



FACT ADELAIDE • STUDENT POLICY

Completion of Training and Certification Policy

When training is complete and how certificates are issued

FACT-POL-08 | 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 review-pack draft 2026.1-D01.

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Completion of Training and Certification Policy

Evidence-based completion, timely certification and accurate records

FACT-POL-08 / 2026.1-D02 • Prepared 6 September 2026

Draft for management review — not approved or published

Owner / proposed approver: Allan Bartlett / FACT management

Proposed effective: 1 October 2026 | Next review: 1 October 2027

1. Scope and responsibility

This policy covers completion, withdrawal with achieved units, certification and correction for nationally recognised training delivered by FACT. It does not turn a training result into a licence, professional registration or guaranteed employment. Separate non-accredited attendance documents must be clearly labelled.

Management verifies the current scope, approved delivery/issuing arrangements and authorised signatories. The assessor determines competency; authorised administration staff issue documents only after the completion checks. Do not reuse an old course-code list as proof that FACT may deliver or issue a product.

2. Completion checks

Confirm the enrolled person is the person assessed, all required tasks and evidence are complete, any recognition or credit is verified, and the qualified assessor has recorded the result. Attendance, payment or completion of online access alone does not establish competency. Record any missing requirement and communicate how it can be met.

Check the correct training-product code/title, qualification packaging where relevant, issue authority, student details, verified USI or documented exemption and agreed fees associated with the training product. No USI is printed on the qualification or Statement of Attainment. [ASQA-integrity]

3. Documents and timing

Issue the qualification and record of results for a completed qualification, or the appropriate Statement of Attainment for completed units, including achieved units when a student withdraws without completing a whole qualification. An attendance certificate must not imply an assessed nationally recognised outcome.

The proposed service target is two business days after all issuance conditions are met. Monitor against the applicable 30-calendar-day requirement from completion of assessment where its conditions are satisfied. Record and resolve any USI, payment or evidence impediment promptly; do not use an internal target to extend a regulatory deadline. [ASQA-integrity]

4. Incomplete work, recognition and reassessment

Give specific feedback where competency has not yet been demonstrated. Agree remaining work, support, timing and reassessment under POL-11. Retain valid completed evidence and check its currency; do not automatically require the whole course again because a person was late or a separate behaviour issue occurred.

Explain RPL and credit-transfer opportunities and any genuine regulatory limits before enrolment. Assess RPL evidence against the same requirements and verify credit evidence. Explain the decision, any training reduction and any fee effect in writing. A claimed older award does not automatically prove present competence for an RPL decision.

5. Issuing, correcting and replacing

Use the approved template with required RTO, product, signatory, authenticity and logo elements. Check a proof before release and record the issue date, unique document reference, recipient and authorised issuer. Secure issuing accounts and blank templates; do not give an outside provider uncontrolled issuing authority.

Correct a FACT error without a replacement fee. A student-requested replacement follows POL-16, with verified identity and historical details preserved. Employer payment does not remove the student's access to their own certification. Never withhold an unrelated student's or course's certificate to collect another outstanding invoice.

6. Records, concerns and course changes

Retain the certification register and issued AQF documentation for 30 years; retain submitted assessment records for at least two years after training-product completion, with additional requirements and legal holds applied under POL-15. Keep records retrievable and secure. [ASQA-integrity]

Management monitors overdue completions, corrections and transitions. Tell affected students about material changes, teach-out or alternative arrangements and assess any remedy under POL-13. Students may appeal a result or issuance decision under POL-07; a complaint follows POL-06.

Management review and release record

Internal appendix — do not publish this page as student-facing policy. Proposed procedures below are not evidence that staffing, contracts, controls or fees have been implemented.

What changed

- Removes stale scope codes, confused qualification/SOA labels and automatic punitive non-issue rules.
- Replaces ambiguous “48 business hours” with a proposed two-business-day service target.
- Aligns certification, USI, record retention and review with the renewed policies.

Decisions and checks before release

- Verify current scope, third-party issuing arrangements and certificate templates before publication.
- Approve the two-business-day target and the daily pending-certification check.
- Confirm how employer-funded fees are allocated to individual training products and reconcile certificate holds.

Confirm the legal contracting entity and contact aliases, align linked documents and operational messages, brief staff, and record formal approval and publication separately in FACT-REG-01. Existing bookings retain their accepted terms and legal rights.

Source and amendment record

Uploaded / business source: P08: Completion of training Policy 2025.pdf; P09 variant; D07 Word source; Student Handbook final.docx.

A015 | 6 September 2026 | FACT-POL-08, initial renewed draft 2026.1-D01; management approval, implementation and public release pending.

Presentation amendment D02 | 6 September 2026 | Matching FACT cover and current revision details added. Policy wording retained from review-pack draft D01. Wording review, management approval and release remain pending.

Approver / date: _____ Actual publication: _____

Current external sources checked 6 September 2026:

[ASQA-integrity | ASQA — Integrity of nationally recognised training](#)

[ASQA-assess | ASQA — Assessment, Standards 1.3–1.5](#)

[ASQA-info | ASQA — Information, Standards 2.1–2.2](#)

[ASQA-complaints | ASQA — Feedback, complaints and appeals](#)

These drafts are for review, not legal sign-off or a finding of operational compliance. Recheck relevant requirements before the proposed October release.