

# LEARNER HANDBOOK

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## Welcome

Welcome to your training with Family Planning Welfare NT (FPWNT). This handbook provides essential information about your course, including expectations, responsibilities, and support services.

FPWNT is a Registered Training Organisation (RTO #2131), approved by the Australian Skills Quality Authority (ASQA). We offer nationally recognised training to health professionals in the Northern Territory, including nurses, midwives, doctors, and aboriginal health practitioners.

## Your Rights

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

- Be 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 follow safety procedures at all times.
- Dress in accordance with the professional standards set for clinical training activities.
- Be responsible for 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 to be performed at a set industry standard.
- Assessment in a simulated or workplace setting.

You must successfully meet all requirements to be 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](http://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 be 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](http://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](http://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 assessment 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 may 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 submit 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 appropriate documentation. Your trainer assessor will provide instructions on the specific documentation required for your individual extension request.

Extensions may be granted in cases of exceptional circumstances, which include (but 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 impacts 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 offers support throughout your learning. You can access:

- Extra study resources.
- Assessment extensions (with approval).
- Ongoing communication from your trainer assessor.

After the course, we may send reminders via email or phone. If there is no response after three reminders, your assessment may be marked incomplete and not satisfactory.

## 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 are required to complete and submit their clinical assessment workbooks within six months of the face-to-face training. If additional time is needed, extension support may be granted on request. You must submit 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 policy.

### 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.

### 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 Policy Destruction of Records outlines how we manage and retain 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 required 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** may apply for:

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

### Transitional Arrangement

Due to unforeseen circumstances, RTO may need to cancel or postpone a course. Where the RTO is unable to provide services for the committed learner, they will offer the learner the opportunity to transfer to an equivalent course of equal value. The transitional arrangement ensures that the learners qualification remains aligned with industry standards. The RTO will assist learner in transitioning to the most current qualification within 12 months.

### 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 fail to engage or complete their training requirements within the agreed timeframes, we are obligated 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](mailto: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 training program or course for any reason:

- You will be offered a new date for the training that suits both you and FPWNT.
- If you do not agree to the new date, you will receive a full refund of your fees.

## 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 submitted in writing. Approved refunds will be processed within fourteen (14) business days.

### 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.

### Privacy and Confidentiality- AVETMISS Reporting and Learner information.

Under the Data Provision Requirements 2012, the RTO is required to collect personal information about learners and to disclose that personal information to the National Centre for Vocation Education Research Ltd (NCVER).

Learners' personal information (including the personal information contained within the 'enrolment form' and training activity data) may be used or disclosed by the RTO for statistical, regulatory and research purposes. The RTO may disclose learners' personal information for these purposes to third parties, including:

- School – secondary learners undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if learners are enrolled in training paid by an employer
- Commonwealth and State or Territory Government departments and authorised agencies
- NCVER
- Organisations conducting learner surveys
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET qualification or statement of attainment and populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.
- Administering VET, including program administration, regulation, monitoring and evaluation.
- Learners may receive a NCVER learner survey which may be administered by a NCVER employee, agent or third-party contractor. Learners may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the 'VET Data' policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### Why we collect your personal information

As an RTO, learner personal information will be collected to allow the process and management of enrolment in a VET course.

**How we use your personal information**

The RTO uses learner personal information to enable the delivery of VET courses to learners and Otherwise, as needed, to comply with our obligations as an RTO.

**How we disclose your personal information**

The RTO are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information collected about learners to the National VET Data Collection kept by NCVET. The NCVET is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

The RTO are authorised by law (under the NVETR Act) to disclose learner personal information to the relevant state or territory training authority.

The Department of Education and Workplace Relations (DEWR) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose learner personal information to fulfil specified functions and activities. For more information about how the DEWR will handle learner personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vetprivacy-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](http://www.fpwnt.com.au).

**Surveys**

Learners may receive a survey which may be run by FPWNT, government department or an NCVET 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](mailto: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.

#### 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
- Financial Viability Risk Assessment Requirements 2011.
- Data Provision Requirements 2012.
- Specific legislation relating to relevant units of competence have been identified.

### 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.                                |