



Terms and Conditions of Cervical Screening Training

The Code of Practice should be considered alongside the following terms and conditions, which can be found [here](#).

1. General

- 1.1 By enrolling in this course, you agree to be bound by these terms and conditions.
- 1.2 The course provider reserves the right to update or amend these terms and conditions at any time without prior notice.

2. Enrolment and Payment

- 2.1 Enrolment on this course is subject to availability and acceptance by the course provider.
- 2.2 Full payment of the course fee is required at the time of enrolment unless otherwise specified.
- 2.3 Payment can be made via credit card, debit card, or other payment methods specified by the course provider.
- 2.4 Enrolment keys will be emailed to you only after the full payment for the course has been received.
- 2.5 You are responsible for ensuring the accuracy of your details upon registration.

3. Course Content and Delivery

- 3.1 The course consists of online and/or in person components, including theoretical learning, practical sessions, and assessments.
- 3.2 The course schedule and content may be subject to change. Participants will be informed of any significant updates.
- 3.3 Participants must complete all assignments, assessments, and practical components as outlined in the course outline.

4. Course Access

- 4.1 Upon successful enrolment and payment, you will receive access to the course materials for one year.
- 4.2 Access to the course materials is for personal use only and may not be shared with others.

5. Extension Process

- 5.1 Course access is granted for one year from the date of enrolment, with the expectation that participants complete the course within six months. If additional time is needed, students may request an extension by providing a valid reason by submitting an extension request form. Extensions beyond one year will incur a \$200 fee. The initial extension, if approved, allows an additional three months of access, with the possibility for further extensions based on individual review.

6. Course Completion and Practice Course Approval

- 6.1 Access to the practical day will only be approved once all online modules are completed.
- 6.2 If you have not completed the online modules 2 business days prior to the Instructor Led Day you will not be granted access to the booked session and will be offered a place on the next available course, this must be accessed within 3 months.
- 6.3 Failure to complete online modules on two occasions will result in withdrawal from the course with no refund.

7. Cancellations and Refunds

- 7.1 If you cancel the course with more than three weeks' notice, provided you have not accessed the course materials, a refund will be issued minus a \$50 administrative fee. Cancellations with less than three weeks' notice or failure to attend the practical session will not be eligible for any refund.
- 7.2 To request a refund, please complete the refund application form and email it to admin@wons.org.nz. The refund is not guaranteed until the reason is reviewed and approved.
- 7.3 If you cancel your booked clinical assessment more than two times, a fee of \$250 will be charged to complete the clinical assessment.
- 7.4 The organisation reserves the right to cancel or reschedule the course and assessments. In this case, participants will be offered an alternative date. Rescheduling of assessments from WWFT due to unforeseen circumstances, will be rebooked within 4 weeks of cancellation.

8. Certification

- 8.1 Upon successful completion of the course, participants will receive a certification of achievement which includes 40 hours CPD.
- 8.2 Certification is contingent upon meeting the course requirements, including passing assessments and demonstrating competence in practical skills.

9. Student Fee Protection Policy

- 9.1 At Well Women and Family Trust, student fees are protected in the unlikely event we cannot complete a course, as required by the New Zealand Qualifications Authority (NZQA) under the Education and Training Act 2020 [Education and Training Act 2020](#) and the Student Fee Protection Rules 2022 [Student Fee Protection Rules 2022](#)

10. Student Data Collection and Privacy Compliance

- 10.1 Well Women and Family Trust is committed to collecting, using, and storing student information in line with the [Privacy Act 2020](#). Information collected from students enrolled in the Cervical Smear Taker Course will be used only for specific purposes to support learning, certification, and program improvement.
- 10.2 By enrolling in the course, you consent to the collections and use of your personal data for the purpose of course administration, NZQA reviews and communication.

10.3 Student information is only held for 3 years. Retention of your certificate and documents is your responsibility.

11. Code of Conduct

- 11.1 All participants are expected to maintain a respectful, inclusive, and professional attitude towards instructors, staff, and fellow participants and report any incidents without fear of retaliation. Complaints will be handled confidentially and investigated promptly, with actions including warnings, withdrawal from the course, or reporting to authorities if necessary.
- 11.2 Discrimination, harassment, bullying or any form of inappropriate behavior will not be tolerated and may result in a withdrawal from the course.
- 11.3 Participants must adhere to all health and safety guidelines during the course.

12. Medical Emergencies

- 12.1 In the event of a medical emergency, the course staff will follow the established emergency procedures to ensure the safety of all the participants.
- 12.2 Participants are required to inform the WWFT of special requirements before the start of the course.
- 12.3 The organisation is not responsible for any personal injuries, loss, or damage that may occur during the course.
- 12.4 Participants are responsible for their own actions and safety during the course.

13. Complaints Policy

- 13.1 We are committed to handling all complaints from students enrolled in the cervical screening course fairly and effectively. Complaints can be submitted via website, phone, or in person, and will be acknowledged by the Leadership Team within 5 business days.
- 13.2 All complaints are investigated confidentially as per our complaints policy, and students will receive an outcome within 15 business days, along with details of any actions taken. If a student is unsatisfied with the resolution, they may request a review by a Trustee within 15 business days.
- 13.3 Students can bring an advocate or support person to assist them during the complaint process, and all records will be kept securely to help improve the quality of the course.
- 13.4 If students wish to make a complaint to NZQA, they can do so via the following link on our website: [NZQA Complaints](#).

14. Intellectual Property

- 14.1 All course materials, including but not limited to text, graphics, videos, and software, are the property of the course provider and are protected by intellectual property laws.
- 14.2 You may not reproduce, distribute, or create derivative works from the course materials without the prior written consent of the course provider.
- 14.3 You agree to use the course materials for lawful purposes only and in a manner that does not infringe the right of others.
- 14.4 Any form of disruptive or inappropriate behavior in course related forums or interactions will not be tolerated and may result in withdrawal from the course without refund.

15. Disclaimers and Limitation of Liability

- 15.1 The course provider makes no warranties or representations about the accuracy or completeness of the course materials.
- 15.2 The course provider shall not be responsible for any direct, indirect, incidental, or consequential damages arising out of your use of the course materials.

16. Academic Integrity

- 16.1 Evidence of copying others work or failure to acknowledge resources will result in investigation and may result in exclusion from the course.
- 16.2 Adhere to the principles of academic integrity in all academic activities.
- 16.3 Honesty: All academic work should be undertaken with honesty and integrity. This includes acknowledging sources, providing truthful representations of work, and refraining from cheating, plagiarism, or any form of dishonesty.
- 16.4 Respect for Other's Work: Proper credit must be given to other's ideas, research, and intellectual property through appropriate citations and references.
- 16.5 Fairness: Evaluation and assessment processes should be fair and impartial, ensuring that all individuals have an equal opportunity to demonstrate their knowledge and abilities.
- 16.6 Accountability: Individuals are responsible for their own academic work and for reporting any suspected breaches of academic integrity.
- 16.7 Refrain from any form of cheating, plagiarism, or unauthorized collaboration.
- 16.8 Seek clarification from instructors when unsure about citation practices or academic requirements.
- 16.9 By enrolling in this course you agree to abide by the [Privacy Act 2020](#) and [NZNC Code of Conduct](#) in relation to use of patient information.
- 16.10 All students are responsible for gaining informed consent from participating patients. This includes understanding all health information will be stored and used in a way that upholds confidentiality. No identifying information is allowed to be stored on the course documents. Any breach of privacy must be reported to your employer for management of the breach. WWFT is not responsible for students breaching privacy standards.

Contact Information

For any questions or concerns regarding these terms and conditions, please contact Well Women and Family Trust, 0800 846 788.