

Family Planning NSW - Education Services Terms and Conditions V2.0

Enrolment and registration

- Course enrolment will be confirmed once your eligibility has been verified
- Registration is completed once you receive an enrolment confirmation email and full payment has been made
- You are responsible for providing us with correct contact and enrolment details when you register
- Family Planning NSW does not accept responsibility for any issues related to participants providing incorrect information or personal details
- You must advise Family Planning NSW of any change of address and/or contact details while enrolled in a course
- You will be notified if the course is going ahead in writing via a welcome pack (this contains all relevant information for your participation)
- Where a course is cancelled by Family Planning NSW
 - You may be offered a transfer to the next available course
 - Alternatively, a full refund will be provided

Withdrawals/ transfers/cancelled courses All courses

- If you withdraw from a course or workshop 4 weeks or more prior to the commencement date, your payment will be refunded less an administrative charge of 10% of the course fee
- If you withdraw from a course or workshop 2 to 4 weeks prior to the commencement date, 50% of your course fee will be refunded
- If you withdraw from a course or workshop less than 2 weeks prior to the commencement date, after commencement or fail to attend the training, your course fee will not be refunded
- Transfer to a course at a later instance is only allowed 4 weeks or more prior to the commencement date of the course and will incur an administrative charge of 10% of the course fee
- Only one transfer to an agreed later course instance (within 12 months) is permitted

Self-paced online courses only

- Once a welcome pack has been sent, a participant cannot withdraw from a course or transfer to another course and the course fee will not be refunded

Travel and accommodation booking

We require minimum numbers for our courses to go ahead

- We recommend you do not book any travel or accommodation until a course is confirmed in writing via the welcome pack
- Family Planning NSW is not responsible for any travel and/or accommodation cost incurred by a participant

Non-attendance or non-completion of a course or course content

- If you do not complete 100% of the online learning by close of business the day prior to any attached course session, you will not be permitted to attend
- You may need to pay 50% of the course fee to attend that missed course session in the future
- If you are unable to complete the course within the agreed timeframe, your payment will not be refunded
- If you do not attend workshop/s, clinical placement sessions or formal assessments on the scheduled day/s your payment will not be refunded
- A request for extension for any part of the course must be made in writing, following the process provided to you in our correspondence. A decision regarding approval of an extension will be made on a case by case basis

Funded courses or scholarships

- If you do not attend or withdraw from a funded course or workshop you have enrolled in, you may incur the full course fee or it may result in ineligibility to apply for other funded courses or workshops
- Additional terms and conditions may apply where course fees have been subsidised or paid in full through scholarships or other funding bodies. It is your responsibility to fulfill any extra requirements which are part of the course or conditions of funding or sponsorship
- Please refer to the scholarship and/or specific program documentation for details of arrangements for fee payments, refunds and withdrawals related to those programs

Clinical placement

Courses with a clinical placement provide a defined number of clinic sessions (hours/ days).

- Participants who fail to attend booked clinical placement sessions, fail to notify the clinic by phone or cancel their booking in SPOT may not be given an extension if they do not complete the course in the prescribed timeframe
- Clinical placement session cancellations must be made directly to the clinic if within 48 hours prior to the scheduled time
- If in the case of illness, a medical certificate must be provided

- You are required to complete the clinical placement within the course timeframe
- If you are unable to complete the clinical placement within the prescribed timeframe, an extension will not be considered unless a medical certificate or statutory declaration is provided. This should outline the reasons for non-completion
- If a participant has been granted a clinical placement extension, they may be required to pay an additional fee for each subsequent session needed to meet course requirements

Use of and return of equipment for online assessments

- Any equipment provided to participants to complete an online assessment must be returned in good condition and in a timely manner (as advised in the welcome pack)
- A \$100 fee will be charged for not returning the equipment to Family Planning NSW within two weeks of completing the online assessment

Issuance of a certificate

- You will be issued with an appropriate certificate dependent upon meeting the course requirements
- Qualifications and other completion certification will be issued to the participant when course fees have been paid in full and all equipment for online assessments has been returned to Family Planning NSW
- If you require a certificate to be reissued, an administrative fee of \$50 will be charged

Family Planning NSW reserves the right to alter course fees without prior notice. Course participants who have completed course enrolment and paid the course fee prior to a change in fees will not be subject to a price increase.

Participants wishing to apply for special consideration to vary any of these conditions due to unforeseen extenuating circumstances must apply in writing, before the course commencement date and provide supporting documentation. Any variation to these terms and conditions must be approved by the Director of Planning, Education and International Programme.

Contact us

- Phone: (02) 8752 4222
- Clinical courses email: Clinicaleducation@fpnsw.org.au
- Schools and community services courses email: education@fpnsw.org.au

Complaints

Complaints regarding the refund/transfer policy or these terms and conditions should be addressed in writing to feedback@fpnsw.org.au