

@wildlifecampus



WildlifeCampus is an Approved FGASA Delivery Partner

# Frequently asked questions



## 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 our courses are specifically designed for **distance learning students**. These courses target the **serious, curious, career orientated** and **wildlife enthusiasts**.

### Q. Do theory courses replace practical courses?

**A. Absolutely not!** Theory courses and practical courses are two separate forms of training. In many fields, it is essential to know the theory before you can put it into practice. Think of it as a learner's licence; before taking the driving test, you need to learn the theory and write a theory exam.

WildlifeCampus provides students with this theoretical information. **For students who are looking to do practical training**, WildlifeCampus has a list of practical training partners that **we know, respect** and **trust**. Some provide theory and practical, and you **do not need to be a WildlifeCampus student to join them**.

Others (such as **GameWays anti-poaching practical training**) require students to take the **WildlifeCampus online anti-poaching course before** they embark on their practical training programme in the field.

**Our online courses complement practical courses and experiences.** They make for excellent preparation and an additional learning resource for before or after practical experiences. Additionally, **WildlifeCampus course certificates are recognised and a perfect enhancement to your CV.**

### Q. So, what does this all mean, and how can these courses benefit me?

**A.** It's simple! Being an online theory course provider, WildlifeCampus offers you the opportunity to choose your preferred study path. Whether you are taking our courses for your own interest, to enhance your current knowledge and CV, or as a start to your career in Wildlife, WildlifeCampus is the perfect resource and place to start.

### Q. I want to volunteer at a rehabilitation centre in Africa. Do any respectable rehabilitation centres recommend the WildlifeCampus courses be taken before volunteers arrive at their premises?

**A.** This is a very frequently asked question. The answer is **YES! Care For Wild Africa** recommends that a series of WildlifeCampus courses are completed before beginning their practical skills development courses held in South Africa.



## Endorsements

**Q. Who endorses the certificate in field guiding/game ranging?**

**A. It is endorsed** by the Field Guides Association of Southern Africa (**FGASA**).

**Q. What does 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 field guiding/game ranging course?**

**A. No, FGASA still requires you to join their organisation and pass their exams.** Our endorsed status means that **FGASA** has examined our courses and found that our field guiding/game ranging course graduates 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?**

**A.** Your password is secure, and only you can view it and change it.

## Login issues

**Q. I am 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 also welcome to email us for them anytime.

## Certificates

### Q. I paid for a course. When do I receive my certificate?

**A. A digital certificate** will be issued and emailed once the student has successfully **completed** all the academic requirements. All **outstanding course fees must first be settled before a certificate/s will be issued.**

### Q. I have lost my certificate. Can it be re-issued?

**A. Yes,** digital certificates are kept on our database, and you can email us for them anytime.

## 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 online course content I have just purchased?

**A.** Since the course content is in **digital format**, 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 redirected to your 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 guarantee that your credit card details cannot be abused by online 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 wish to purchase more than one course at a time, please **contact us first**, and we will 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 remain 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 and kindly supplied by several additional sources. Should you wish to use any of these images, please contact WildlifeCampus for the owner's contact details. **Many thanks to all our contributing photographers.**