



FACT ADELAIDE • STUDENT POLICY

Appeals Policy

How to ask for a decision to be reviewed

FACT-POL-07 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Wording review: pending

WORDING REVIEW, APPROVAL AND PUBLICATION PENDING

Cover added 6 September 2026.

Policy text retained from saved draft 2026.1-D01.

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Appeals Policy

Review of adverse decisions and independent assessment

Document / revision: FACT-POL-07 / 2026.1-D02

Prepared: 5 September 2026 | Cover added: 6 September 2026

Owner / proposed approver: Allan Bartlett, Course Director / FACT management

Proposed effective / next review: 1 October 2026 / 1 October 2027

Status / change record: Draft; wording review, approval and release pending / A007; D02 cover update

1. Decisions that may be appealed

A student may appeal a decision by FACT Adelaide, its staff, contractors or a third party acting on its behalf that adversely affects them. Examples include assessment or recognition decisions, enrolment or support decisions, disciplinary action, refunds, evidence acceptance and complaint outcomes. A booking customer or authorised representative may seek review of a decision affecting their booking or act with the student's authority.

Grounds may include an error of fact, an incorrect assessment judgement, unfair process, failure to consider relevant evidence or support, or an unreasonable application of the disclosed policy. You do not have to provide new evidence or first speak to the original decision-maker. There is no appeal application fee.

2. Lodge an appeal and request support

Email info@factadelaide.com, call (08) 7226 5936 or ask a staff member for help. Identify the decision, date, reasons you disagree and outcome sought. FACT will record assisted or oral requests and let you check the account. A form is optional. A support person, representative, accessible format or reasonable interpretation assistance is available without an appeal-handling charge.

Apply as soon as possible, normally within 20 business days of receiving the decision and review information. FACT will consider later requests fairly, including illness, access barriers, delayed information or lack of notice of appeal rights. Explain any refusal to accept a late appeal and how that refusal can be independently reviewed. This target does not restrict statutory remedies or extend an external legal deadline.

A business day is Monday to Friday, excluding South Australian public holidays, using Adelaide time. Keep the original receipt date if staff transfer a request between complaints, refunds and appeals. An informal discussion is optional and does not suspend consideration of a formal appeal.

3. Allocate and review the appeal

Acknowledge within two business days and identify the case coordinator. Appoint an appropriately skilled reviewer with no involvement in the original decision or personal interest in its outcome; normally confirm the appointment within five business days. Where this cannot be done internally, use an independent external reviewer. A complaint about Allan must not be decided by Allan.

The reviewer will clarify the decision and grounds, obtain the original reasons and relevant evidence, and allow affected parties a fair opportunity to respond to material adverse to them. Declare and address conflicts. Apply the applicable course requirements, law and terms accepted at booking; do not invent a new requirement to defend the original decision.

For an assessment appeal, use a suitably credentialed assessor with current competence relevant to the training product. Review the existing evidence and assessment method; arrange any necessary reassessment fairly and without charging for correction of FACT's assessment error. Administrative reviewers must not declare competence without valid assessment evidence. Explain how valid completed units will be preserved.

Aim to issue the internal appeal outcome within 10 business days of receipt. If that is not achievable, explain the cause and revised date before the target passes, and provide progress updates at least every five business days. If information is needed, ask promptly and give a reasonable response time. FACT remains responsible for monitoring external referrals and unresolved delays.

4. Independent review

An appellant may request review by an independent party, including where dissatisfied with the internal outcome or where internal review would be conflicted. FACT will arrange and pay for this review so there is no cost to the student. Ask through the channels in section 2; a person whose decision is under challenge must not control the independent findings.

Within five business days of the request, provide the reviewer's name, independence and relevant expertise, direct contact, matters to be reviewed, proposed process and timetable, and confirmation of no student charge. Give the appellant an opportunity to raise a reasonable conflict concern; if substantiated, arrange an alternative. No new evidence is required merely to access review.

The reviewer must have access to necessary records with appropriate privacy protections and hear the appellant's account. Agree a reasonable completion date, normally aiming for 20 business days from referral; explain delays and provide progress updates. FACT must implement the outcome of the review it commissions unless doing so would conflict with law or mandatory training requirements; any such exception must be explained in writing with further review options.

5. Decisions, interim arrangements and further options

Give a written outcome stating whether the decision is upheld, changed or returned for a fresh assessment/decision, with findings, reasons, actions, responsible person and dates. Explain any remaining independent or external options. Correct affected records promptly and process any approved refund under POL-13. Record the result even if the appellant remains dissatisfied.

Review interim arrangements fairly. Keep access to learning and support where practicable, while maintaining any necessary, proportionate safety restriction. An appeal does not authorise unsafe participation or certification without competence. Explain restrictions and review them promptly; do not cancel future bookings or penalise a student merely because they appealed.

You may seek advice or use an external avenue without FACT's permission. Check any separate legal time limit; an internal review does not extend it. The following services have different roles:

[Consumer and Business Services SA — consumer complaints and advice; 131 882](#)

[National Training Complaints Hotline — referral to the appropriate authority; 13 38 73](#)

[ASQA — report concerns about training-provider quality or integrity](#)

ASQA uses information for regulatory oversight; it does not resolve individual student/provider disputes. The hotline is a referral service. Neither replaces the independent review FACT must arrange under this policy. You may also seek legal advice or approach an appropriate court, tribunal or specialist regulator.

Retain the appeal, original decision, evidence, conflicts, reviewer appointment, correspondence, outcome and action records securely under the Privacy and Student Records policies. Preserve relevant material during the dispute. Review appeal trends monthly and record corrective policy changes in FACT-REG-01.

Management review and amendment record

Internal control appendix — this draft must not be issued until the independent review arrangements and public access information below are completed.

Approval decisions

Approve the proposed 20-business-day normal lodgement period with fair extensions, 2-day acknowledgement, 5-day reviewer/referral arrangements and 10-day internal outcome target. The independent review completion target must be agreed with the appointed reviewer. These are proposed FACT service commitments, not prescribed ASQA deadlines.

This draft replaces the five-day absolute appeal cut-off, mandatory informal escalation and a fixed committee naming an unverified consultant. It preserves review of all adverse decisions and does not require new evidence. The no-cost independent route matches the Refund and Complaints drafts; ASQA permits no or low cost, so FACT's no-cost choice requires a funded arrangement.

Independent review release record

Primary reviewer / organisation: Pending appointment and consent to be named

Independent direct contact / alternative contact: Pending confirmation; publish with the policy

Backup for conflicts or unavailability: Pending appointment

Scope, qualifications and decision authority: Pending agreement; include assessment expertise where needed

FACT fee arrangement / turnaround / privacy agreement: Pending written agreement

Confirm a usable contact route if Allan is involved. Align Complaints, Refund, Assessment, Enrolment, Behaviour, Privacy/Records, T&Cs, handbook and outcome letters. Verify legal entity and contacts before management approval.

Amendment A007: 5 September 2026 | D06 / P07 + POL-06/POL-13 drafts → 2026.1-D01. Rebuilt review scope, timelines, impartiality and independent access. Approval pending.

Presentation amendment D02: 6 September 2026. FACT cover added; policy wording retained from D01.

Independent-review arrangements still need to be aligned with the agreed on-request approach.

Approver / approval date: Pending

Sources checked 5 September 2026

[ASQA — appeals and independent review, Standard 2.8](#)

[ASQA — regulatory reporting and individual disputes](#)

[South Australia — consumer complaints](#)

[DEWR — National Training Complaints Hotline](#)

Sources checked 5 September 2026. Proposed effective date 1 October 2026; next review 1 October 2027, or earlier for changes. This draft does not establish legal enforceability or that the required external arrangement already exists.