



FACT ADELAIDE | STUDENT INFORMATION

# Student Handbook

*Your guide to booking, training, support and certification*

FACT-HBK-01 | Revision 2026.1-D01

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Owner: Allan Bartlett, Course Director

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CONSOLIDATED DRAFT — FORMAL APPROVAL AND PUBLICATION PENDING

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# Welcome to FACT

This handbook explains what to expect when you study with FACT Adelaide and where to get help. Read it with your course information, booking confirmation and the terms provided before you pay. Ask us to explain anything that is unclear.

FACT Adelaide is operated by AKBartlett PTY LTD atf The Trustee for AKBartlett Trust, RTO 45473. ABN: 48 978 341 850. Course Director: Allan Bartlett.

| Contact          | Details                                                                       |
|------------------|-------------------------------------------------------------------------------|
| Training address | 34 South Terrace, Adelaide SA 5000<br>Check your booking for any other venue. |
| Phone            | (08) 7226 5936                                                                |
| Email            | info@factadelaide.com<br>info@firstaidcertificationandtraining.com.au         |
| Website          | www.firstaidcertificationandtraining.com.au                                   |

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This proposed edition is not in force until approved and issued. It does not retrospectively change an existing booking. Australian Consumer Law and other rights that cannot legally be excluded always apply. If documents differ, contact FACT for a written explanation; FACT will not use a later or less favourable term to remove an existing entitlement.

## Courses and certification

The following courses are within FACT's registered scope checked on 6 September 2026. Availability depends on the published timetable or a confirmed group booking. Your course information will identify the exact units, delivery method, duration, prerequisites, practical tasks, total price and issuing RTO before enrolment.

| Code        | Nationally recognised training                                   |
|-------------|------------------------------------------------------------------|
| HLTAID009   | Provide cardiopulmonary resuscitation                            |
| HLTAID010   | Provide basic emergency life support                             |
| HLTAID011   | Provide First Aid                                                |
| HLTAID012   | Provide First Aid in an education and care setting               |
| CPCWHS1001  | Prepare to work safely in the construction industry (White Card) |
| HLTWHS005   | Conduct manual tasks safely                                      |
| UETDRMP018  | Perform rescue from a live low voltage panel                     |
| PUAFER005   | Operate as part of an emergency control organisation             |
| PUAFER006   | Lead an emergency control organisation                           |
| TLILIC0003  | Licence to operate a forklift truck                              |
| CPCCLSF2001 | Licence to erect, alter and dismantle scaffolding basic level    |
| SITHFAB021  | Provide responsible service of alcohol                           |

### Choose the course for your work

Check the unit your employer or licensing authority requires. FACT's general workplace manual-task course does not include patient transfers or healthcare-specific handling. Low voltage rescue, forklift, scaffolding and other regulated work may have additional entry, assessment or licensing requirements.

A Statement of Attainment records successfully completed units. It does not itself grant a high risk work licence, guarantee employment or guarantee admission to another course. A White Card also requires the applicable SafeWork SA identity, training and issue requirements.

Course attendance alone is not a pass. Every student must meet the required assessment standards. Where units are combined in a package, the booking must show the actual units and award issuer.

## Qualifications and other training

| Code        | FACT training                                                                |
|-------------|------------------------------------------------------------------------------|
| BSB41419    | Certificate IV in Work Health and Safety                                     |
| BSB51319    | Diploma of Work Health and Safety                                            |
| RIIWHS204   | Work safely at heights — current unit                                        |
| CPCCCM2012  | Work safely at heights — construction unit                                   |
| RIIWHS205E  | Control traffic with stop-slow bat                                           |
| RIIWHS302   | Implement traffic management plans — current unit                            |
| CPCCWHS2001 | Apply WHS requirements, policies and procedures in the construction industry |

### Working at Heights and traffic-management transition

The register now lists RIIWHS204 and RIIWHS302 on FACT's scope. The earlier RIIWHS204E and RIIWHS302E are superseded, with scope end dates shown as 31 August 2027. FACT will confirm the unit for each booking and explain any transition affecting an enrolled student. A new code does not automatically change an older certificate or establish credit for a new unit.

### Training through another issuing RTO

| Course                                                         | Issuing arrangement                                                                                                       |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| HLTAID014<br>Provide Advanced First Aid                        | Arranged through FACT; certification by PADI ASIA PACIFIC PTY LTD, RTO 6729.                                              |
| HLTAID015<br>Provide advanced resuscitation and oxygen therapy | Delivered under the PADI RTO 6729 arrangement, with Course Director Allan Bartlett training. HLTAID011 is a prerequisite. |

For these courses, the booking must identify the responsible RTO, its student information and how to access support, complaints and certification. FACT can help you contact the responsible RTO. FACT RTO 45473 is not shown as the issuing RTO for these two units.

Other oxygen-provider or recreational training may lead to a provider award rather than nationally recognised VET certification. The actual award and provider must be explained before booking. Ask about availability; a handbook listing does not create a scheduled class.

# Enrolment, identity and your USI

## Before you pay

- Read the course requirements, assessment tasks, expected study time, equipment and technology needs, price and cancellation terms.
- Tell FACT about any support or access needs so we can discuss suitability and reasonable adjustments before enrolment.
- Complete your own Student Profile, required enrolment information and any prerequisite or pre-course work. An employer's booking list does not replace your enrolment.
- Keep the booking confirmation and tell us promptly if your name, email, phone number or other important details change.

## Bring the identity evidence required for your course

Your booking will explain the documents needed. Use original, current identification. An official live digital document may be accepted only where the relevant course and issuing authority allow it. A photograph, scan or screenshot is not a live digital credential.

White Card and high risk work courses may require a particular combination of documents. Contact FACT before your course if you cannot provide them. Staff will consider permitted alternatives privately. Missing or inconsistent ID may delay assessment or certification; it does not automatically mean fraud or attract a penalty.

## Use your own Unique Student Identifier

A USI is free. Use your existing USI at [usi.gov.au](https://usi.gov.au); do not create another one if you have forgotten it. Supply matching details through FACT's enrolment process. FACT verifies the number through the authorised system.

You normally need a verified USI for nationally recognised certification unless a valid exemption applies. Ask for help early if there is a problem. An exemption must be checked and recorded; difficulty obtaining a USI is not automatically an exemption.

Keep control of your USI account and do not share your password. FACT needs permission for actions such as finding a USI, creating one for you or accessing your transcript. Merely verifying a USI you supply does not require separate permission. Your USI is not printed on your certificate.

## Group bookings and students under 18

Each student must meet the course entry requirements and identity checks. FACT will explain any parent or guardian arrangements and how a young student's safety, support and privacy are managed. A company payment does not give automatic access to the student's records.

# Learning, access and wellbeing support

FACT aims to provide an inclusive learning environment. Tell us if language, literacy, numeracy, digital skills, disability, injury, cultural needs or personal circumstances may affect your participation. You can ask privately and do not need to disclose a diagnosis simply to start a support discussion.

## Agreeing a support plan

Before enrolment, FACT reviews the skills needed for your chosen training and discusses available support. This may include clearer instructions, accessible material, extra practice, assistive technology, suitable breaks or an adjusted assessment method. We explain any limits, referrals, costs or effect on your course before you agree.

Reasonable adjustments must still allow you to demonstrate the required skills and knowledge. They cannot remove essential practical tasks or licensing requirements. Support needs are not a reason for automatic exclusion.

FACT aims to acknowledge a support request within two business days and discuss it within five business days, or sooner if the course is about to start. Tell us if the agreed support is not working so we can review it.

## Interpreters and translation

Ask early if you need spoken-language, Auslan or written-language assistance. Formal course interpreting requires FACT's approval and an appropriate current NAATI credential. FACT checks suitability, confidentiality and conflicts. Friends or family cannot answer assessment questions for you.

The interpreter may explain or interpret permitted information but must not coach, supply answers or complete practical tasks. Some courses have specific language or licensing conditions that must still be met.

Any agreed external interpreter cost is explained before booking. Disability-related adjustments are assessed individually; costs are not automatically passed to the student. An interpreter attending solely to interpret is not charged an extra student seat fee. Existing agreed support entitlements remain available.

## Respect and wellbeing

FACT does not accept discrimination, harassment, bullying or victimisation. This includes respect for Aboriginal and Torres Strait Islander students, cultural identity, religion, disability, gender and sexuality. Speak to your trainer or contact FACT if you feel unsafe or excluded.

Staff can discuss study support and help identify an appropriate external service. They do not provide clinical treatment. In an immediate emergency call 000. You can raise a concern or appeal a support decision without disadvantage.

# Attendance, safety and behaviour

## Arrive ready to start

Follow the arrival time in your booking so enrolment and ID checks can be completed before training. Entry closes at the scheduled start. Late entry is not normally allowed because essential content may be missed. Any exception or reasonable adjustment must preserve safety and course requirements.

Complete required pre-course work and bring the specified materials. If something is incomplete, contact FACT early. Any rebooking or disclosed administration charge follows the accepted booking terms and relevant policy; it is not an automatic penalty for needing support.

## Dress and protective equipment

For practical training wear flat, fully enclosed shoes and clothing that allows safe movement. Thongs, sandals, slides and Crocs are not suitable. Long sleeves and trousers are preferred and are compulsory where the course instructions require them. Bring or use the PPE specified for your course.

## Working safely together

- Follow the trainer's instructions, equipment limits and venue induction. Report hazards, injuries and near misses promptly.
- Know the emergency exits and assembly instructions provided at the venue. Stop an activity and tell the trainer if it is unsafe.
- Treat other students and staff respectfully. Threats, violence, harassment and deliberate damage are not acceptable.
- Keep phones silent and put away unless use is approved for learning, medical, accessibility or urgent reasons.
- Do not photograph, record or share other people, class activities or assessment materials without the required permission.

## Alcohol, drugs, illness and medication

Do not participate while affected in a way that makes training unsafe. Tell the trainer privately if illness, injury or medication affects your ability to take part. Taking prescribed medication or having a medical condition does not itself establish impairment.

FACT may stop an unsafe activity or ask someone to leave while a concern is assessed. Staff will explain the concern, consider the student's response and support options, and record a fair decision. Further disciplinary action is not automatic. Rebooking, refund and appeal rights still apply.

# Assessment, recognition and results

## How assessment works

Your trainer explains the required knowledge and practical skills, how evidence will be collected and how to ask for help. Assessment may include written or oral questions, demonstrations, scenarios and workplace evidence. The assessor must be satisfied that your evidence is valid, sufficient, authentic and current.

You will receive feedback and a result. If you are not yet competent, FACT explains the gaps and the available support and reassessment arrangements. Valid completed work is retained where it can still be used. A failed task does not automatically mean paying for the whole course again.

Any additional training or reassessment cost must be explained and agreed before you incur it, consistently with your accepted booking terms. FACT honours existing no-reassessment-fee commitments. You can appeal an assessment decision.

## Your work must be your own

Do not copy another student's answers, impersonate someone or submit purchased or AI-generated work as your own. Use AI, translation tools, notes or other aids only where the assessor has expressly permitted them. Approved accessibility support is not cheating.

If there is an integrity concern, FACT will explain the evidence and give you a fair opportunity to respond. A software or AI-detector score alone does not prove misconduct. The response may include further evidence, supervised reassessment or proportionate action, with reasons and review options.

## Recognition of prior learning (RPL)

RPL assesses skills and knowledge you already have against the actual course requirements. Ask before enrolling. FACT will explain the evidence, assessment process, timeframe and any fee before you agree. Experience or an old certificate alone does not guarantee competence. Any existing agreed RPL fee or discount is honoured.

## Credit transfer

Provide an authentic Australian qualification, Statement of Attainment or authorised VET transcript for checking. FACT considers eligible credit for the same or an officially equivalent unit, subject to packaging and licensing requirements. Credit does not automatically apply to a differently coded unit.

## Course changes or withdrawal

If a training product changes or you need to withdraw, contact FACT. We will explain completion or transition options, recognise valid achievements and advise any refund or certification entitlement. No qualification, job or licence outcome is guaranteed.

# Fees, invoices and payment disputes

## Know the total cost

Your course information or written quote must disclose the course price and any compulsory extra cost before you enrol. This includes relevant materials, assessment, licensing, replacement and booking-change charges. Funding or discounts apply only when eligibility is confirmed; a handbook listing is not a promise of a subsidy.

Payment is normally required before training unless FACT agrees otherwise in writing. FACT does not collect more than \$1,500 in unearned prepaid fees from an individual student unless a compliant fee-protection arrangement has first been established and explained. Instalments may be used to stay within the limit.

## Administration and additional services

A \$50 incomplete-enrolment administration charge can apply only where it was clearly disclosed and accepted, the service is actually needed, and the amount is reasonable. It is not charged automatically for ordinary support, disability adjustments or simply asking for help. No additional amount is created by this handbook.

Government USI creation is free. Any separately agreed FACT administration service must be explained in advance. Replacement card fees are quoted before processing, with \$9.95 extra if postage is requested. FACT corrects its own errors without a correction fee.

## Company and group invoices

The default proposed company credit term is 14 calendar days from the invoice date unless a different term was agreed in writing beforehand. Invoices are normally issued within seven calendar days of delivery. The written group quote explains minimum numbers, deposits and cancellation arrangements before acceptance.

Tell FACT promptly if an invoice is wrong. We aim to respond within five business days. Collection of the genuinely disputed portion is paused while reviewed; pay the undisputed amount by its agreed due date. FACT does not automatically add a 10% late penalty or remove a discount. Any lawful recovery cost must be properly disclosed and justified.

## Card disputes and chargebacks

Contact FACT to resolve an incorrect or disputed payment. You may also exercise your bank or card-provider rights and should observe its deadlines. You do not have to complete FACT's complaints process before contacting the bank.

A lawful chargeback is not automatically a breach, a penalty fee or a reason to cancel earned certification. FACT responds with accurate records and the terms accepted at booking. Refunds and bank adjustments are reconciled so the same payment is not refunded or collected twice.

## Cancellations and booking changes

Contact FACT by email or phone as soon as plans change. A form can help but is not compulsory. Notice counts when FACT's email system receives it or staff record your request, including an email received after hours. We aim to acknowledge requests within two business days.

| Situation                                                                      | Normal arrangement                                                                                                                            |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Standard-price cancellation at least 3 business days before the original start | Refund less any permitted, disclosed and reasonable deduction, subject to the caps on page 11.                                                |
| Discounted course: change of mind                                              | No change-of-mind refund. Consumer-law rights, FACT cancellations and illness arrangements still apply.                                       |
| Late cancellation, non-attendance or leaving early                             | No automatic refund. FACT considers the accepted terms, reasonable loss, any replacement booking, exceptional circumstances and legal rights. |
| One standard-price transfer with at least 3 business days' notice              | \$50 transfer fee; same course, normally within two calendar months. Fees remain subject to reasonable-cost limits.                           |
| One eligible substitute before the course starts                               | \$10 with at least 3 business days' notice; \$50 with less notice. The substitute must meet all entry and identity requirements.              |

### How the notice deadline works

Use Adelaide time. Business days are Monday to Friday, excluding South Australian public holidays. Count back three business dates from the original course date, keeping the same start time. For a Tuesday 8:30 am course, the deadline is the preceding Thursday at 8:30 am if there are no public holidays. Notice exactly at the deadline qualifies.

Moving a booking does not restart its original cancellation deadline. FACT does not recover the same cost twice and credits relevant change fees already paid when calculating a further deduction.

### Conditions for substitutions and exceptions

A substitute cannot take over after attendance or access to personal assessment has begun. Discount eligibility must still be met; a personal discount cannot automatically be passed to someone else. Ask FACT to confirm a discounted-course transfer or another exception in writing before relying on it.

Group bookings follow the disclosed written group terms, subject to consumer law and reasonable costs. If illness is the reason for the change, use the illness arrangements on page 12 rather than assuming the change-of-mind rule applies.

## Refund deductions and requests

For an eligible early cancellation of a standard-price booking, these are maximum deductions under the proposed Refund Policy. They are not automatic charges. The deduction cannot exceed the disclosed amount, the amount paid or FACT's reasonable work and unrecoverable loss, after allowing for savings and a resold place.

| Course or package                          | Maximum deduction |
|--------------------------------------------|-------------------|
| CPR                                        | \$25              |
| Basic emergency life support               | \$40              |
| Provide First Aid                          | \$45              |
| First Aid in an education and care setting | \$45              |
| Advanced First Aid                         | \$80              |
| Advanced resuscitation and oxygen therapy  | \$90              |
| Low voltage rescue                         | \$50              |
| Low voltage rescue with CPR                | \$65              |
| White Card                                 | \$50              |
| Working at Heights (RIIWH5204E booking)    | \$100             |
| Manual handling                            | \$40              |
| Certificate IV in WHS                      | \$500             |
| Diploma of WHS                             | \$500             |
| Forklift                                   | \$150             |

The existing \$100 heights cap is tied to the RIIWH5204E booking terms. A successor-unit fee must be disclosed and agreed before booking. For an unlisted course without a disclosed specific deduction, no administration deduction applies to an otherwise eligible early refund.

### Ask for a refund

Give your name, booking details, reason and preferred contact method. Staff can help you make the request. FACT will seek only information reasonably needed to decide it and explain the calculation, outcome and review options in writing.

FACT aims to decide within five business days after receiving the necessary information and to initiate an approved refund within five business days of approval. Bank processing may take longer. Payment normally returns to the original payer and method unless another lawful arrangement is agreed.

A credit is not forced on you where a refund is due. Any amount retained for a late or discounted booking must also comply with consumer law and unfair-contract-term protections. The words "no refund" do not remove those rights.

# Illness and changes made by FACT

## If you are unwell or cannot attend safely

Contact FACT before the course if possible, otherwise as soon as reasonably practicable. We consider illness and exceptional circumstances individually, including for discounted bookings. Do not attend while unwell simply because you are worried about losing the fee.

A free rebooking may be available. If FACT sends you home because you are unwell, FACT offers a free rebooking. A cash refund is not automatic, but any legal entitlement and the circumstances are considered.

FACT may ask for reasonable evidence. Provide it within two business days where possible; reasonable extensions and alternatives are considered. Telehealth evidence may be accepted. You do not have to disclose a diagnosis or detailed medical history merely to support an absence request.

Rebooking is normally within two calendar months. A longer period may be agreed when recovery, support needs or FACT's timetable require it. We confirm the agreed arrangement in writing. There is no absolute same-day 4 pm evidence deadline.

## If FACT cancels or materially changes the course

If FACT cancels before training starts, you may choose a full refund or a free transfer. No cancellation or administration fee is deducted from that refund.

If FACT proposes a significant change that you do not accept, we explain an appropriate alternative or refund for the undelivered service. If training has partly occurred, we assess a fair refund and any greater entitlement under consumer law. We will not move you to another issuing RTO without explaining the arrangement and obtaining any required agreement.

## If the service does not meet its obligations

Tell FACT what went wrong so it can be assessed. A minor problem that can be fixed will be corrected without charge within a reasonable time. A major or unresolved service failure may give you cancellation, refund, compensation or other remedies under Australian Consumer Law.

These protections also apply to discounted courses. They are separate from a voluntary change-of-mind cancellation and cannot be removed by a blanket no-refunds statement.

## Keeping you informed

FACT will explain delays, agreed dates and outstanding steps. If you disagree with a decision about illness, rebooking or a refund, use the complaints and appeals process on page 16. You can ask for assistance or a support person.

# Privacy and sharing your information

## What FACT collects and why

FACT collects information needed to enrol, support and assess you, issue certification, manage payments and meet legal reporting duties. This may include your contact and identity details, USI, training history, results and relevant support information. Sensitive information is collected only with the required consent or other lawful basis.

The enrolment privacy notice explains required VET data collection and disclosures, including to NCVER and authorised government bodies. FACT checks reporting data regularly and submits it through the applicable reporting process. Your USI transcript may not update immediately after a course.

## Employers and other representatives

Paying for or arranging your course does not automatically give someone access to your information. For a company-paid booking, FACT may send an SOA copy to the named company contact only with your prior written consent. You still receive your own certification.

This permission does not include your assessment answers, ID, medical information, contact details or complete student file. For student-paid training, FACT needs your specific authority or another lawful basis before releasing records to an employer or other person.

You may nominate a representative, limit their authority and withdraw permission for future disclosure. FACT checks identity and authority before sharing information. For students under 18, FACT considers the young person's capacity and the guardian's legal authority; access to every record is not automatic.

## Photos, recordings and marketing

Advertising use of your image needs separate permission. Refusing does not affect training, assessment or certification. Permission for students under 18 includes appropriate parent or guardian permission and respect for the student's wishes. You may withdraw permission for future use.

Any recording for assessment, safety or security is explained separately and needs the required consent or other lawful authority. It is not reused for advertising without separate permission. Marketing, including offers and promotional refresher reminders, requires valid consent and an effective unsubscribe option. Essential course messages may continue.

## Access, corrections and security

Ask FACT for access or a correction. We check identity, aim to acknowledge within two business days and respond within 30 calendar days. Making a request or correcting information is free; ordinary electronic access is free. Any other reasonable lawful access charge is explained first. A refusal must have reasons and review options.

Information is restricted to authorised use and protected in approved systems. Suspected loss or incorrect disclosure must be reported promptly to FACT so it can be contained, assessed and notified where legally required.

# Your records and certification

## Electronic records

FACT may keep records electronically, organised by course and student. They must remain complete, readable, identifiable, secure, backed up and available for authorised retrieval. Electronic storage is acceptable; printing every assessment is not required simply because it is an assessment record.

Completed assessment evidence for training completed on or after 1 July 2025 is retained for at least two years from completion. Certification records and the necessary achievement records are retained for at least 30 years. A longer legal, funding, licensing or dispute-related retention requirement takes priority.

These periods do not mean every identity document or medical note is kept for 30 years. Information collected solely to create a USI is securely destroyed as soon as practicable after that purpose is complete unless retention is required by law. Other records follow the applicable retention schedule.

## Receiving your award

You must be assessed as competent, complete the relevant requirements, pay the relevant agreed fees and have a verified USI or valid exemption. FACT checks the name and result before issuing certification. No USI is printed on the award.

FACT's proposed service target is electronic issue within two business days once all issue conditions are met. The regulatory issue period is no later than 30 calendar days after assessment completion where the applicable conditions are satisfied. A same-day award is not guaranteed.

A qualification is issued only when all qualification requirements are met. A Statement of Attainment lists achieved units, including eligible units completed before withdrawal. A non-accredited attendance or provider award must not be presented as an AQF qualification or nationally recognised SOA.

## Missing or incorrect certification

Check your personal email, spam folder and supplied details. Contact FACT if an award is missing or incorrect. FACT corrects its own errors without charge. A replacement White Card request is different from correcting a certificate or accessing your records.

A historical SOA records what you achieved at that time. It does not automatically expire because a refresher is recommended, but employers, licensing bodies and particular roles may require current skills or refresher training. Check the requirements that apply to your work.

For training issued by another RTO, that RTO is responsible for its certification and records. FACT will help direct your request to the correct issuer.

# Replacement cards and verification

## Replacement White Cards under FACT's proposed service

| Time since original training             | Replacement arrangements                                                                                                                                                                        |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Less than 2 years                        | Normal identity, original achievement and eligibility checks.                                                                                                                                   |
| From 2 years up to and including 5 years | The same checks plus mandatory evidence of construction-industry currency within the preceding two years.                                                                                       |
| More than 5 years                        | Outside FACT's standard replacement-card service. A former FACT student may choose a full current White Card course at the replacement-card fee; all training and assessment must be completed. |

Age is measured from the original training, not the latest reprint. The five-year service limit is FACT's proposed business rule, subject to its SafeWork SA approval conditions; it is not a government five-year expiry or a universal industry requirement. Historical SOA access is not cut off at two or five years.

## Fees, Friday processing and delivery

FACT confirms the applicable replacement fee before processing. Postage is an additional \$9.95. Complete, verified and paid replacement requests ready for the Friday processing run are processed on Friday; later requests move to the following Friday. Physical replacements are posted that weekend if postage was requested. Postal transit time is additional.

FACT advises changes caused by holidays, closures or delays. Eligible electronic certificates may be emailed and collection may be arranged. The full-course option follows the booked course date. FACT errors are corrected free, including necessary postage; ordinary access and correction requests are not delayed by the Friday schedule.

## Check whether a certificate is genuine

| Step             | What to do                                                                                                                            |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 1 Scan           | Scan the QR code on the certificate to open the verification page.                                                                    |
| 2 Certificate ID | Enter the complete Certificate ID, including SOA and the dash. Example only: SOA-12345. Do not use the Student ID.                    |
| 3 Surname        | Enter the student's last name exactly as it appears on the certificate. Example only: Taylor.                                         |
| 4 Check          | Compare the returned details with the certificate. If no match appears, recheck the entries and contact FACT for manual verification. |

An online lookup failure does not by itself prove a certificate is false. FACT may verify older records manually using only the information needed. The example above is fictitious.

# Complaints and appeals

## Raise a concern

Contact FACT by phone, email or through a staff member. You may use a support person and ask for help recording your concern. A special form, an informal discussion first or confronting the person involved is not compulsory. There is no fee and no disadvantage for making a complaint.

FACT acknowledges complaints within two business days and aims to decide within five business days after receiving the information reasonably needed. If more time is needed, we explain why and provide updates at least every five business days unless another arrangement is agreed. Management reviews delays exceeding 20 business days.

The person handling the complaint must act fairly and manage conflicts. FACT provides the outcome, reasons and any corrective action in writing. There is no standing external complaints reviewer; access to an independent appeal remains available.

## Ask for a decision to be reviewed

You can appeal an assessment, enrolment, support, refund, disciplinary or other adverse decision. Normally request an appeal within 20 business days of the decision. FACT considers reasonable late requests. You do not need new evidence simply to challenge whether a decision was fair or correct.

FACT acknowledges an appeal within two business days, confirms the reviewer within five business days and aims to provide the internal outcome within ten business days of receiving it. The reviewer must be suitably qualified, impartial and separate from the original decision wherever practicable. Delays and progress are explained.

If the matter remains unresolved, you can request review by an independent person. FACT arranges a suitable reviewer for the particular case, explains the process and timing, and pays the review cost. The student is not charged. You may have a support person and receive reasons for the outcome.

## External options

| Body                                                             | How it can help                                                                                         |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Consumer and Business Services SA<br>cbs.sa.gov.au               | Consumer information and assistance with eligible consumer disputes.                                    |
| ASQA<br>asqa.gov.au                                              | Concerns about an RTO meeting its obligations. ASQA is not an individual refund-dispute decision maker. |
| Office of the Australian Information Commissioner<br>oaic.gov.au | Privacy complaints within its jurisdiction and complaint process.                                       |

FACT's process does not prevent you using a bank dispute process, a regulator, a court or another available legal remedy. Where another RTO issues your training, FACT will explain that RTO's complaint route and assist with referral.

# Before your course: quick checklist

| Ready?                   | Check before attending                                                                 |
|--------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> | I have checked the course code, certificate issuer and entry requirements.             |
| <input type="checkbox"/> | I know the venue, arrival time, course start and study requirements.                   |
| <input type="checkbox"/> | I have completed my Student Profile and supplied my own USI or discussed an exemption. |
| <input type="checkbox"/> | I have the original ID or permitted official live digital ID required for my course.   |
| <input type="checkbox"/> | I have completed the required pre-course work and arranged any support.                |
| <input type="checkbox"/> | I have suitable clothing, enclosed shoes and any required equipment.                   |
| <input type="checkbox"/> | I have received the price, cancellation terms and any additional charges.              |
| <input type="checkbox"/> | I know how to contact FACT about illness, a problem or an appeal.                      |

## Acknowledgement, where requested

I have received this handbook and the information for my course, and have had an opportunity to ask questions or request assistance. This acknowledgement does not waive my legal rights or give permission for marketing, media use or release of records to my employer.

Student name: \_\_\_\_\_

Signature or recorded acknowledgement: \_\_\_\_\_

Date: \_\_\_\_\_ Handbook revision: 2026.1-D01

## Document control

| Item                        | Record                                                                                        |
|-----------------------------|-----------------------------------------------------------------------------------------------|
| Document / owner            | FACT-HBK-01 / Allan Bartlett, Course Director                                                 |
| Draft prepared              | 6 September 2026; consolidated from the uploaded handbook and policy drafts 01–23.            |
| Proposed effective / review | 1 October 2026 / 1 October 2027, or earlier if requirements change.                           |
| Status                      | Draft for approval. Approval, release dates and later amendments are recorded in FACT-CHK-01. |

This revision uses the 2025 Standards for RTOs, which commenced on 1 July 2025. The 2026–2027 dates are FACT’s document review cycle. Current regulator, course, partner and fee checks must be completed before release. A printed copy may become out of date.