

## **Terms and Conditions: Certificate in Contraception and Sexual Health**

These terms and conditions cover requirements, expectations, and processes for enrolling in Sexual Wellbeing Aotearoa's **Certificate in Contraception and Sexual Health**.

For procedures explaining how Sexual Wellbeing Aotearoa supports learners in any of our courses, see our [Learner Support Information](#), available on our website.

### **1. Enrolment**

#### **1.1 Eligibility and Acceptance**

Enrolment in the course is subject to availability and your ability to demonstrate you meet our eligibility requirements.

By registering for this course, you agree to abide by the Terms and Conditions for this course.

#### **1.2 Registration Details**

You must ensure the accuracy of all registration information provided; this includes information about your eligibility for funding (if applicable), your place of work and contact details.

If you are attending an online Zoom workshop, you will be contacted by an administrator prior to your workshop to provide a valid postal address.

#### **1.3 Payment**

Full payment of the course fee is required upon enrolment unless otherwise specified. Payment must be made by invoice.

When applying for an invoice through our website, the details provided must match the details of the payer e.g. you must not put your details if your employer is paying.

If you are eligible for a funded place, see **Section 1.4**.

#### **1.4 Eligibility for a funded place**

Please note: Te Whatu Ora/Health New Zealand employed health professionals are not eligible for funding.

To be eligible for a funded place, you must meet at least one of the following criteria. The highest priority for funding starts at 1:

1. Māori nurses/doctors working for Māori providers
2. Non-Māori nurses/doctors working for Māori providers
3. Pacific nurses/doctors working for Pacific providers.
4. Non-Pacific nurses/doctors working for Pacific providers.
5. Māori nurses/doctors working for health service providers.
6. Community/rural/urban nurses/doctors (including Practice Nurses, Well Child Tamariki Ora nurses).

If you are not sure if you are eligible, please contact [PTDAdmin@sexualwellbeing.org.nz](mailto:PTDAdmin@sexualwellbeing.org.nz) before applying and we will help confirm your eligibility.

## **1.5 Access to Learning Resources**

Enrolment is confirmed only after payment is received and/or, as per Sections 1.3 and 1.4, we have confirmed your eligibility for a funded place.

You will receive access to the compulsory online prerequisites, and online course material, upon confirmation of your enrolment.

For both online and face-to-face workshops, you are required to print or download some resources (available on the course homepage) and have these available to you throughout the workshop.

If you are attending a face-to-face workshop, you will be given additional learning resources you will need to complete the course when you attend the workshop.

If you are attending an online Zoom workshop, you will be sent the additional learning resources needed to complete the course via post. You will be contacted by an administrator prior to your workshop; it is your responsibility to ensure you provide a valid postal address.

You are responsible for your own workbooks, course materials and related documents provided by Sexual Wellbeing Aotearoa.

Sexual Wellbeing Aotearoa learning resources are copyrighted and may only be used for personal study and must not be shared or reproduced without permission.

## **2. Course Completion Requirements**

### **2.1 Completion Requirements**

To complete this course, you must attend a two-day workshop and attend an additional online assessment on the 3<sup>rd</sup> day.

Attendance for the full two-day workshop is compulsory. You are only required to be online for your assessment on the 3<sup>rd</sup> day, this assessment will take a maximum of two hours (unless specified otherwise).

You must complete all requirements to receive a certificate.

Extensions are not available for this course.

If after registering for a place, you are not able to attend, you must contact us immediately (see **Section 7** for how we manage cancellations).

## **2.2 Online Prerequisite Requirements**

This course has 9 hours of compulsory online prerequisites which **must** be completed at least 14 days before attending the facilitated workshop.

If you are not able to complete these at least 14 days before the workshop we reserve the right to withdraw you from the course (see **Sections 6 and 7** for how we manage withdrawals).

## **3. Facilitated Workshops**

### **3.1 Attendance and Prerequisites**

As per section 2.2, attendance of the facilitated workshop is only permitted after you have completed the online learning modules.

You must be present for the entire duration of the workshop training days and adhere to health and safety guidelines.

If you have any special requirements or needs to support your attendance, these must be communicated to [nurse.educator@sexualwellbeing.org.nz](mailto:nurse.educator@sexualwellbeing.org.nz) prior to the workshop start date.

## **4. Extension Requests**

### **4.1 Online pre-requisite learning modules**

Extensions are not guaranteed, and any requests must be made in writing by the due date of the prerequisite learning modules to [nurse.educator@sexualwellbeing.org.nz](mailto:nurse.educator@sexualwellbeing.org.nz) as our educators require a minimum of 10 days to mark and evaluate all learners prior to the workshop.

If you find you are not able to complete these according to Section 2.2 of these terms and conditions, see Section 6.2 for your options and contact us immediately to ensure you do not miss out on a refund.

If you cancel without providing prior notification, we reserve the right to retain your fee and, if you were given a funded place, to charge you an administration fee.

See section 6.2 for your options and contact us immediately to ensure you do not miss out on a refund.

#### **4.2 The online assessment**

If you will not be able to attend your allocated assessment on the third day of the course, you must contact us immediately in writing so that we can reschedule your assessment. Valid reasons include:

1. Ill health (which prevents the learner from working for an extended period)
2. Bereavement
3. Personal difficulties of a serious nature

This must be requested in writing to [PTDAdmin@sexualwellbeing.org.nz](mailto:PTDAdmin@sexualwellbeing.org.nz), providing the following information:

- Name, workshop date and location.
- Reason for requesting a new assessment time.
- An indication of your availability to be re-assessed, within two weeks after the original assessment date.

### **5. Assessment Results and Resubmissions**

#### **5.1 Final assessment**

Where you do not pass the assessment component, your assessor will inform you of the specific reasons why you have failed.

This decision will be recorded in the assessment documentation after the visit and our administrative team will inform you in writing of your options to resit the assessment.

#### **5.2 Appealing an assessment decision**

If you wish to appeal an assessment decision, you must do so within one month of the original decision being communicated.

The first step is to submit your reasons for appeal in writing to [PTDAdmin@sexualwellbeing.org.nz](mailto:PTDAdmin@sexualwellbeing.org.nz). This will be reviewed by the Professional Training Manager who will respond to you in writing of the outcome within 10 working days, and who may initiate a verbal conversation with you if appropriate to your situation.

If you are not satisfied with the outcome and decide to pursue the matter further, you will be directed to our [complaints procedure](#) to initiate a formal investigation.

## **6. Withdrawals by Sexual Wellbeing Aotearoa**

### **6.1 Course cancellation or closure**

If we cancel a course, we will notify you with at least two weeks' notice. You will be given a new course date and any fees retained will either be refunded or transferred to your new course date.

**Note:** Refunds are for course fees only; we are not liable to reimburse you for any travel or accommodation costs you may have incurred to travel to the workshop.

### **6.2 Non completion of course requirements**

As set out in section 2.2, we reserve the right to withdraw learners who do not complete the online course component at least 14 days before attending a facilitated workshop.

## **7. Withdrawal or cancellation by the student**

### **7.1 Withdrawal by fee paying learner**

We require you to provide notice of withdrawal at least two weeks prior to the start date of your workshop, or forfeit your course fee.

### **7.2 Transfer of course fees to another course date**

If you are unable to attend a workshop due to exceptional circumstances, we will consider transferring your fee payment to another course date. You must write to us within the refund period to request a transfer.

If your employer has paid the cost of your course, they must also be included in this request.

### **7.3 Transfer of course fees to another learner**

If you are unable to attend a workshop due to exceptional circumstances, we will consider transferring your fee payment to another eligible learner. You must write to us at least 14 days prior to the course start date to request a transfer. This is to allow another to meet our Online Prerequisite Requirements (see section 2.2).

If your employer has paid the cost of your course, they must also be included in this request.

### **7.4 Withdrawal by a funded learner**

If you have received a funded place, you must still provide notice of cancellation at least 14 days prior that we can offer this place to another learner and give them time to complete the online prerequisites.

If you fail to give us ample time to fill your place, we reserve the right to refuse you a future funded place.

### **7.5 Retaining certificates for online learning module after withdrawal**

Our online modules lead to the awarding of two certificates which can be used as evidence of professional development. Therefore:

If you withdraw after completing a certificate for the online Sexually Transmitted Infections (STI) and/or

Contraception and Practical Essentials (COPE) learning module your options are as follows:

- If in this period you have completed and received a certificate for the online STI and COPE learning module, we reserve the right to retain an additional \$480, the cost of administering and providing you with access to this material.
- If in this period you have completed and received a certificate for the online STI and COPE learning module, we can consider supplying you with funding to cover the cost of the online STI and COPE certificate, if you meet eligibility for funding.
- If in this period you have started but have not yet completed the online learning, we can:
  - a) remove your record of learning from our learning management system
  - OR
  - b) allow you to complete the STI and COPE at cost (\$480).

## **8. Refunds**

**8.1** You must contact [PTDadmin@sexualwellbeing.org.nz](mailto:PTDadmin@sexualwellbeing.org.nz) within the refund period for your course to request a refund form. The refund form must be completed and returned within one week of receiving the form. Sexual Wellbeing Aotearoa reserves the right to notify your employer of your withdrawal.

### **8.2 If your employer has paid your course fees, or reimbursed you**

Your employer must complete the refund form (as per 8.1) so that we can return fees appropriately to them.

### **8.3 If someone else has paid your course fees on your behalf**

The payer must be included in your request for a refund as we can only refund fees to the person who made the original payment.

### **8.4 If you dispute the refund**

You can use 'Study Complaints', a free dispute resolution scheme for domestic tertiary learners. <https://www.studycomplaints.org.nz/>