



Cervical Screening Training Terms and Conditions

Introduction

These Terms and Conditions outline the requirements, expectations, and processes for the Cervical Screening Training Course offered by Well Women and Family Trust (WWFT). All participants must adhere to these terms to ensure a fair, safe, and effective learning environment. This policy covers enrolment, training delivery, assessment, certification, and related administrative matters.

1. Enrolment

1.1 Eligibility and Acceptance

Enrolment in the course is subject to availability and acceptance by WWFT. By registering, you agree to abide by these Terms and Conditions.

1.2 Payment

Full payment of the course fee is required upon enrolment unless otherwise specified. Accepted payment methods include credit card, debit card, or any other options provided by WWFT. Enrolment keys are issued only after payment is received.

1.3 Registration Details

Participants must ensure the accuracy of all registration information provided.

1.4 Amendments

WWFT reserves the right to update or amend these terms at any time without prior notice.

2. Course Completion Requirements

2.1 Completion Deadline

Course access is valid for 12 months from enrolment; all course components must be completed within this timeframe.

2.2 Extension Requests

Extensions may be requested for a valid reason. A maximum extension of three months may be granted with an additional \$200 fee.

2.3 Re-enrolment Policy

Should the course not be completed within 15 months, re-enrolment is required unless exceptional circumstances are approved.

3. Online Module Training

3.1 Access to Materials

Upon successful enrolment and payment, participants receive access to online course materials for one year. Materials are for personal use only and may not be shared.

3.2 Completion Requirements

All online modules must be completed before attending the practical (in-person) session. Failure to complete modules at least two business days before the Instructor Led Day will result in withdrawal from the booked session and reassignment to the next available course, which must be accessed within three months.

3.3 Non-Completion Policy

Non-completion of online modules on two occasions will result in withdrawal from the course with no refund.

4. In-Person Training

4.1 Practical Session Terms

Attendance at the practical day is permitted only after completion of all online modules.

4.2 Attendance and Prerequisites

Participants must be present for all scheduled practical sessions and adhere to health and safety guidelines. Special requirements must be communicated prior to course commencement.

5. Written and Clinical Assignment

5.1 Submission Rules

Written assignments must be submitted within one month of the practical session unless an extension is granted. Please ensure that all required fields on the assignments are fully completed before submitting.

4.3 Resubmission Limits

Written and clinical assessments may be resubmitted up to three times. Subsequent attempts require re-enrolment.

5. Clinical Assessment

5.1 Clinical Assessment Fees

WWFT offers clinical assessment or experience at the following fees: \$150 for a half day, \$300 for a full day.

5.2 Assessment Failures

Failure of the assessment more than twice requires re-enrolment.

5.3 Booking and Fees

Clinical assessments must be booked in advance. Cancellations of booked assessments more than twice will incur a \$250 fee.

5.4 Cancellation and Rescheduling

If WWFT cancels or reschedules a course or assessment, participants will be offered an alternative date. Rescheduling due to unforeseen circumstances will be rebooked within four weeks of cancellation.

6. Certification

6.1 Completion Requirements

Certification is awarded upon successful completion of all course requirements, including passing written and clinical assessments, and demonstrating practical competence.

6.2 CPD Hours

Certification includes recognition of 100 hours of Continuing Professional Development (CPD).

7. Refunds, Cancellations, and Withdrawals

7.1 Eligibility and Process

Refunds are available only if the course is canceled with more than three weeks' notice and no course materials have been accessed. A \$50 administrative fee applies. Cancellations with less than three weeks' notice or failure to attend the practical session are not eligible for refund.

7.2 Refund Application

Participants must complete a refund application form and email it to admin@wons.org.nz. Approval is subject to review.

7.3 Non-Contactable Policy

If students do not respond to automated communications, pastoral care will be actioned as follows:

1. First contact attempt – A phone call will be made, a voicemail will be left, a text message will be sent, and an email will be sent.
2. Second contact attempt – An email will be sent.
3. Third contact attempt – The student's workplace will be contacted, and a final email will be sent. If the student fails to respond to the third attempt at contact, they may be withdrawn from the course.
4. Fourth contact – A withdrawal confirmation will be sent to the student.
5. Withdrawal will be actioned within 10 business days of the fourth contact attempt.
6. The entire process will be finalised within 20 working days.

8. Student Fee Protection

8.1 NZQA Compliance

WWFT protects student fees as required by the New Zealand Qualifications Authority (NZQA) under the Education and Training Act 2020 and the Student Fee Protection Rules 2022.

9. Privacy and Data Collection

9.1 Data Use and Retention

WWFT collects, uses, and stores student information in accordance with the Privacy Act 2020. Data is used for course administration, certification, NZQA review, and programme improvement.

9.2 Consent

By enrolling, participants consent to the collection and use of personal data for these purposes.

9.3 Retention Period

Student information is held for three years. Retention of certificates and documents is the participant's responsibility.

10. Code of Conduct

10.1 Behaviour Expectations

All participants must maintain a respectful, inclusive, and professional attitude toward instructors, staff, and peers, and report incidents without fear of retaliation. Discrimination, harassment, bullying, or inappropriate behaviour will not be tolerated and may result in withdrawal from the course.

10.2 Inappropriate Language Policy

If any participant use inappropriate or disrespectful language in assignments or communications, this behaviour will be considered a breach of the respectful conduct expected in the course. Such incidents will be taken seriously and may be reported to you and, if necessary, to your workplace for further action. Consequences may include withdrawal from the course if required.

We maintain a zero-tolerance policy for discrimination directed towards staff. Any discriminatory behaviour will lead to a formal investigation and may result in immediate withdrawal from the programme.

10.3 Complaints Procedure

Complaints may be submitted via the website, phone, or in person, and will be acknowledged within five business days. Complaints are investigated confidentially and outcomes provided within 15 business days. If dissatisfied, students may request a review by a Trustee. Advocates or support persons may assist during the process. Records are kept securely to improve course quality. Complaints to NZQA can be made via the link [NZQA Complaints](#).

11. Medical Emergencies

11.1 Procedures

WWFT staff will follow established emergency procedures to ensure participant safety.

11.2 Responsibilities

Participants must inform WWFT of special requirements before the course begins. WWFT is not responsible for personal injuries, loss, or damage occurring during the course. Participants are responsible for their own actions and safety. In emergencies, the next of kin provided will be contacted.

12. Intellectual Property

12.1 Ownership and Usage

All course materials, including text, graphics, videos, and software, are the property of WWFT and protected by intellectual property laws. Reproduction, distribution, or creation of derivative works is prohibited without prior written consent.

12.2 Lawful Use

Course materials must be used for lawful purposes and in a manner that does not infringe upon the rights of others. Disruptive or inappropriate behaviour in course forums may result in withdrawal without refund.

13. Disclaimers and Limitation of Liability

WWFT makes no warranties or representations regarding the accuracy or completeness of course materials and is not responsible for any direct, indirect, incidental, or consequential damages arising out of your use of the course materials.

14. Academic Integrity

14.1 Plagiarism and Honesty

Participants must undertake all academic work with honesty and integrity, including proper citation of sources. Copying others' work or failing to acknowledge resources will result in investigation and possible exclusion.

14.2 Citation Requirements

Proper credit must be given for all ideas and research. Seek clarification from instructors when unsure about citation practices.

14.3 Fairness and Accountability

Assessment processes are fair and impartial. Individuals are responsible for their own work and for reporting suspected breaches of academic integrity.

14.4 Privacy and Consent

Participants must abide by the [Privacy Act 2020](#) and [NZNC Code of Conduct](#) regarding patient information. Informed consent must be obtained from patients, with health information stored confidentially. No identifying information is to be stored on course documents. Any breach must be reported to the employer for management. WWFT is not responsible for breaches of privacy standards by students.

15. Policy Updates and Contact Information

Last Updated: 16 October 2025

Recent Changes:

- Non-Contactable Policy
- Course completion timeframe extended from 6 months to 12 months.
- Re-enrolment required after 15 months unless exceptional circumstances apply.
- CPD hours increased from 40 to 100.

Contact: For questions or concerns, please contact Well Women and Family Trust at 0800 846 788.