



Capability Statement

Eagle Training Services NT P/L

For the provision of accredited
and non-accredited training

2018

Eagle Training Services NT
RTO Provider No. 70049
W: www.eagletraining.com.au

ALICE SPRINGS
A: PO Box 7845, Alice Springs, NT 0871
P: 08 8953-5932
E: info@eagletraining.com.au

DARWIN
A: PO Box 37844, Winnellie, NT 0820
P: 08 8947-2094
E: admin@eagletraining.com.au

*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 in 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 1 part time staff member, the business is growing at a steady pace and now has a branch located in Darwin.

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.



Mission & Values

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

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

Core Competencies - Training Scope

The current training offered by the Company includes:

Accredited Courses

First Aid

CPR	0.5 day
Basic emergency life support	1 day
Provide 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	1 day (6 hours)
Low Voltage Rescue w/CPR	1 day
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 - Edged Weapon Counter Measures (knife defence)

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

4WD	2 days
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Other

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

Past Performance - Clients

Large companies/organisations

Territory Generation
AECOM
Newmont Tanami Operations
BAE Systems
Royal Darwin Hospital
Hungry Jacks
Voyages – Ayers Rock Resort (Yulara)
Holcim
UNSW
Real Estate Institute of the Northern Territory
MacDonnell Regional Council
Central Desert Regional Council
Victoria Daly Regional Council
East Arnhem Regional Council
West Daly Regional Council
Central Land Council
Tangentyere Council
Wise Employment
Max Employment
Mission Australia
AFL NT

Gov Departments

PowerWater Corporation (training providers since 2008 - current)
Children & Families (NT)
Emergency Services (NT)
Department of Human 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
Parks & Wildlife
Primary Health

Small - Medium businesses

Ogden Power
Centre Plumbing
RFDS
Probuild
Lutheran Community Care
OLSH
AAT Kings
Fluid Power
Gunbalanya Sports & Social Club
Talice Security

Listed below are some specific examples of training delivered:

- 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
- 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.
- Our Lady of the Sacred Heart School – First aid and Fire Warden/Fire Extinguisher training to teachers from all three campuses plus first aid training to Year 10 and 11 students
- 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'
- Voyages-Ayres Rock Resort: first aid (basic and advanced), fire warden, safe working at heights, 4WD and defensive driving
- MacDonnell & Central Desert Regional Councils: first aid, WHS, safe working at heights, construction industry induction, 4WD, Certificate III in Community Night Patrol
- Alice Springs Town Council: first aid, fire warden, fire extinguisher, WHS, JSEA, manual handling, 4WD, security operations, batons
- Alice Springs Correctional Centre: first aid (basic & advanced levels) and construction industry induction training. Delivered to prison officers and prisoners of the correctional facility both in Alice Springs and Tennant Creek. Certificate IV in Training and Assessment has also been provided and completed by prison officers
- Tangentyere Council: first aid, construction industry induction, fire warden to both staff and RJCP participants, Certificate III in Community Night Patrol
- Department of Health (various locations): first aid, fire warden, fire extinguisher training, 4WD
- Department of Human Services: first aid, fire extinguisher, manual handling, 4WD
- Nhulunbuy High School: first aid, safe working at heights, construction industry induction

- UNSW: safe working at heights to international students as part of the high altitude ballooning campaign conducted at the Balloon Launching Station – Alice Springs Airport
- Northrop Grumman: safe working at heights, confined space entry, construction industry induction
- Emergency Services throughout the Northern Territory: first aid, fire warden, Training & Assessment
- 5 day Occupational First Aid courses for both BAE Systems and AECOM staff members and deliver this training quarterly.

Differentiators

Eagle Training Services is a known and trusted training provider in Darwin and 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 tailor 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.

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 exempt 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 RTOs 2015, 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 in 2016 with ASQA. Where non-compliances occurred we took the opportunity to make amendments and improve on current practices. Eagle Training Services NT is currently registered until March 2023. 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.

Contact Details

Business Name: Eagle Training Services NT Pty Ltd

RTO Provider No. 70049

Business Address: 40 Gap Road Alice Springs NT 0870
50 Graffin Crescent Winnellie NT 0820

Postal Address: PO Box 7845 Alice Springs NT 0871
PO Box 37844 Winnellie NT 0820

ABN: 75 723 581 980

ACN: 136 867 573

Managing Director: Gary Carter

Quality Manager: Kath Clark

Telephone: (08) 8953 5932 (Alice Springs)
(08) 8947 2094 (Darwin)

Email: info@eagletraining.com.au (Alice Springs)
admin@eagletraining.com.au (Darwin)



EAGLE TRAINING SERVICES NT

Organisational Chart

