

Family Planning

Welfare Association of NT Inc.

**REGISTERED TRAINING ORGANISATION
2131**

PARTICIPANT INFORMATION HANDBOOK

This participant information handbook applies to all training that is offered by FPWNT. Please ensure that you read the information in this document at the start of your training.

Please refer all questions and concerns to the trainers.

FPWNT is a Registered Training Organization (RTO # 2131) and is recognized by the Australian Skills Quality Authority (Australia's National VET regulator - ASQA), registered to deliver training in the Northern Territory.

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General Information

Introduction to Family Planning Welfare Association

Family Planning Welfare NT [FPWNT] would like to **welcome** you as a participant in one of our training courses. We trust this participant guide will give you all the necessary information required for participants attending all training. All of our trainers are qualified trainers with substantial industry skill experience in their vocational areas and are here to support you.

FPWNT is a Registered Training Organisation (RTO) #2131 and we offer training to health professionals such as registered nurses/midwives, doctors and aboriginal health workers within the Northern Territory. Besides a number of courses we deliver with other Family Planning Organizations, we also deliver nationally recognized training units from the health training package HLTAHW.

This handbook has been designed to assist you throughout your training. It provides information about our training, policies and procedures. You will find information on our refund policy, feedback and complaint mechanism.

Our values to you

All participants in Family Planning NT units and programs have a right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs & circumstances including beliefs, ethnic background, cultural & religious practices
- Access to their own records on request
- The opportunity to give feedback on services provided
- Be informed about and have access to the Family Planning NT complaints process

Competency based training, what does this mean

The units we deliver under the HLT Health training package emphasizes competency based training skills. The general requirements to obtain a unit qualification/statement of attainment from FPWNT include successful completion of all elements of the unit undertaken as described in the relevant unit descriptor.

Participants must be assessed as competent in all the key competencies.

Our Staff

Family Planning Welfare NT education team members:

1. CEO
2. Education Manager
3. Medical Director/Educator
4. Education Officer
5. Administration Support

Facilities

FPWNT head office is located in Coconut Grove, Darwin where the majority of all training is delivered. We offer training across the NT at various times and utilize the Northern Territory Government or private training venues. All facilities will carry computer access, modern equipment and a kitchen that will hold tea and coffee facilities. FPWNT will provide the necessary resources to deliver and assist in the training.

The Training and Assessment process

1.1 Enrolment/Induction

Application forms to all training services can be found on our website:

<http://www.fpwnt.com.au/pages/training-courses-and-education.html>

Participants must meet the specific unit/course requirements including relevant qualification and prerequisite study where specified. The enrolment form must be completed and you must record your USI number prior to returning the application to our administration officer.

Your enrolment may be held up if you do not complete the application form correctly and provide your USI number.

If you are unsure about the USI number you will find more information on our website. Upon successful enrolment, you will also be provided with information on our participant information handbook, which we trust you will read and we can discuss with you during the training.

Where an application is received after a workshop has been filled the applicant will be offered deferred enrolment. In such cases, applicants will be notified as soon as possible by telephone and confirmed by mail or email.

FPWNT will deliver to each workshop participant an admission package that is matched to the training you wish to undertake: eg. Doctors course, Unit HLTAHW027, Nurse course.

The admission package will include:

- 1: FPWNT welcome letter & pre reading requirements and/or predisposing activity
2. HLTAHW Unit overview, Unit of competency/elements
3. Pre Learners objective evaluation for Doctors
4. Unit/Course Timetable
5. FPWNT location map

1.2 Language Literacy and Numeracy (LLN)

The unit/courses FPWNT deliver are post qualifications for example registered nurses attending our training may carry a Bachelor degree in nursing or an Aboriginal Health worker may hold a Certificate IV/Diploma in Primary Health care services.

Therefore, we understand our students may not require LLN assessment. In any case we will support LLN to ensure appropriate support is provided to you. We will monitor the needs of your LLN support through the enrolment and learning process.

LLN consist of adult English language, literacy and numeracy skills; reading, writing, oral communication and numeracy.

1.3 Training, Unit, Content and vocational outcomes.

The learning strategy outcomes will be enclosed in the admission package. We are committed to providing the most extensive, flexible, best practice learning experience to you. It is the responsibility of the participant to read the information enclosed. Facilitators will be available to clarify any questions as necessary.

1.4 Support requests

FPWNT will offer support to all participants when necessary. We can offer additional assistance in learning resources, study support, assessment extension requests.

We ask you the participant, to join our partnership in the learning journey and to seek out the support of the FPWNT facilitator/s when necessary, either prior to the commencement of the training, during

the course, or once the face-to-face training has been completed. Contact details will be provided to all participants at the commencement of all our training programs.

Once the training program has been completed the primary method of contact from FPWNT will be via email however, on occasion be via telephone. The administration officer and/or the education staff may contact participants individually or via group email to send reminders and offer support to complete assessments.

After three emails have been sent to the participant regarding assessment, one further attempt to contact the participant will be made via telephone/workplace. If the participant fails to respond to all the above communication efforts, no further contact will be made and assessment will be marked as incomplete.

1.5 Units of Competency for accredited training

Details of training application and competency standards (elements and performance criteria) for each relevant unit we deliver can be found on the website:

<https://training.gov.au>

1.6 Assessment Strategy Process - Theory

- There is an expectation that participants will demonstrate their competence by providing satisfactory responses to all questions in the unit theory workbook.
- Work is marked as **competent/not yet competent**
- Feedback will be provided on participant's assessable work. If work is not assessed as competent initially, an opportunity will be provided to the participant to be reassessed and/or to provide further information to facilitate a competency mark. We will support you in this process.
- Allow 4 weeks from the date the assessment is received for marking and notification.
- Marked workbooks that have achieved a competency pass will not be returned to the participant, however we will provide feedback on your answers. If you wish to discuss your result in more detail please contact FPWNT on (08) 80480144.
- Participants who have failed to complete and submit theory assessments by the set due date, and/or who have failed to apply for an application for extension support, and/or have failed to respond to communication sent to them by FPWNT will no longer be eligible to complete the assessment.

1.6.1 Unit Assessment Time line

Assessments workbook/s will be distributed on the first day of face-to-face training. Participants will be supported and opportunity provided to complete as much as possible throughout the period of the workshop. Participants are required to complete and submit assessment workbooks within 4 or 6 weeks of the face-to-face training, depending on the unit you are enrolled in. Final submission date will be recorded on the workbook.

1.7 Details of Qualifications

To successfully complete the qualification, participants will need to be deemed competent and meet the unit/course requirements of competency.

Unit HLTAHW026/027 Statement of Attainment: On achievement of the learning outcomes and competencies outlined in the relevant unit information, the participant will be deemed to have successfully completed the units/training and will be issued with a Statement of Attainment to confirm this.

Certificate in Reproductive Sexual Health for Doctors/Nurses: This will be issued once you have completed the required workbook/oral examinations and deemed competent by the Education Manager and/or Medical Director.

Certificate of Attendance: This will be issued on request from the participant. The criterion to obtain this is attendance of the theoretical component of the unit/training only.

APNA Endorsement: Australian Primary Health Care Nurses Association

“This activity unit HLTAHW027 has been endorsed by APNA according to approved quality standards criteria”. This endorsement will expire 30th June 2020.

At the completion of this educational activity eligible participants can claim up to 40 CPD hours.

1.8 Clinical Workbook Assessment

If you are enrolled in a unit or course that requires clinical competence then your clinical assessment workbook/s will be distributed during the face-to-face training. Participants are required to complete and submit clinical assessment workbooks within 6 months of the face-to-face training.

Remember, extension time support can be granted, please speak to us to assist you.

1.9 Flexible learning, assessment procedures and extension information

Participants are assessed using a range of assessment methods including:

1. Satisfactory completion of the specified nominal hours of instruction. This means FULL ATTENDANCE during the formal training period, unless alternative arrangements are made with the facilitators.
2. Participants must successfully complete the theoretical and practical components of the training as outlined in the training information.
3. Full participation in training activities is expected.

Participants are required to contact the administration officer if they are not able to meet the assessment requirements in the timeframe outlined. Participants are required to complete an application for extension form which is available on the FPWNT website. This request must be made before the assessment due date and must be in the form of writing that can be sent via post, fax, or email.

All applications for extension will be treated individually for consideration by education staff. Extensions will only be considered in the respect of exceptional circumstances. Extensions will need to be accompanied by supporting documentation – instruction will be given by the education team to the participant on supporting documentation that is required for an individual request for extension.

Exceptional circumstances may include but are not limited to:

- Compassionate reasons (eg. sudden serious illness of family member, recent death of close friend or family member, trauma, or being the victim of crime)
- Medical (serious medical condition)
- Work (unforeseen and extraordinary work commitments which participant was unaware of and unable to plan for. Usual demands of employment, increased work commitments do not qualify)
- Defence force reservist or emergency services
- Jury duty

All assessment are conducted in accordance with the principals of assessment and rules of evidence.

Principles being: fairness, flexibility, validity and reliability

Rules of evidence: validity, sufficiency, authenticity, currency

1.10 Recognition of Prior Learning (RPL)

Participants who wish to claim recognition for aspects of prior learning in order to gain credit for part or the entire unit will be assessed at a time of mutual convenience prior to the unit and credited appropriately.

When such requests for recognition are made, the unit/course providers will use appropriate recognised assessor(s). RPL recognizes skills, knowledge and experience gained from other unit/courses and cross checked against assessment criteria that meet the unit/course requirements.

Individual participants or the unit funding body will meet any costs that such a procedure may incur.

Policies and Procedures

2.1 Principles of Access and Equity

FPWNT is committed to integrating access and equity principles within all our services to our clients. Our values and code of practice recognizes the following legislation, policies. Full policy copies can be requested or read when your training commences. FPWNT Policy and Procedure Manual is reviewed and updated yearly.

| Area of legislation | FPWNT policies and procedures | Policy number |
|--|--|----------------------|
| Work Health and Safety legislation | Work Health and Safety | 4.20 |
| Workplace harassment, victimization and bullying | Harassment, workplace bullying and victimization | 4.12 |
| Anti-discrimination including equal opportunity, racial vilification | Access and Equity Code of Practice for Staff | 4.12 |
| Code of Conduct | The Code | 4.17 |
| Vocational education and training | RTO manual | |

Regardless of cultural background, gender, sexuality, disability, language skills, literacy or numeracy levels, unemployment, imprisonment, remote location, pregnancy or age, you have the right to be free from discrimination and harassment and treated fairly.

2.2 Student Records

FPWNT maintains student records safely for a period of 30 years following the date of completion of training as stated on the Statement of Attainment or Certificate. Our Policy titled 3.7 Destruction of records, clearly outlines record keeping for all our services including personnel files. A copy of this policy can be provided upon request or read during your training.

If the participant wishes to obtain a copy of their Statement of Attainment or any other information held by FPWNT, the following conditions apply:

1. A copy or summary of a participant's information including a copy of their Certificate or Statement of Attainment can only be released with written permission from the participant.
2. If a participant requests a copy or summary of their documentation, the Education Team Manager of FPWNT will be the Officer with the authority to provide this.
3. If requested, the Education Team Manager of FPWNT may also produce a letter stating what training the participant completed, the date of completion and the level of certification achieved.
4. Information will only be released directly to the participant or the authorized representative of the participant who provides proof of permission in writing. In this case FPWNT will contact the participant for verification.
5. FPWNT reserves the right to charge a nominal fee of thirty dollars (\$30) for providing additional copies of Statements of Attainment or certificates and for providing copies of or summaries of information held in the participant's files.

2.3 Complaints and Feedback

FPWNT aims to maintain a fair and equitable process for dealing with participant, trainer, assessor, grievances and complaints. FPWNT carry policies endorsed by the FPWNT Board of Management that are clear, carry response timelines and instruction to undertake communication/mediation. (FPWNT Policy # 2.2).

All participants will be provided with the following information sheet during the unit/course that briefly addresses complaints and feedback mechanisms.

A copy of FPWNT full compliant policy #2.2 can be provided upon request.

Family Planning Welfare NT welcomes your feedback to help us improve our services wherever possible. We value your time and ensure that all feedback, be negative or positive will be taken seriously.

How to send feedback or make a complaint

You can call FPWNT on (08) 89480144 or complete our complaint form and email it to admin@fpwnt.com.au

A member of our senior staff or CEO will contact you and keep in touch with you until the matter is settled.

Family Planning NT Policy #2.2 Client Complaint Process plus Privacy Policies will follow.

These policies have clear response timelines for staff to follow. If your complaint is about an individual, that person will not be involved in handling the complaint. Your confidentiality will be protected at all times. The Family Planning NT Board of Management may be called into assist and support the process.

Not satisfied with our response, who to turn to?

If you're not satisfied with our response to your complaint, you may wish to raise your concerns with the relevant body such as:

- Health and Community Services Complaint Commission www.hcsc.nt.gov.au
- Australian Skills Quality Authority (ASQA) in relation to our vocational education programs
- Royal Australian College of General Practitioners (RACGP) in relation to our medical education program.

Education Participants

All participants in Family Planning NT units, courses and workshops have a right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs and circumstances including beliefs, ethnic background, cultural and religious practices.
- Access to their own records on request
- The opportunity to give feedback on services provided
- Be informed about and have access to the Family Planning NT complaints process

Participant responsibility

Attendance to Family Planning NT unit/courses, workshops, participants are expected to:

- Respect the rights of others
- Be punctual for classes and appointment
- Notify the education officer if they are unable to attend classes or appointments
- Promote an effective learning environment through good personal behavior
- Encourage equal opportunity

- Be responsible for their own possessions
- Be aware of and promote the safety of themselves and others
- Meet the required dress standards designated for participant programs eg. closed shoes

2.4 Documentation of grievance or appeal

The outcomes of any grievance or appeal are to be recorded in writing by the most senior officer or CEO and a copy will be provided to the complainee, participant, trainer or assessor.

FPWNT will maintain privacy and confidentially where possible.

All complaints documented (de-identified) in the FPWNT complaint registry are reported to the FPWNT Board of Management, Northern Territory Government and FPWNT insurers.

All identified or potential educational complaints and appeals are discussed at education team meetings for corrective action.

Further information can be read in the FPWNT Policy 2.2 Client Complaints Process.

APNA Grievance

“This activity has been endorsed by APNA according to approved quality standards criteria.”

If you have any grievance directed against Unit HLTAHW027 to can go directly to the APNA website to lodge your complaint. www.apna.asn.au

2.5 Educational disciplinary procedures

It is expected that all participants will abide by the Standards and Policies inherent in all community, urban and rural health settings. If you are unsure of your responsibilities, please contact the relevant Registration Board of the NT for further information. If at any time a participant is found in breach of these standards and codes, the participant will be required to submit to the disciplinary procedures as per their registering Body.

Plagiarism, forgery, and falsification of assessment and training records will not be tolerated. Any participant whom commits an act as such will forfeit the full amount of training and / or course fees and will not be eligible to complete assessment.

The Department of Health [DoH] or employers who have funded training will be contacted and notified of participants who fail to respond to communication in a timely manner or whom fail to complete assessment by the timeframes outlined. As already mentioned above, the participant will be required to submit to disciplinary procedures as set out by the DoH, employer, or relevant registering body.

2.6 Unique Student Identifier (USI number)

It is an Australian Government requirement that all students studying for a Vocational Education and Training qualification hold a USI number. We encourage all our participants of Unit HLTAHW027 and HLTAHW026 register for this USI number before the unit commencement date. To register for your USI number you must go to www.usi.gov.au and click on “create a USI “. You will be asked for one form of ID eg: Australian Passport, Medicare Card, Birth Certificate and Citizenship Certificate.

We have more information on our website or please contact our education team members # 08 89480144

2.7 Participant Privacy and Confidentiality

Your enrollment into FPWNT training programs asks that you sign the declaration that you have read this participant information handbook. Your privacy is very important to us. FPWNT will only use your personal information for training purposes that is required by ASQA (Australian Skills Quality Authority) and our training management system.

Occasionally ASQA will contact FPWNT participants to audit/survey FPWNT training performance. By signing our enrollment application and reading this participant information handbook you have consented.

If you would like further information please contact our education team members # 08 8948 0144.

Fees and Refund

3.1 Participant Fees

The majority of participants enrolled in FPWNT training have course fees paid as employees of the NT Department of Health in which case fees are invoiced direct to the funding body.

Independent participants are welcome to enroll provided they meet the prerequisite requirements of the unit/course.

Unit/course costs will be provided upon inquiry or will be found on the application form. FPWNT's full refund policy is attached and applies to all our education training participants.

3.2 Refund of Training Program Fees

FPWNT Policy # 5.2 Refund of Training Program fees states:

Invoices and Payment

1. Once an application for a course or training program has been received, Family Planning Welfare Association NT [FPWNT] will issue a tax invoice if appropriate. It is the responsibility of the applicant to ensure that all payments have appropriate identification to ensure the payment can be credited correctly. A receipt will be issued and confirmation will be forwarded via email to notify acceptance and placement in the allocated course and or/training program.
2. Where a training program or course is cancelled for any reason by FPWNT, students will be rescheduled to a mutually acceptable date. If a student is not in agreement with the rescheduled date the fees will be fully refunded.
3. Where notice of withdrawal from a pre-paid training program or course is given 21 business days prior to the commencement of the training the course fees will be fully refunded.
4. If an applicant cancels anytime less than 20 business days (4 weeks) of the course or training commencement date, a 25% administration fee will be deducted from the fees paid prior to a refund of the balance being made.

No shows

5. If a student fails to attend the course/training program or cancels their attendance on Day 1 or after, no refund will be issued.

Refunds

6. Refunds will be issued on written request via email or post from students in accordance with the cancellation requirements having been met. This refund will be forwarded to the applicant within 14 business days by direct deposit to their nominated bank account.
7. Student training fees are secured by FPWNT whom maintain a separate online bank account. Once the course / training program is complete, the financial officer or delegate will transfer training fee funds into the FPWNT working bank account.

Privacy

8. Any information provided to FPWNT will comply with the privacy act. Please read further information on privacy on our website www.fpwnt.com.au

Endorsed by the Board of Management December 2016. Updated December 2017.

THE END