



FACT ADELAIDE • STUDENT POLICY

Access and Equity Policy

Fair access, practical support and safe participation

FACT-POL-01 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Policy review completed: reported by Allan

FORMAL APPROVAL AND PUBLICATION PENDING

Simple draft assembled 6 September 2026.
Exact phone wording unavailable; final wording check pending.

info@factadelaide.com | (08) 7226 5936

Access and Equity Policy

Fair access, practical support and safe participation

FACT-POL-01 | 2026.1-D02 | Reconstructed simple draft; approval pending
Proposed start: 1 October 2026 | Next review: 1 October 2027

1. Fair access and respect

FACT welcomes people from different backgrounds and treats students fairly. This policy covers enquiries, enrolment, training, assessment and support, including online and workplace learning.

Decisions must be based on course requirements and individual needs, not assumptions about age, disability, culture, gender, language or background. We support a safe, inclusive learning environment, including cultural safety for First Nations people.

2. Before you enrol

We explain course requirements, essential tasks, fees, delivery arrangements and available support before enrolment or payment. We review relevant language, literacy, numeracy and digital skills, including for short courses.

We discuss any gaps and whether the course and available support suit you. We can help with enrolment or provide information in an accessible format. If we cannot meet your needs, we explain why and discuss alternatives before accepting the enrolment.

3. Asking for support

Speak privately with your trainer, email info@factadelaide.com or call (08) 7226 5936. A special form is not required. We acknowledge requests within two business days and normally arrange a discussion within five business days, or sooner if your course is about to start.

You may choose to disclose a disability or tell us what support you need. A diagnosis alone is not a reason to exclude you. We consult you about reasonable adjustments and agree practical support, who will arrange it and when it will be reviewed.

Support may include accessible materials, breaks, a quieter setting or permitted assistive technology. Interpreter arrangements follow our Translator / Interpreter Policy. We confirm available support and fairly discuss any external assistance and costs before commitment, taking disability obligations into account.

Adjustments must preserve essential skills, assessment evidence and safety requirements. If an adjustment is not possible or appropriate, we explain the reasons promptly and discuss alternatives. Asking for support is not a penalty or an automatic reason to refuse a refund.

4. Taking part safely

Everyone must treat others respectfully and follow essential safety instructions. Bullying, harassment, discrimination, threats and violence are not acceptable. FACT may pause an activity or remove someone from a session where their behaviour creates a safety risk or seriously disrupts learning.

Where safe and practical, we explain the concern and give the student a chance to respond and correct it. Immediate protective action may be needed for a serious risk. We consider the facts, support needs and reasonable adjustments before deciding further action.

We explain decisions and review options. A support need or disability alone does not justify removal. Rebooking, fees and refunds follow the relevant policies and legal rights; removal does not automatically decide the refund outcome.

5. Students under 18

We check course eligibility and arrange appropriate parent or guardian booking consent, emergency contacts, supervision and arrival or departure arrangements. We respect the young person's views and privacy. Booking consent does not give unrestricted access to their information.

Management checks applicable Working with Children Check and child-safe requirements before staff undertake child-related work. Staff follow reporting duties without waiting for management permission. Call 000 for immediate danger, or the Child Abuse Report Line on 13 14 78 for suspected child harm.

6. Concerns, privacy and review

Tell us if support is not working or your needs change. We review the arrangements with you. We collect only necessary information, keep it secure and share support details only with staff who need them, under our Privacy and Student Records policies.

You can raise a concern under our Complaints Policy or appeal an access, support or removal decision under our Appeals Policy. You will not be disadvantaged for raising a concern or requesting a review.

Management reviews barriers and feedback monthly, assigns improvements and checks they are completed. We review this policy at least annually and sooner when requirements or student needs change.

Revision record: D02, 6 September 2026. Simplified from D01 and available review decisions. Allan reports the policy review complete; the exact final phone text was not available. This reconstructed wording needs a final check before formal approval and publication.

Reference guidance checked 6 September 2026: ASQA student information; ASQA support and adjustments; ASQA inclusion; SA child protection.