



# Frequently Asked Questions

## Online vs offline?

### Q. What is the difference between Online and offline?

**A.** The **online** and **offline** courses are identical in terms of content and certification; it's only the mode of delivery and price that's different. **Online** is web based and **offline** is paper/postage based. Either way, your courses are done by correspondence, in your own time. There is **no need to travel** and there are **no lectures to attend**.

The choice for students generally comes down to price, study preference and convenience.

If you have a decent Internet connection, then the **online version is recommended**.

If you don't have a decent internet connection or prefer printed manuals, then the **offline version is recommended**.

## Who are the courses for?

### Q. Who can register and complete the courses?

**A.** **Anybody** may register and complete any of the courses. There are **no entrance requirements or registration dates** of any kind.

All are specifically designed for the **distance learning student**.

These courses target the **serious, curious, career orientated** and the **wildlife enthusiast**.

## Endorsements

### Q. Who endorses the Certificate in Game Ranging?

**A.** **Endorsed** by the Field Guides Association of Southern Africa (**FGASA**).

### Q. What do FGASA do?

**A.** **FGASA** is the current regulatory body for Field Guiding in South Africa.

**Q. Since WildlifeCampus are FGASA Endorsed Trainers, do I automatically become FGASA qualified after completing the WildlifeCampus Game Ranging course?**

**A. No, FGASA still require you to join their organisation and pass their exams.** Our endorsed status means that **FGASA** have examined our courses and find that graduates of our **Game Ranging Course** will have no problem passing their **theory exams (75 % required)**.

**Q. What courses do FGASA offer?**

**A. None**, they are only an examining body; they do not offer any of their own courses. **Anyone** may also simply join and write their exams without having completed a course previously. However, such candidates will struggle to pass their exams without either prior experience or having completed a prior course.

## Username and Password

**Q. How secure are my username and password?**

Your password secure and only you can view it and change it.

## Login Issues

**Q. I'm having difficulty logging in with the details received when registering, what can I do?**

**A.** If you have forgotten your password but recall your Login Name, you may retrieve your password from the Login page.

You are welcome to e-mail **info@wildlifecampus.com** and we will retrieve your Login details.

## Certificates

**Q. I paid for a course, when do I receive my certificate?**

**A.** A certificate will be issued when a student has successfully completed all the academic requirements and the **course is fully paid for**.

Students will receive both a scanned copy and the original will be posted by **regular tracked mail**.

**Q. I've lost my Certificate, can it be re-issued?**

**A. Yes**, Certificates that may need to be re-issued will be re-issued at a **cost of R250.00** each. This includes regular tracked mail postage fees.

## Credit Card Payments and Billing

### Q. How long do I have to wait until my credit card payment has been accepted?

A. This may depend on where you are in the world. Verification of your credit card details generally takes between 10 and 60 seconds.

### Q. Since the prices are all in South African Rands (ZAR), how do I pay in my local currency?

A. If your credit card account is not in South African Rands, our payment gateway automatically converts your purchase into your local currency.

Your bank statement will reflect the purchase in your local currency. Due to currency fluctuations, there might be a slight difference in your local currency amount, paid from your date of purchase to that reflected on your statement.

### Q. What information will be reflected on my credit card statement?



A. Since WildlifeCampus is a division of **Ripple Effect 4 (Pty) Ltd.**, the creditor on your statement will be this company, and not WildlifeCampus.

Your bank statement should reflect the SA Rand amount of your purchase converted into your local currency.

**The amount converted from SA Rands is done at the international exchange rate on your date of purchase.**

### Q. When do I receive the OFFLINE Course Content I have just purchased?

A. The course content is posted out within **72 hours** of **payment confirmation** and a tracking number follows within **48 hours** of postage.

-  Students who require their course couriered to destinations outside of South Africa will be subject to an additional **R 850 once-off surcharge**.
-  WildlifeCampus is **NOT** liable for any customs duty fees that may occur in your country when posted out of SA.

### Q. When do I receive the ONLINE Course Content I have just purchased?

A. Since the Course Content is in **DIGITAL FORM** you will have instant access to the material if paid by credit card. If paid by EFT, the course is **assigned upon confirmation** of your payment.

All you need to do is click the **My Courses** button, and you will be taken to your own personal content page, where all your course content can be accessed.

## Security

### **Q. I am concerned about using my credit card on the internet. What can I do?**

**A.** We absolutely guarantee that your credit card details cannot be abused by on-line payments using our system.

## Student Discounts

### **Q. Do I receive a discount if I purchase more than one Course at a time?**

**A. Absolutely.** If you intend to purchase more than one course at a time, please **info@wildlifecampus.com** contact us first and we'll assign a discount to you, depending on which courses you intend to purchase.

## Copyright

### **Q. Are the images and text protected by copyright?**

**A.** Yes, they are. All imagery and text seen on WildlifeCampus is protected by copyright and remains the property of Ripple Effect 4 (Pty) Ltd, unless the specific image or text bears an alternative copyright notice or reference. All downloaded files, components and PDF files are fully copyrighted as above.

### **Q. Where does all the imagery come from?**

**A.** Wherever possible, we have used Original WildlifeCampus imagery. However, a portion of the imagery has been sourced from various educational websites as well as kindly supplied by several additional sources. Should you wish to use any of these images, please contact WildlifeCampus for the owners contact details. **Many thanks to all our contributing photographers.**