



# Capability Statement

## Eagle Training Services NT P/L

For the provision of accredited  
and non-accredited training

# 2020/2021

*Leading training providers in security,  
community services, first aid & health, safety,  
driving and training & assessment.*

**Eagle Training Services NT P/L**

RTO Provider No. 70049

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## 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 9 full time staff and 4 part time staff members, the business is growing at a steady pace and has now relocated its head office to Darwin.

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

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
Manual Handling	3 hours

#### **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 Safety 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

<b>4WD</b>	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  
CASA  
DASA  
CAAFLU  
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)  
Territory Families (NT)  
NT Police, Fire and Emergency Services  
Department of Human Services (NT)  
City of Darwin  
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  
Central Australian Health Service

### Small - Medium businesses

Ogden Power  
Centre Plumbing  
RFDS  
Probuild  
Lutheran Community Care  
OLSH

AAT Kings  
Fluid Power  
Gunbalanya Sports & Social Club  
The Arnhem Land Progress Aboriginal Corporation (ALPA)  
Tallice 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 & Territory Generation – 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. Training delivered in Darwin, Alice Springs, Katherine, Yulara and Tennant Creek.
- City of Darwin – White Card training
- NT Police, Fire and Emergency Services (Darwin) - Certificate IV in Training & Assessment (full qualification, skill sets and upgrades)
- 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 – training delivered 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 CEO is 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 this needs 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

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## EAGLE TRAINING SERVICES NT Organisational Chart

