

U By Kotex Puberty Education Resources – Teacher FAQ's

U by Kotex Puberty Education Program

Why use U by Kotex's Puberty Education Program as part of my PDHPE syllabus?

U by Kotex has a long history of supporting puberty and menstruation education in schools. Our Puberty Education Program was created for Stage 3 and 4 as a fun and interactive way to learn about puberty, menstruation and period management.

The program includes engaging worksheets, an interactive game and Q&A sessions that cover a variety of themes for puberty education. Our student resources are guided by the Australian Curriculum which is what guides each states syllabus. There are clear learning intentions and student outcomes outlined throughout the plan.

Please note all material we provide is a general resource only and not health advice.

Does the program follow the Australian curriculum?

The U by Kotex Puberty Lesson Plan follows the Australian curriculum which is what guides each state's syllabus. Therefore, it is a holistic guide aimed to represent most states syllabi.

Who created the U by Kotex Puberty Education Program?

The U by Kotex Puberty Lesson Plan was written in conjunction with teachers, with content guidance sourced from the Australian Curriculum website.

Is the program relevant to girls and boys?

Yes, the U by Kotex Puberty Education Program was developed to provide puberty education resources relevant to both girls and boys. Whilst there is a focus on menstruation, the program also covers topics related to hormones and hygiene as well as bodies and boundaries, which is relevant to all puberty journeys.

Is the content in the program and downloadable resources appropriate for students/children of certain ages?

The U by Kotex Puberty Education Program was developed with the assistance of teachers with the objective of providing impartial and factual information relevant to the syllabus for Stages 3 and 4.

If you have feedback about the content, or suggestions for improvement, please email education@orders.ubykotex.com.au with the subject "Teacher Feedback".

How can I provide feedback about the content?

We love feedback! Working with teachers to develop the best possible curriculum-related resource that provides fun and interactive learning for students is our key objective. If you have suggestions for content, please feel free to send an email to education@orders.ubykotex.com.au with the subject "Teacher Feedback".

Are you still sending the Teachers Resource Kits?

We have created a new engaging and interactive lesson plan that is available for download via the U by Kotex Teachers Portal in place of the Teachers Resource Kits. Product samples can still be ordered via the website.

Sample Kit Order Process

I can't access the order website due to my school's firewall. How can I order?

Please access the order website from your home network if this is an issue.

I didn't receive a confirmation email or email validation code. What should I do?

Once you have placed an order, you will receive two different validation emails:

1. **Email confirmation:** This is an instant automated email you will receive from our ordering platform. Please check your junk email box in case it has been sent there. Please also check you have entered the correct email address without any errors.
2. **School approval email:** You will receive a school approval email once you have registered a new school with a 10-digit validation code.

Please note, we manually check each school address to ensure its validity. It may take up to four weeks for approval to be granted, so we appreciate your patience during this time.

To avoid delays, please apply for samples a term in advance of when you require them. In order to be fair to everyone, we approve schools in the order that we receive applications. Please note that contacting our customer service team will not shorten the timeframe for delivery.

Why won't my validation code work?

Please click on the link provided in the validation email and enter your code. If you continue to experience issues, please email us at: education@orders.ubykotex.com.au.

Can I put in orders for multiple schools?

Yes, you can order for multiple schools using the same email address. This is mostly relevant to educators or nurses who work across multiple schools. Please note that each school will still need to be reviewed and validated, so you will need to register each school under your email address and allow up to ten working days for each validation code, before you will be able to place an order.

I ordered a School First Period Sample Kit. Where is it?

Delivery can take up to 12 weeks from the date of ordering, so we ask for your patience during this time. Please note that contacting our customer service team will not shorten the timeframe for delivery. We recommend placing your order a term in advance, to ensure adequate time for delivery.

If you are registering a new school, we recommend you allow additional time for delivery (12-16 weeks) as the approval process for new schools can take up to 4 weeks.

Why was my order rejected?

The UBK Period Education Program and included resources are available for students in Stage 3 and Stage 4. You will need a valid school postal address and email to have your application approved. We can't post to PO boxes.

Additionally, if your school has met its individual quota of sample packs (six per school), you won't be eligible for further packs.

Individuals can order samples directly via our [online sample form](#).

My school's details aren't correct on the ordering platform and I can't edit the address fields. How do I change the school's delivery address?

If you are having issues entering your schools address, please contact us at education@orders.ubykotex.com.au. Please provide details of samples required and the official school address.

Please note that it may take up to four weeks for approval to be granted.

Why isn't my school on the U by Kotex database?

There are a few reasons your school may not be appearing on the database:

1. Your school does not teach Stages 3 and 4.
2. Your school has never applied for samples and therefore you will have to register as a new school and wait for this to be approved (note that the approval process will take around 4 weeks).
3. Your school may have opted out of the database.
4. School sample packs are only available for classes with primarily female/people who are/will be menstruating. The U by Kotex Puberty Lesson Plan is available to all for download [here](#). Individual students are encouraged to order free samples via our [online sample form](#).
5. We use the official/registered name of schools in the database. Please ensure you are searching for your school with its official name.

Why isn't my home address being approved by the system?

Only official/registered school addresses will be accepted for school sample orders. Home addresses will automatically be rejected by our approval process.

We use the official education database featuring registered Australia Post details for validation, so please ensure your address accurately reflects this detail.

If I'm not from a school but still want to order samples, what can I do?

Unfortunately, we cannot approve organisations, charities or home schools for school samples as they are intended to accompany a program that is designed specifically to be delivered by teachers in classroom environments.

Our [educational materials](#) are available for free and can be downloaded and used by anyone. Individuals can also order their own samples for free via our [online sample form](#).

Period Planet Game

What is the U by Kotex Period Planet game?

[U by Kotex Period Planet](#) is an interactive, educational game where players can learn about periods and how to manage them, as well as common myths and misconceptions about puberty. Period Planet is designed for pre-teenagers and teenagers aged 10-14 going through puberty. The game has 4 different stages that will take players on a fun and immersive journey to learning about periods, how their bodies change with the menstrual cycle and what sorts of period products are available to help them feel confident and prepared when managing their periods.

What is the best way to use the game for teaching students?

We recommend incorporating the game into Part Two of our lesson plan which covers the topic of menstruation. Our downloadable [lesson plan](#) goes into more detail about how you can use the game.

What content does the game cover?

The game takes players on a fun, safe and interactive journey to revitalise “Period Planet” as they learn about periods, the menstrual cycle and how to manage periods with different products;

- Level 1: players will learn what to expect from puberty and the signs that indicate that a period is on the way.
- Levels 2 and 3: players will learn about the female reproductive system and the menstrual cycle and its phases.
- Level 4: players learn about different period products, including pads, tampons and period underwear.

Throughout the game, players will also encounter common period and puberty myths, which will help them to identify facts from misconceptions.

Is the game relevant to boys and non-binary/gender neutral people as well?

The game is designed primarily to educate players about the experiences of the female body during puberty and menstruation. In line with the recommended curriculum, we believe that all students in Stage 3 and 4 could benefit from learning about periods and the menstrual cycle, as an element of the puberty journey.

Does the game collect any personal data?

The game does not collect any personal data upfront from players. After completing the game, we provide players with the option to download their avatar, order a free sample or download our [Period Tracker App](#). At that point, we will ask for your information and will provide you with our Privacy Policy which sets out how we handle personal data. Our sample order form and Period Tracker App both contain our Privacy Policy statement and Terms & Conditions.

When ordering a sample and/or downloading the Period Tracker App, users will be asked for their consent before receiving any marketing communications and, if consent is provided, users will at all

times have the option of unsubscribing. Users under 15 will not receive any marketing communications, even if consent is provided, until the age of 15. Users under 15 can receive education content only.

Does the game require a login?

No, the game does not require a login to play. Users can immediately start the game without creating a login.

What devices can the game be played on?

The game can be played on any device, including laptops, tablets or mobile phones. We recommend playing on a desktop computer or laptop for the best and most immersive experience, but players can also access it via a tablet or mobile phone.