

LEARNER HANDBOOK

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Welcome

Welcome to your training with **Family Planning Welfare NT (FPWNT)**. As a Registered Training Organisation (RTO 2131), FPWNT has been delivering nationally recognised vocational education and training since 1996.

Our programs are designed to support your learning and professional development in sexual and reproductive health. We offer both accredited and non-accredited training for healthcare professionals.

Training is delivered across multiple centres in the Northern Territory and includes both theoretical and practical components. We also provide tailored community education to schools, community groups, and government agencies.

This handbook provides essential information to help guide you through your training journey. It outlines your rights and responsibilities, available support services, assessment processes, and how to access help when needed.

We encourage you to read this handbook carefully and refer to it throughout your course. FPWNT RTO is committed to providing a safe, inclusive, and high-quality learning experience for all learners.

Your Rights

As a learner in FPWNT training, you have the right to:

- Treated with respect and fairness.
- Learn in a safe and supportive environment.
- Have your background, beliefs, and circumstances respected.
- Access your personal training records upon request.
- Provide feedback on your training experience.
- Access the complaints process if needed.

Your Responsibilities

As a learner, you are expected to:

- Treat others with respect.
- Be on time for all your training sessions.
- Notify your trainer/assessor if you are unable to attend.
- Behave professionally and always follow safety procedures.
- Dress as per the professional standards.
- Manage your personal belongings.
- Encourage equal opportunity.
- Promote a collaborative and effective learning space through courteous and inclusive behaviours.

Competency-Based Training

FPWNT uses a competency-based training approach. This means you will be assessed on your ability to demonstrate specific skills and knowledge relevant to the training product. Each training unit includes:

- Required skills and knowledge.
- Tasks performed at a set industry standard.
- Assessment in a simulated or workplace setting.

You must successfully meet all requirements to be fully marked competent.

Trainer Assessor

At FPWNT, our trainer assessors are experienced professionals who will support you throughout your learning journey. They are here to provide top-quality training and continuous support every step of the way. Our trainer assessor will:

- Deliver structured training aligned with industry standards.
- Conduct competency-based assessments.
- Provide mentorship and guidance throughout your learning journey.

Please speak to your trainer assessor if you need assistance or have any concerns.

Training Facilities

Training is delivered at our head office in Coconut Grove, Darwin. We may also use other venues across the Northern Territory. FPWNT will provide the necessary resources to deliver and assist in the training. Training venues are equipped with computers, training resources, and kitchen facilities.

Our Courses

Please feel free to view the RTO Scope of Registration at [National Training Register - 2131 Family Planning Welfare Association NT Inc.](#)

Entry Requirements

Entry requirements for the unit/courses are mentioned in the Unit/Course information flyer on www.fpwnt.com.au or can be discussed with the RTO.

Unique Student Identifier

Unique Student Identifier is a government requirement that all learners studying for a VET qualification have a USI. A USI is a reference number made up of ten (10) numbers and letters that allows learners to access a USI account. A USI will allow an individual's account to be linked to the National VET Data Collection where an individual can see their training results from all providers including completed training units and qualifications.

The USI will make it easier for learners to find and collate their VET achievements into a single authenticated transcript and will ensure that learners VET records are not lost. The USI is available online and at no cost to the learner. This USI will stay with the learner for life and recorded with any nationally recognised VET course.

To create your USI, please go to this web address and follow the prompts on www.usi.gov.au.

Enrolment

To enrol, you must:

- Complete the course application form in full.
- Provide your USI.
- Meet course or unit prerequisites.

Course application form is available at www.fpwnt.com.au. Incomplete applications or missing USIs may delay your enrolment.

If you apply after a course has taken place, we may offer you a place in the next available session. In such cases, you will be notified promptly by telephone, with confirmation sent via email.

You will receive an enrolment pack including:

- Confirmation of enrolment letter and pre-reading tasks.
- Unit overview and learning outcomes.
- Timetable and location details.

Language, Literacy and Numeracy (LLN)

FPWNT provides training to qualified health professionals. While many of our learners may not require a formal LLN (Language, Literacy and Numeracy) assessment, we are committed to supporting any LLN needs that may arise. LLN includes skills in reading, writing, oral communication, and numeracy. Your LLN needs may be identified during the enrolment process or throughout your training. If support is needed, we will collaborate with you to provide appropriate assistance to help you succeed in your learning.

We continuously monitor LLN requirements throughout your training journey to ensure you are fully supported.

Unit Assessment Timeline

You will receive your learner's workbook on the first day of training. You are expected to:

- Complete assessments during and after training.
- Submit all work within four (4) – six (6) weeks after the training.
- Contact your trainer assessor if you need help or an extension.

Your submitted work will be assessed as either Competent or Not Yet Competent. If your submission is incomplete or not satisfactory, you will be asked to revise and resubmit.

Feedback will be provided, and your trainer assessor will support you during the process. Allow up to four (4) weeks for assessment results.

If you need extra time or face unexpected issues, you must send extension request to your trainer assessor at least three (3) weeks prior to the final submission date.

Extensions and Supporting Documentation

Requests for assessment extensions must be supported by right documentation. Your trainer assessor will provide instructions on the specific documentation needed for your individual extension request.

Extensions will be granted in cases of exceptional circumstances, which include (and are not limited to):

- Compassionate reasons – such as the sudden serious illness or recent death of an immediate family member or experiencing trauma or being a victim of crime.
- Medical reasons – involving serious illness or a significant medical condition that affects your ability to complete assessments on time.
- Work-related reasons – where there are unforeseen and extraordinary work commitments that you were not aware of and could not plan for in advance. Routine work demands or increased workloads do not qualify.
- Service commitments – including being an active Defence Force Reservist or a member of Emergency Services.
- Legal obligations – such as attending jury duty.

All assessments 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.

Support Services

- FPWNT is committed to ensuring access, equity, and inclusion for all learners by promoting equal opportunity in training regardless of cultural background, gender, disability, literacy level, or location. Learners are supported throughout their learning journey with access to extra study resources, approved assessment extensions, and ongoing communication from trainers and assessors.

- If you need adjustments or more support speak with Trainer Assessor. After Face-to face course completion, trainer assessor will follow up to track your progress via email or phone, and if there is no response after three reminders, assessments may be marked incomplete.
- In addition to internal support, learners can access external wellbeing services such as Lifeline, Beyond Blue, Mission Australia, Kids Helpline, and the Sexual Assault Helpline.
- Financial and practical support is available through Centrelink, the National Training Hotline, and the Translation & Interpreter Service.
- For health and wellbeing, learners can access Family Planning NT for reproductive health, and local community health centres. Online platforms like Calm can also offer mental health and wellbeing resources as your preferred needs.

Clinical Workbook Assessment

If you are enrolled in a unit or course that requires clinical competence, your clinical assessment workbook will be distributed during the face-to-face training sessions. Learners must complete and submit their clinical assessment workbooks within six months of the face-to-face training. If more time is needed, extension support can be granted on request. You must send this request to your trainer assessor at least four (4) weeks prior to the final submission date.

Credit Transfer (CT)

Where a learner provides AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts, they will receive credit for units listed in those documents where those unit(s) are contained in this course.

If the National Register (training.gov.au) deems a superseded unit of competency to be equivalent to its replacement, learner may claim /apply for credit for a successfully completed superseded unit.

If a learner has a Statement of Attainment for a unit of competency and it has the same code as a unit of competency contained in this course, the learner may make a claim/apply for a credit transfer. The RTO will accept and process credit transfers in accordance with the Recognition of Prior Learning and Credit Transfer Policy & Procedure.

Recognition of Prior Learning (RPL)

If you have previous skills, knowledge or experience that relate to the unit, you may apply for Recognition of Prior Learning (RPL) to gain credit for part or all the unit.

RPL assessments will be arranged at a time that suits both you and the assessor, before the unit begins. Qualified trainer assessor will evaluate your evidence to ensure it meets the requirements of the unit or course.

Any costs related to the RPL process will be your responsibility or that of the funding body supporting your training. The RTO will access application as per Recognition of Prior Learning and Credit Transfer Policy & Procedure.

Learner Records

FPWNT securely stores learners' completion records for 30 years from the date shown on your Statement of Attainment or Certificate, in line with national standards. Our Records Management Procedure outlines how we manage and keep records, including training and personnel files. This policy is available for you to view during training or upon request.

If you wish to access your training records, including a copy of your Statement of Attainment or Certificate, the following conditions apply:

- Written permission is needed before FPWNT can release any documents or information.
- On request, the Education Manager can issue a letter confirming your training details, including the unit(s) completed, completion date, and certification level.
- Information will only be released directly to you or to someone you have formally authorised in writing. FPWNT will verify this authorisation before release.

A nominal fee of **\$30** will apply for:

- Replacement copies of Statements of Attainment or Certificates.
- Summaries of information from your learner file.

Work Health and Safety

FPWNT is committed to providing a safe learning environment. You must:

- Follow all safety instructions.
- Report any hazards or incidents to your trainer assessor.
- Act responsibly to ensure your own and others' safety.

Access, Equity and Inclusion

FPWNT promotes equal opportunity and access to training for all learners. We support learners regardless of cultural background, gender, disability, literacy level, or location. If you need adjustments or support, please speak with us.

Professional Conduct and Responsibilities

As a learner enrolled in our training programs, you are expected to follow the professional standards and policies that apply across community, urban, and rural health settings. These standards reflect the ethical and professional responsibilities of your role. If you are unsure about your obligations, we recommend contacting your relevant Registration Board in the Northern Territory for further clarification.

Maintaining honesty and integrity in your training is essential. Plagiarism, forgery, or falsifying assessment or training records is considered a serious breach of conduct. If this occurs, you may be withdrawn from the course, be ineligible to complete your assessment, and forfeit any training or course fees paid.

If your training has been funded by your employer or the Department of Health (DoH), please ensure you respond to communications promptly and meet all assessment deadlines. Where participants do not engage or complete their training requirements within the agreed timeframes, we are bound to notify the relevant funding body. Any follow-up action will be managed according to the policies of the DoH, your employer, or your registering body.

We are here to support you in meeting your responsibilities. Please reach out to your trainer assessor if you need guidance at any stage.

Complaints and Appeals

FPWNT follows a fair and transparent process for handling complaints and assessment appeals. We value your concerns and aim to resolve them quickly and fairly. To make a complaint:

- Contact us on (08) 8948 0144 or email admin@fpwnt.com.au.
- Complete the complaints form available on our website.

All complaints will be kept confidential and managed by senior staff as per Complaint and Appeal procedure.

Fees and Refunds

Fees may be paid by your employer or yourself. Course costs are listed in the course application form. Invoices are issued after enrolment. Receipts and confirmation are sent once payment is received.

Course Cancellation by FPWNT

If FPWNT cancels a scheduled course, learners will be offered either a rescheduled date or a full refund if the new date is unsuitable.

- If the RTO is unable to deliver the agreed training and assessment services, learners will be offered the opportunity to transfer into an equivalent course of equal value, once the course has been approved under the RTO's updated scope of registration.
- This transitional arrangement ensures that learners' qualifications remain aligned with current industry standards. FPWNT is committed to supporting learners throughout this process and will facilitate their transition into the most up-to-date qualification within a 12-month period.

Course Withdrawal and Refund Policy

- If you cancel your enrolment twenty-one (21 business days) or more before the course starts, you will receive a full refund of your fees.
- If you cancel less than 20 business days before the course starts, 75% of your fees will be refunded, and a 25% administration fee will be charged.

Non-Attendance or Late Cancellation

- If you do not attend the course or cancel on the day it starts or afterward, no refund will be given.

All refund requests must be sent in writing. Approved refunds will be processed within fourteen (14) business days. All the refunds will be processed as per Fee Policy and Procedure.

Issuing Statements of Attainment

The statement of attainment will be issued within 30 days once all required units are completed if a USI has been provided. To successfully complete the qualification, learner will need to be deemed competent and meet the unit requirements of competency.

- **Non-Accredited Training – Reproductive and Sexual Health (Doctors/Nurses)**
This is a non-accredited training program. A Statement of Participation will be issued once all required assessments—such as the workbook and/or oral examination—have been successfully completed and confirmed by the Education Manager and/or Medical Director.
- **Non-Accredited Training – Implanon and CST.**
This is a non-accredited training session. A **Certificate of Achievement** for Implanon will be issued once all required theoretical component of the training have been successfully completed and confirmed by the Education Manager.

Family Planning Welfare Association of NT Inc. (RTO 2131) is committed to maintaining high standards of academic integrity and ensuring that all assessment evidence submitted by learners is authentic, valid, reliable, and their own work. As a learner, you are expected to:

- Submit your own original work for all assessments.
- Acknowledge and reference any sources of information used in your assessment responses.
- Complete assessments honestly and ethically.
- Seek clarification or support from your trainer assessor if you are unsure about assessment requirements.
- Maintain the confidentiality of assessment materials and not share completed assessment answers with other learners.

Academic Misconduct :

Academic misconduct may include, but is not limited to:

- Plagiarism – copying or using another person's work, ideas, words, images, or assessment responses without proper acknowledgement.
- Collusion – working with another learner to produce assessment responses that are not entirely your own.
- Cheating – gaining an unfair advantage during assessment activities.

- Falsification – providing false, altered, or misleading information or evidence.
- Contract Cheating – paying or asking another person to complete assessment work on your behalf.
- Unauthorised Use of Artificial Intelligence (AI) – using AI tools to generate assessment responses without permission or presenting AI-generated content as your own work.

Use of Artificial Intelligence (AI)

AI tools such as Microsoft Copilot, ChatGPT, Grammarly, or similar technologies may only be used where permitted by your trainer assessor and assessment instructions.

Where AI use is permitted:

- AI may be used as a learning support tool to assist with researching, brainstorming, grammar, spelling, or understanding concepts.
- The learner must review, verify, and understand all content before submission.
- The final assessment submission must represent the learner's own knowledge, skills, and understanding.
- AI-generated content must not replace the learner's own critical thinking or workplace evidence requirements.

Where AI use is prohibited:

- Learners must not submit AI-generated responses as their own work.
- Learners must not use AI to complete assessment tasks requiring demonstration of personal competence, workplace performance, reflection, or practical skills.

Consequences of Academic Misconduct:

Where academic misconduct is suspected or identified, the RTO may:

- Request further evidence of competency.
- Require the learner to resubmit the assessment.
- Conduct an assessment interview or competency conversation.
- Require reassessment of all or part of the unit.
- Record the incident in accordance with the RTO's Assessment and Academic Integrity procedures.
- Implement disciplinary action in serious or repeated cases.

Privacy and Confidentiality

AVETMISS Reporting and Learner information.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We may be required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). NCVER is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

How the NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act), the NVETR Act and the *Student Identifiers Regulation 2014*. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), other relevant Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil its functions and activities, including:

- administration of VET, such as program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates for policy, workforce planning and consumer information.

DEWR may be authorised by law to share 'public sector data' with third parties, including under the *Data Availability and Transparency Act 2022* (Cth) (DAT Act). 'Public sector data' is defined in the DAT Act to mean "data lawfully collected, created or held by or on behalf of a Commonwealth body..." and therefore includes any data collected by the department as part of performing VET related functions.

For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey from a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact admin@fpwnt.com.au to:

- request access to your personal information.
- correct your personal information.
- make a complaint about how your personal information has been handled.
- ask a question about this Privacy Notice.

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

Surveys

Learners may receive a survey which may be run by FPWNT, government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note learners may opt out of the survey at the time of being contacted.

Contact Details

If you need help with enrolment, access to records, feedback, or any general queries, please contact us.

Email: admin@fpwnt.com.au

Phone: (08) 8948 0144

We look forward to supporting you during your training with FPWNT.

Appendix

Legislative Requirements

The RTO will meet all legislative requirements of the Territory and Federal Governments. Legislation which has been identified as being applicable to this organisation and the training it delivers is:

General

- Education Act 2015 (Northern Territory).
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth).
- Information Act 2002 (Northern Territory).
- Racial Discrimination Act 1975 (Commonwealth).
- Anti-Discrimination Act 1992 (Northern Territory).
- Northern Territory Employment and Training Act 1991.
- Copyright Act 1968 (Commonwealth).
- Work Health and Safety (National Uniform Legislation) Act 2011.
- Work Health and Safety (National Uniform Legislation) Regulations 2011.
- Education (Board of Studies) Regulations 1984.
- Student Identifiers Act 2014.
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Training

- National Vocational Education and Training Regulator Act 2011.
- National Vocational Education and Training (Consequential Amendments) Act 2011.
- National Vocational Education and Training Regulator (Transition Provisions) Act 2011.
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025.
- National VET Data Policy.
- Financial Viability Risk Assessment Requirements 2011.
- Data Provision Requirements 2012.
- Credential Policy
- Compliance Standards

Acronyms Full form

Acronyms	Full form
FPWNT	Family Planning Welfare Association of NT Inc.
RTO	Registered Training Organisation.
VET	Vocational Education and Training.
CBT	Competency Based Training.
LLN	Language, Literacy and Numeracy.
USI	Unique Student Identifier.
AQF	Australian Qualifications Framework.
NCVER	National Centre for Vocation Education Research Ltd.
RPL	Recognition of Prior Learning.
NT	Northern Territory.
DOH	Department of Health.