Family Planning Australia - Education Services
Terms and Conditions

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 will receive a course information email prior to the start date of your course confirming all relevant information for your course.
- You are responsible for providing us with correct contact and enrolment details when you register. Family Planning Australia (FPA) does not accept responsibility for any issues related to participants providing incorrect information or personal details.

Changes to registration

- You must advise FPA of any change of address and/or contact details while enrolled in a course.
- All requests for changes to registration must be in writing to education@fpnsw.org.au. FPA will consider and respond on receipt of an email request.
- Transfer to a course at a later instance is only permitted in extenuating circumstances. Transfers are approved by the Manager Education on a case-by-case basis.

Refunds following cancellation of registration

For self-paced online courses, once your course information email has been sent, you will not receive a refund.

For blended or face-to-face courses, if you withdraw from a course, the amount of refund is based on the notice period provided:

- If more than 2 weeks' notice is provided, 90% of your course fee will be refunded.
- If notice is given within 3 to 14 days, after receiving your course information email, 50% of your course fee will be refunded.
- If notice is provided within 2 days or if you fail to attend the course on the day of delivery, you will not receive a refund.
- If you fail to attend a fully funded course, it may result in ineligibility to apply for future funded positions.

FPA understands that there may be exceptional circumstances where registrations need to be cancelled. These circumstances will be considered and outcomes regarding cancellation fees will be considered on receipt of the cancellation notification via email to education@fpnsw.org.au.

FPA reserves the right to cancel, postpone or reschedule training due to low enrolments or unforeseen circumstances. You will be notified in writing if your course is cancelled and given a full refund of course fees within 30 days.

If available, you may be offered a transfer to equivalent training within 6 months at no additional cost.

Travel and accommodation booking

FPA require a minimum number of participants 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 emailed course information.
- FPA is not responsible for any travel and/or accommodation cost incurred by a participant.

Course content

- You must complete 100% of the online learning prior to any attached course webinar/workshop. Completion of all online learning is a course requirement to receive certification.
- If you are unable to complete the course within the agreed timeframe or you do not attend required webinars or workshops, your payment will not be refunded.
- A request for extension must be made in writing to education@fpnsw.org.au, following the process provided to you in our correspondence. A decision regarding approval of an extension will be made by the Manager Education on a case-by-case basis.
- You will need to re-enrol and pay the full course fee if you fail to complete or attend a mandatory course component.

Clinical placement

- Participants must complete the clinical placement within 3 months of attending the course clinical placement session or workshop.
- Clinical placements will be booked using an online booking system; links are provided in the course information email.
- You may reschedule your placement booking a maximum of 3 times via the online link. No changes can be made 48 hours prior to your placement.
- Failure to attend a clinical placement without providing sufficient notice will result in a rebooking fee of 25% of the course fee.
- In the case of illness, a medical certificate will be requested.
- FPA reserves the right to terminate a clinical placement due to unsatisfactory practice or unacceptable behavior. This includes not meeting clinical competency, failure to respect the client, or addressing

the client's physical comfort/pain.

Use of and return of equipment for online assessment

- Any equipment provided to participants to complete an online assessment must be returned by post in the provided satchel within 10 business days.
- You must return all equipment within 20 business days to receive your certification.
- If you do not return all equipment within 20 business days, a $100 fee will be charged, and you will be ineligible to attend future training with FPA.

Issuance of certification documentation

- You will be issued with the appropriate certification document when you satisfy all course requirements at the discretion of FPA.
- Qualifications and other completion certification will be issued to the participant when course fees have been paid in full and all equipment for online or paper-based assessments has been returned to FPA.
- If you require a certification document to be reissued, an administrative fee of $50 will be charged.

FPA 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 and provide supporting documentation.

Contact

- Email: education@fpnsw.org.au
- Phone: 1300 372 372, press 4, then 1

Complaints

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