling units are also required to complete Industry workplace training as part of the course. Pinnacle Sport delivers on behalf of PACI and also runs natural climbing and abseiling adventures at Kangaroo Point , Brisbane and Glasshouse Mountains., which allows students to partake in workplace training alongside experience guides.</p> <p>Phone: (07) 3368 3335 Email: <a href="mailto:online@pinnaclesports.com.au">online@pinnaclesports.com.au</a></p>



**All Visa students please note:**

**ATTENDANCE IS NOT RECORDED OR MONITORED FOR VISA COMPLIANCE PURPOSES.** However, students are expected to attend 15 hours per week, with a further 5 hours per week delivered as Distance Education (Study done at home in the form of completion of set tasks or Workbooks). **Failure to attend regularly will see progress suffer, and students may be reported for unsatisfactory progress.**

**PROGRESS IS MONITORED FOR VISA COMPLIANCE PURPOSES:**

The Academy has implemented the DIBP Course Progress Policy and Procedures. More detail is available in the Student Handbook, but basically a student will be reported if they fail to gain competency in half of the units completed in consecutive study periods. Competency for each Unit is determined by three or four methods. Each occurs on a weekly/ fortnightly basis, hence regular attendance is important:

- Knowledge tests;
- Observation of skills, and oral questioning;
- Completion of activities.
- Completion of Workbooks

Visa students should be aware that agents can act on our behalf to recruit students. These agents are listed on our website.

**All Domestic and VISA students please note:**

You have rights with regards to refunds, complaints and appeal processes. These rights are outlined in detail, in the Student Handbook, and you MUST acquaint yourself with them prior to enrolment.

The refund policy will also cover what your rights are should we, as the RTO, or a third party training organisation closes, or ceases to deliver any part of the training product that you were enrolled in. In short, we would make arrangements suitable to yourself, to access another provider delivering that training, OR we offer you a refund.

**All Domestic students please note:**

**FUNDING:** Some of our courses have Government funding available. To find out if you are eligible for funding, please read the information sheets on the download page of our website <http://eagleacademy.com.au/downloads/> or contact [info@eagleacademy.com.au](mailto:info@eagleacademy.com.au).

**Failure to be deemed competent whilst training at one of our 3<sup>rd</sup> Party Training Organisations**

Each 3PTO will have a different policies in regards to resitting an assessment or partaking in practical skills demonstrations that had been missed or failed. Please ask administration or your trainer if you are curious or concerned. Most will endeavour to allow the student a 2<sup>nd</sup> chance if the unit was failed due to unforeseen circumstances. However if a student simply doesn't turn up to the course or fails to meet the requirements during the stipulated course delivery period a fee may be incurred for any assessments or practicals that need to be redone. Please take all steps to guarantee you are prepared and have the best chance to succeed, by completing all book work required before training days, submit assignments early, make yourself well aware of the days dates and times of courses so you don't miss out. Always make sure to ask your trainer or admin if you are unsure of dates courses or course content. This is what we are here for and your trainer may be able to set some training tasks to better prepare you for the course ahead.

**Pinnacle 3PTO Student Re-assessment Policy:**

If a student fails to pass their 1st attempt at being deemed competent in any of the units delivered by Pinnacle Sport with their "Top Rope", Vertical Rescue" or "Leaders Course" A student's options for reassessment are as follows:

1. Student completes the assessment day only again. Assessment must coincide with the final assessment date of a current course.

- If competency is not yet attained on this assessment, the student may resit the whole course again at half the price of current course rates. The student must be re enrolled within 6 months of their last assessment date. If the student enrolls after 6 months, full course fees will apply.
2. Student undertakes an individual assessment with an instructor at a cost of \$100 ex gst per hour. If travel is required by the instructor, additional costs will be incurred. The final amount would not be billed until the assessment is completed.
  3. Student completes the entire course again at half the price of the full course cost

