

FAQ's



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Our courses

Q: Who can register and complete the courses?

A: Anyone from any country can register and complete our courses. There are no entrance requirements or fixed registration and study dates. Designed for flexible online learning, our courses are open to everyone.

Q. Do theory courses replace practical courses?

A: Not at all! Theory and practical courses serve different yet complementary purposes in training. In many fields, understanding the theory is essential before applying it in practice, much like earning a learner's license before taking the driving test.

At WildlifeCampus, we equip students with the theoretical knowledge they need to build a strong foundation.

For those seeking practical training, we proudly recommend our trusted practical training partners, many of whom offer theoretical and practical components. You do not need to be a WildlifeCampus student to join most of these programs. However, some, like GameWays' anti-poaching practical training, require students to complete the WildlifeCampus online anti-poaching course **as a prerequisite.**

Our online courses complement practical training, providing valuable preparation or extra learning before or after fieldwork. WildlifeCampus certificates offer insights and a recognised qualification to **enhance your CV and career.**

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

A. It is simple! Being an online theory course provider, WildlifeCampus allows you 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 completing a series of WildlifeCampus courses before beginning their practical skills development courses held in South Africa.



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Certificates

Q. Do the WildlifeCampus certificates carry any weight?

A. WildlifeCampus certifications are highly recognised across various industries, including nature guiding, wildlife conservation, and luxury hospitality.

Our courses deliver immense value to individuals looking to establish or advance their careers. By providing comprehensive knowledge, our courses enhance expertise, and certificates showcase a candidate's passion, dedication, and commitment to professional growth.

With over 25 years of industry expertise, WildlifeCampus has built a reputation for delivering courses that enhance career development. Employers recognise these certificates as a clear demonstration of an individual's dedication to continuous learning and professional excellence.

A shining example of this impact is Hayley Cooper, founder of Wild Dreams Hospitality, who completed the WildlifeCampus Game Lodge Management Course in 2009. She credits this certification with helping her successfully transition into South Africa's competitive game lodge sector, providing her with the in-depth understanding and recognised qualification needed to excel.

Today, Hayley has created her own Front of House Lodge Operations Course for WildlifeCampus, sharing her extensive hospitality expertise with future professionals.

WildlifeCampus certifications continue to stand out as invaluable assets for those pursuing careers in nature guiding, wildlife conservation, hospitality management and beyond.

No matter the course you choose, WildlifeCampus provides the knowledge and credibility you need to thrive in your career.

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 **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.



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General questions

Username and password

Q. How secure are my username and password?

A. Your password is secure; only you can view 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.

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.**



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General questions

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 you pay with a credit card. If paid by EFT, the course is **assigned upon payment confirmation**. 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 online payments using our system cannot abuse your credit card details.

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 **get in touch with 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 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.

Q. Where does all the imagery come from?

A. Wherever possible, we have used original WildlifeCampus imagery. However, some of the imagery has been sourced from various educational websites and kindly supplied by additional sources. Should you wish to use any of these images, please get in touch with WildlifeCampus for the owner's contact details.

Many thanks to all our contributing photographers.