

Learner Support Information

This document should be read in conjunction with Sexual Wellbeing Aotearoa's Terms and Conditions set out for the specific course you are taking.

This is a summary of the key outcomes that relate to your general enrolment as a tertiary learner. They outline our commitment to [Tertiary and International Learners Code of Practice](#) and explain our procedures for managing how we will support you as a learner in any of our Sexual Wellbeing Aotearoa courses. This information assures that any fees shall be protected should they require a refund.

You can view our [annual self-review report](#) on our website; this provides specific details demonstrating our adherence to the Code of Practice.

Learning Environment

Outcomes 1, 2, 3 and 4 of the Code of Practice require tertiary education providers to ensure a safe, supportive, and inclusive learning environment where the learner's voice is heard and is integrated in decisions concerning services. Following the Code of Practice, Sexual Wellbeing Aotearoa will:

- Respect learners' ethnicity, cultural needs, age, gender, background, and individual abilities.
- Acknowledge and respect the principles of Te Tiriti o Waitangi through respectful use of te reo Māori translations of key words in course resources and incorporation of concepts from Te Ao Māori that apply to our learning and teaching contexts.
- Manage personal records and official information in accordance with the Privacy Act (2020).
- Before enrolment, provide up to date course information including course outlines, cost, assessment procedures, and conditions.
- Provide up to date information about the topic, course objectives, assessment deadlines and weighting, timetable, course requirements and administrative information, e.g. fee payment and registration.
- Ensure that all course materials and assessments are quality assured by subject matter experts and are informed by the latest research and evidence.
- Provide competent and effective teaching from appropriately qualified staff.

- Provide a safe, clean, healthy and comfortable learning environment for face-to-face courses.
- Provide accessible and inclusive digital learning environments for online courses.
- Ensure staff are accessible at reasonable times to respond to learner needs.
- Provide an official complaints procedure.
- Allow a reasonable amount of time to complete courses.
- Return assessment results and feedback in a timely manner.
- Ensure assessment is valid, fair, reliable, and consistent.
- Quality assure course material and assessment by way of moderation processes.

This applies to all learners engaging in any face to face, online or blended learning programme developed and delivered by Sexual Wellbeing Aotearoa.

Learner Wellbeing and Support

Learners may need support to manage with personal or study-related issues during the course which may affect their study or relationships with other learners or staff.

Learners are encouraged to talk to their course facilitator in the first instance or email PTDAdmin@sexualwellbeing.org.nz to request additional support.

Health and Safety

Many Sexual Wellbeing Aotearoa programmes are delivered on Sexual Wellbeing Aotearoa premises or at nominated venues, as well as within the learners own working environments (e.g. a medical clinic, a school). Where we facilitate face-to-face, emergency procedures will be clearly explained to all learners at the beginning of all sessions.

Unprofessional conduct or unsafe practice while attending a Sexual Wellbeing Aotearoa course (face-to-face or online) will be addressed and investigated and may result in exclusion from the course. Sexual Wellbeing Aotearoa also reserves the right to refuse enrolment in other Sexual Wellbeing Aotearoa courses in these cases.

Student Fee Protection

Sexual Wellbeing Aotearoa has systems in place to protect any fees paid in advance, in accordance with New Zealand Qualification Authority Student Fee Protection Rules 2025. In the unlikely event of course discontinuation, closure, or the organisation being unable to deliver the course, learners may be entitled to a refund. The terms and conditions for course closure or student withdrawal are found in the terms and conditions on our website.

Evaluation and Feedback

Sexual Wellbeing Aotearoa views stakeholder feedback as an opportunity to review and improve the courses, facilitators, and academic standards so learners will be asked to evaluate the course(s). Participation remains anonymous. This supports the Sexual Wellbeing Aotearoa training teams to continuously improve their professional practice, course and programme development, and assessment tools and procedures.

Assessment Procedures

For courses with an assessment component, learners will be given all details including:

- When the assessment will occur
- The type of assessment
- Requirements for successful completion, including learner's obligations for assessment to complete practical components
- When the results will be available.

Complaints

Learners are encouraged to voice all concerns relating to Sexual Wellbeing Aotearoa courses and any learner wishing to provide feedback or make a complaint should address the issue with their course coordinator in the first instance.

Any learner who is not satisfied with an aspect of their course is encouraged to raise the issue with their course coordinator or directly via email to PTDAdmin@sexualwellbeing.org.nz.

If this does not lead to a satisfactory outcome, learners can access our [Complaints Procedure](#) through the website to initiate a formal complaint.

Personal Conduct

In addition, learners who enrol in any courses or programmes developed and delivered by Sexual Wellbeing Aotearoa indicate their agreement with the following requirements:

- Respect other learners always.
- Be respectful and considerate of Sexual Wellbeing Aotearoa staff and property.
- Observe the Sexual Wellbeing Aotearoa guidelines and policies given in course documentation or provided by the educator/presenter.
- Be committed to meeting the course requirement.
- Attend all sessions set out in the course programme.
- Meet the due dates for assignments and assessments, where required.
- Endeavour to resolve any concerns through discussion in the first instance.
- Ensure their behaviour upholds the health and safety of fellow learners.
- Report any potential hazards or damage to people or property.
- Not engage in any criminal activity that violates our entry requirements or whilst on a course.
- Not behave in a manner that could prejudice Sexual Wellbeing Aotearoa's reputation, including respecting confidentiality.
- Refrain from any form of harassment of our staff or other learners whilst engaging in a Sexual Wellbeing Aotearoa course.
- Observe the Code of Health and Disability Services Consumers Rights when carrying out practical assessments.

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