



Capability Statement

Eagle Training Services NT P/L

For the provision of accredited
and non-accredited training

2016

Eagle Training Services NT
RTO Provider No. 70049
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*Leading training providers in security,
community services, first aid & health, safety,
driving and training & assessment.*

Company Overview

Eagle Training Services NT was established in Alice Springs 2000 and became an independent Registered Training Organisation (RTO) in 2006. Founded by Gary Carter, the business has specialised in providing training in Security, First Aid and Health, Community Services, WHS and specialised Safety courses, Driver training and the Training and Assessment qualification. Comprising a team of 10 full time staff and two part time staff, the business is growing at a steady pace and now has a branch located in Darwin.



Gary & TM Carter

Eagle Training Services is a known and trusted training provider in Alice Springs and delivers training and accredited programs to the local market, Darwin and remote Northern Territory.

In 2010 and 2011 Eagle Training Services was awarded Runner-Up in the Northern Territory Training Awards - Training Provider of the Year category. The RTO was also a finalist in the Northern Territory Training Awards - Training Initiative Award category in 2011 for a project involving 34 community-based Indigenous students undertaking a Certificate IV in Training & Assessment.

Eagle Training Services is predominantly a fee-for-service RTO. Eagle Training Services has been appointed on the panel for the DEEWR Indigenous Employment Program (IEP) for 2012 - 2015. The IEP supports a broad range of activities that are responsive to the needs of employers, Indigenous Australians and their communities. Additionally Eagle Training Services has been the recipient of Productivity Placement Program (PPP) funding in 2011 and 2012.

Mission & Values

Mission: Making training fun, easy and worthwhile for everyone.

Values: Customer Service, Professional, Integrity, Enthusiastic, Innovative, Value, Local

Core Competencies - Training Scope

Eagle Training Services specialises in the following areas of training and accreditation:

Security, First Aid, Driver Training, Training & Assessment, Fire, specialised safety courses & WH&S

The current training offered from the business includes:

Accredited Courses

First Aid

CPR	0.5 day
Basic emergency life support	1 day
Apply First Aid	2 days
Advanced First Aid	2 days
Advanced Resuscitation	0.5 day
Remote First Aid	2 days
Occupational First Aid	5 days
Education & Child Care First Aid	2 days

Safety

Fire Extinguisher	4 hours
Fire Warden	4 hours
Confined Space Entry	2 days - <i>pre-requisite for courses marked #</i>
Confined Space Initial Rescue	1 days #
Breathing Apparatus	1 day #
Safe working at Heights	1.5 days
Construction Industry Induction (White Card)	1 day (6 hours)
JSEA/JHA	1 day

Security

Certificate II Security Operations	15 days
Certificate III Security Operations	15 days - <i>Industry pre-requisites need to be established for entry into this course</i>
Certificate III Community Night Patrol	15 days
Defensive Tactics:	
Control & Restraint	1.5 days
Baton & Handcuffs	1.5 days
Defensive Tactics	2 days - <i>Edged Weapon Counter Measures (knife defence)</i>

Driving

Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction)	15 days
Apply safe car driving behaviours	2 days
Transport passengers with disabilities	2 days
Commercial passenger vehicle (Taxi)	5 days - <i>Industry pre-requisites need to be established for entry into this course</i>
4WD	2 days

Other

Certificate IV Training & Assessment	15 days over 3 months (delivered in 3 blocks)
Workplace Trainer Skill Set	3 days
Workplace Assessor Skill Set	3 days
Workplace Trainer & Assessor Skill Set	5 days
Workplace Supervisor Skill Set	3 days
Address adult language, literacy and numeracy skills	1 day
Presentation Skills	3 days
Mentoring	2 days

Customer service skills 1 day

Non-Accredited Courses

Effective Meeting Skills	1 day
Managing Conflict	1 day
Report writing	0.5 day
Time Management	1 day
Presentation Skills	2 days
Public Speaking	2 days
Coaching & Mentoring	2 days
Team Building & Team Motivation	3 days
Business planning	3 x 2 day workshops with learner support and coaching on business plan reviews
Drug and Alcohol Awareness	0.5 day
Safe Spine/Manual Handling	1 day
Fatigue Management	1 day
Heat Stress/Awareness	0.5 day
Basic Relaxation Massage	2 days

Past Performance - Clients

Large companies/organisations

PowerWater Corporation (training providers since 2008 - current)

Territory Generation

AECOM

Newmont Tanami Operations

BAE Systems

SAAB Group

Voyages - Ayers Rock Resort (Yulara)

Holcim

APT Touring

Real Estate Institute of the Northern Territory

MacDonnell Regional Council

Central Desert Regional Council

Victoria Daly Regional Council

Tangentyere Council

Jobfind Centre

Gov Departments

PowerWater Corporation (NT)

Children & Families (NT)

Emergency Services (NT)

Correctional Services (NT)

Alice Springs Town Council

Planning & Infrastructure (NT)

Central Australia Mental Health Unit (NT)

Construction & Infrastructure including Motor Vehicle Registry (NT)

Business & Employment - Territory Business Centre & Tourism (NT)

Small - Medium businesses

On Tour

Australian Laboratory Services

JASP Protection

Talice Security

Ogden Power

Ross Engineering P/L

Mining, Energy & Engineering Academy - Indigenous pre-employment program in Alice Springs

Listed below are some specific examples:

- Alice Springs Hospital & Mental Health unit - Violent patient management course involving defensive tactics as well as fire warden/fire extinguisher training
- PowerWater - First aid (basic & advanced levels), WHS courses, fire extinguisher and specialised safety courses such as confined space entry & rescue, working at heights, breathing apparatus, fire warden. All course materials/resources for the latter specialised safety courses have been contextualised to reflect PowerWater organisational policies, procedures and corporate culture.
- Alice Springs Correctional Centre - First aid (basic & advanced levels) and construction industry induction training. Basic first aid and construction industry induction training have been delivered to both prison officers and prisoners within the facility.
- Victoria Daly Regional Council - First aid (basic & advanced levels) and construction industry induction training to all 8 communities within the shire. Delivery of pre-vocational LLN program for 12 female CDEP participants based at Kalkarindji over 4 weeks. This program is designed to provide participants with the confidence and self esteem needed to progress their language, literacy and numeracy skills, work readiness skills and knowledge of work place requirements to a level where they are confident about gaining and remaining in employment and fulfilling the day to day requirements of the roles they are employed in.
- Tangentyere Council - First aid, construction industry induction and various safety training to both staff and CDEP participants. Delivery of Certificate II in Security Operations specifically for community night/day patrols with contextualised course materials/resources.
- MacDonnell Shire Council - First aid, WHS and construction industry induction training to all communities within the shire. Delivery of Certificate II in Security Operations specifically for community night/day patrols with contextualised course materials/resources.
- Central Desert Regional Council - First aid, fire warden/fire extinguisher training to all communities but in particular to the remote Aged Care facilities. Delivery of Certificate II in Security Operations specifically for community night/day patrols with contextualised course materials/resources.
- Our Lady of the Sacred Heart School - First aid training to both teachers from all three campuses plus first aid training to Year 10 and 11 students.
- Department of Health (various locations) - First aid, fire warden/fire extinguisher training.
- Bushfires NT and NT Emergency Services - Certificate IV in Training & Assessment. This course was conducted for volunteers over a 6 month part time period. All training for this course was conducted on weekends or 'after hours'.

Differentiators

Eagle Training Services is a known and trusted training provider in Alice Springs and delivers training and accredited programs to the local market and remote Northern Territory. We specialise in working with local businesses and corporate clients by providing the ability to contextualise the training to the specific industries as well as their internal policies, procedures and processes. Eagle Training Services has established a reputation for providing high quality training that not only is outcome focused but also enjoyable and even fun. At Eagle Training Services we ensure that our staff maintain their vocational competency in the areas that they train and assess in. The company directors are directly involved in the training delivery and ensure that client's needs and expectations are met.

Professional Memberships/Affiliations

- Central Australian Education & Training Network - Executive Officer role
- Safety Institute of Australia
- Workplace WHS
- Australian Institute of Training & Development
- Australian College of Private Education & Training
- Australian Resuscitation Council
- Paramedics Australasia formerly Australian College of Ambulance Professionals
- Central Australian Commercial Passenger Vehicle Forum
- Curriculum Development Advisory Committee - 30735QLD Certificate IV in Operational Safety
- Australian Association of Massage Therapists

Costs

Training costs vary depending on the training requested and the location that training is delivered. *(Please note that penalty interest may be incurred on invoices not paid in accordance with the payment terms).*

All training is GST free as defined in ATO Ruling GSTR 2000-27.

Course sizes may differ as a result of the training needs and safety aspects and need to be negotiated at the time of booking.

Risk Management

Eagle Training Services NT is a Registered Training Organisation (RTO Number 70049) which is currently registered under the Australian Skills Quality Authority (ASQA). To achieve this status Eagle Training Services NT must be compliant with the Standards for NVR Registered Training Organisations 2011, formerly known as the Australian Quality Training Framework Standards for Continuing Registration, and maintain a continuous quality assurance system that assists with the delivery, monitoring and overall continuous improvement of the RTO as a whole.

Eagle Training Services NT has undertaken a re-registration audit with the Northern Territory Department of Education and Training. Where non-compliances occurred we took the opportunity to make amendments and improve on current practices in preparation for the new National VET regulator which commenced on July 1, 2011. Our organisation embraces audits as it provides an opportunity to have our training business examined so that we may improve processes and service delivery to our clients.

All accredited training is issued in accordance with the Australian Qualifications Framework.

Eagle Training Services NT does not have any legal action pending.

Eagle Training Services NT values safety and considers it paramount in all of our training delivery and assessment process, 'zero harm' is our goal. We achieve this by following a systematic risk management process by identifying potential risks within the training project and developing strategies to manage these risks. Eagle Training Services NT is willing to adopt client organisational strategies in relation to Health, Safety and Environment (HSE) in all aspects related to training conducted, resources contextualised and all other client organisational procedures.

Future extensions to scope

Eagle Training Services is currently in the process of extending our scope to deliver the following accredited training courses later in 2014:

- Health & Safety Representative Training (NT Worksafe approved)
- Certificate IV in Work Health & Safety
- Certificate I in Community Services (Work Preparation)
- Drink Driver Education
- Responsible service of alcohol
- Forklift
- Fatigue management

Contact Details

Business Name: Eagle Training Services NT Pty Ltd

RTO Provider No. 70049

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ACN: 136 867 573

Managing Director: Gary Carter
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Director: Toni-Maree "TM" Carter
Mobile: 0417 165 160

Quality Manager: Kath Clark

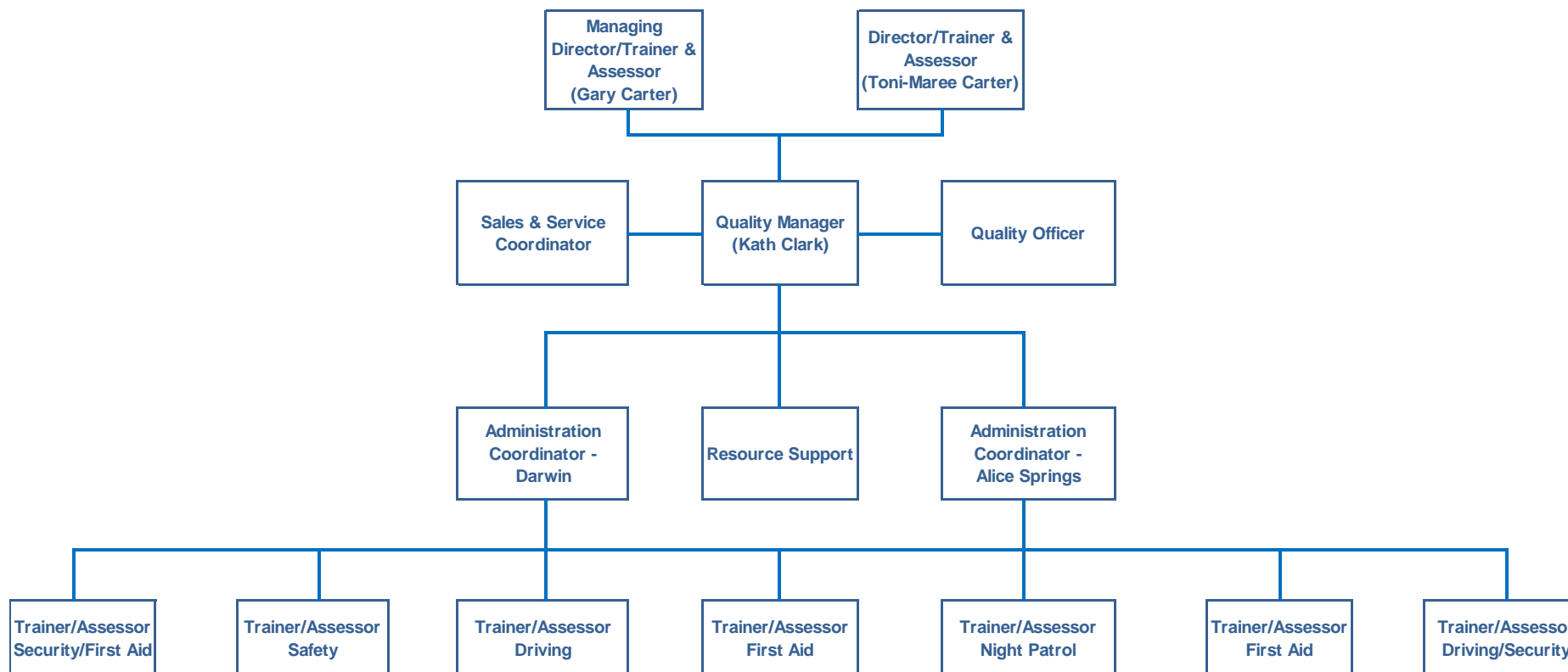
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Eagle Training Services NT Organisational Chart





INSTRUCTOR MATRIX

Current Instructor Authorisation Levels 30 November 2015

INSTRUCTORS	COURSE DELIVERY																																
	Training Qualifications held			Training & Assessment		Security Operations & Firearms				First Aid				Safety						Fire			Other				Driving (Incl. Cert IV,4WD, CPV/Taxi)	Other					
	Cert IV TAE	Diploma TAE	Construction Induction	Cert IV TAE	Presentation Skills	Cert II	Cert III	CIICNP	Defensive/ Firearms	CPR	Provide First aid	Advanced FA	Remote	Occupational	CSE	BA	Heights	OHS Induction	Issue work permits	JSEA	Hazard ID.	Safe Act	Fire Warden	Fire Ext.	Evacuation	Manual Hand.	Fatigue Mx	AOD	Heat Stress	Ergonomics	Safe Driving	Various	
Gary Carter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
TM Carter	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Therese Schutt	✓					✓	✓																✓		✓	✓				✓			
Andrew Cole	✓		✓			✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓			✓				
Julianne Prior	✓								✓	✓	✓	✓	✓												✓	✓		✓	✓				
Katie Young	✓							✓																									
Lloyd Brooks	✓								✓	✓	✓	✓	✓										✓	✓	✓	✓	✓	✓	✓	✓			
Chris Kupke	✓								✓	✓	✓	✓	✓													✓		✓			✓		
Mark Smith	✓				✓	✓	✓		✓	✓													✓								✓		

✓ - Able to deliver training & assess