

## **Learner Support Policies and Procedures**

**This document should be read in conjunction with Sexual Wellbeing Aotearoa's Terms and Conditions.**

This is a summary of the key outcomes that relate to your general enrolment as a tertiary learner in a Sexual Wellbeing Aotearoa course. These procedures outline our commitment to [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#) and set out our procedures for managing how we will support you as a learner.

### **Learning Environment**

Outcomes 1, 2, 3 and 4 of the Code of Practice require tertiary education providers to ensure a safe, supportive, and inclusive learning environment where the learner's voice is heard and is integrated in decisions concerning services. Following the Code of Practice, Sexual Wellbeing Aotearoa will:

- Respect learners' ethnicity, cultural needs, age, gender, background, and individual abilities.
- Acknowledge and respect the principles of Te Tiriti o Waitangi through respectful use of te reo Māori translations of key words in course resources and incorporation of concepts from Te Ao Māori that apply to our learning and teaching contexts.
- Manage personal records and official information in accordance with the Privacy Act (2020).
- Before enrolment, provide up to date course information including course outlines, cost, assessment procedures, and conditions.
- Provide up to date information about the topic, course objectives, assessment deadlines and weighting, timetable, course requirements and administrative information, e.g. fee payment and registration.
- Ensure that all course materials and assessments are quality assured by subject matter experts and are informed by the latest research and evidence.
- Provide competent and effective teaching from appropriately qualified staff.
- Provide a safe, clean, healthy and comfortable learning environment for face-to-face courses.

- Provide accessible and inclusive digital learning environments for online courses.
- Ensure staff are accessible at reasonable times to respond to learner needs.
- Provide an official complaints procedure.
- Allow a reasonable amount of time to complete courses.
- Return assessment results and feedback in a timely manner.
- Ensure assessment is valid, fair, reliable, and consistent.
- Quality assures course material and assessment by way of moderation processes.

This applies to all learners engaging in any face to face, online or blended learning programme developed and delivered by Sexual Wellbeing Aotearoa.

## **Personal Conduct**

In addition, learners who enrol in any courses or programmes developed and delivered by Sexual Wellbeing Aotearoa indicate their agreement with the following requirements:

- Respect other learners always.
- Be respectful and considerate of Sexual Wellbeing Aotearoa staff and property.
- Observe the Sexual Wellbeing Aotearoa guidelines and policies given in course documentation or provided by the educator/presenter.
- Be committed to meeting the course requirement.
- Attend all sessions set out in the course programme.
- Meet the due dates for assignments and assessments, where required.
- Endeavour to resolve any concerns through discussion in the first instance.
- Ensure their behaviour upholds the health and safety of fellow learners.
- Report any potential hazards or damage to people or property.
- Not engage in any criminal activity that violates our entry requirements or whilst on a course.
- Not behave in a manner that could prejudice Sexual Wellbeing Aotearoa's reputation, including respecting confidentiality.
- Refrain from any form of harassment of our staff or other learners whilst engaging in a Sexual Wellbeing Aotearoa course.
- Observe the Code of Health and Disability Services Consumers Rights when carrying out practical assessments.

## **Learner Wellbeing and Support**

Learners may need support in dealing with personal or study-related issues during the course which may affect their study or relationships with other learners or staff.

Learners are encouraged to talk to their course facilitator in the first instance or email [PTDAdmin@sexualwellbeing.org.nz](mailto:PTDAdmin@sexualwellbeing.org.nz) to request additional support.

## **Health and Safety**

Many Sexual Wellbeing Aotearoa programmes are delivered on Sexual Wellbeing Aotearoa premises or at nominated venues, as well as within the learners own working environments (e.g. a medical clinic, a school). Where we facilitate face-to-face, emergency procedures will be clearly explained to all learners at the beginning of all sessions.

Sexual Wellbeing Aotearoa reflects the long-term approach to managing COVID-19 and follows [Health New Zealand recommendations](#). We expect our staff and learners to manage appropriately if they are unwell.

Unprofessional conduct or unsafe practice while attending a Sexual Wellbeing Aotearoa course (face-to-face or online) will be addressed and investigated and may result in exclusion from the course. Sexual Wellbeing Aotearoa also reserves the right to refuse enrolment in other Sexual Wellbeing Aotearoa courses in these cases.

## **Evaluation and Feedback**

Sexual Wellbeing Aotearoa views stakeholder feedback as an opportunity to review and improve the courses, facilitators, and academic standards so learners will be asked to evaluate the course(s). Participation remains anonymous. This supports the Sexual Wellbeing Aotearoa training teams to continuously improve their professional practice, course and programme development, and assessment tools and procedures.

## **Assessment Procedures**

For courses with an assessment component, learners will be given all details including:

- When the assessment will occur

- The type of assessment
- Requirements for successful completion, including learner's obligations for assessment to complete practical components
- The appeal process
- When the results will be available.

## **Extensions**

For courses with formal assessments and compulsory pre-requisite components, extensions may be granted in the following situations:

1. Ill-health (which prevents the learner from working for an extended period)
2. Bereavement
3. Parental leave
4. Personal difficulties of a serious nature
5. Difficulty obtaining or retaining a clinical supervisor.

Extensions must be applied for via e-mail to [PTDAdmin@sexualwellbeing.org.nz](mailto:PTDAdmin@sexualwellbeing.org.nz) clearly indicating the following:

- Name, workshop date and location
- Reason for extension request
- Progress to date, e.g. number of supervised samples completed so far
- New due date/time for completion requested
- The learner's clinical supervisor should be copied into the email.

For Cervical Screening, the maximum length of an extension is a further 6 months from the original completion date, apart from an extension due to parental leave for which a longer extension period may be granted.

### **Submissions and Academic Integrity**

Learners must submit their own work for assessment. Where a learner takes someone else's work or ideas and attempts to pass them off as their own work (plagiarism), a learner's work will be returned unmarked, and the learner will be given one opportunity to resubmit in their own words. Learners must also acknowledge any information accessed from journal articles or other sources of information if they rely on these sources to respond to an assessment.

### **Resubmissions**

Where a learner's written work is not deemed competent on the first attempt, the learner may be asked to resubmit this work or be informed of options that allow them to resubmit in a manner that is appropriate to their specific learning needs and circumstances. Where a learner's clinical practice is not deemed competent during the practical assessment visit, the assessor will inform the learner of the specific areas that require an additional practical assessment.

### **Appeals**

Where a learner wishes to appeal an assessment decision, they must do so within one month of the original decision being communicated. The first step is to appeal in writing stating their reasons for appeal and submitting this to [PTD Administrator](#). This will be reviewed by the Professional Training Manager who will respond to the applicant in writing of the outcome within 10 working days. This may include a verbal conversation where appropriate. If the learner is not satisfied with the outcome and decides to pursue the matter further, they will be directed to our complaints procedure to initiate a formal investigation.

### **Resources**

Learners are responsible for their own workbooks, course materials and related documents provided by Sexual Wellbeing Aotearoa. Once a workbook has been assessed, it will be returned to the learner. (As per our Learner Records policy, Sexual Wellbeing Aotearoa may retain copies of completed paperwork for moderation purposes).

## Complaints

Learners are encouraged to voice all concerns relating to Sexual Wellbeing Aotearoa courses and any learner wishing to provide feedback or make a complaint should address the issue with their course coordinator in the first instance. Any learner who is not satisfied with an aspect of their course is encouraged to raise the issue with their course coordinator or directly via email to [PTDAdmin@sexualwellbeing.org.nz](mailto:PTDAdmin@sexualwellbeing.org.nz).

If this does not lead to a satisfactory outcome, learners can access our [Complaints Procedure](#) through the website to initiate a formal complaint.

**Document type:** Operational Guideline

**Document owner:** Professional Training Manager

**Reviewed:** December 2024

**Next review date:** December 2025