



FACT ADELAIDE • STUDENT POLICY

Invoicing and Credit Terms Policy

Clear payment terms and fair handling of corporate accounts

FACT-POL-22 | Revision 2026.1-D02

Effective date: 1 October 2026

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Policy owner: Allan Bartlett, Course Director

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1. Who this policy covers

This policy applies to approved corporate, government and other organisation invoices, and to requests for receipts or tax invoices relating to individual student bookings. Individual course bookings also follow the payment terms provided during enrolment.

FACT confirms the customer, authorised contact, services, price, applicable taxes, deposit and payment terms before agreement. The default corporate term is 14 calendar days from the invoice date unless different written terms were accepted beforehand. Existing accepted terms will be honoured.

2. Issuing the original invoice

FACT issues any agreed deposit invoice when the booking is confirmed and the final invoice within seven calendar days of delivery, unless a different agreed schedule applies. Each invoice identifies the service, invoice number, issue date, amount and due date.

Deposits, discounts, credits and refunds are checked so the balance is accurate. An error is corrected with an audit trail. FACT will not use a later invoice to introduce an undisclosed charge or shorten an agreed payment period.

3. Accessing and reissuing invoices

Receipts and tax invoices issued for student bookings remain available through the student's eSkilled Student Portal. Students can view, download or print their invoice from the Payment Plan section at no charge. Step-by-step access instructions are available from FACT Adelaide.

A \$50 manual administration fee may apply where FACT is asked to locate, verify, download, save and reissue a duplicate invoice that has already been issued or remains available through the Student Portal. This fee reflects the staff time required to review the request, verify the authorised recipient, retrieve and securely handle the record, prepare the response and reissue the document.

The fee does not apply where FACT failed to issue the original invoice, where FACT must correct its own error, or where applicable law requires the document to be supplied without that fee. FACT will advise the requester of the fee before carrying out the manual reissue.

Privacy, payment and disputes

Authorised recipients, secure payment and fair dispute handling

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4. Privacy and authorised recipients

Invoices may contain personal, enrolment or payment information. FACT provides an invoice to the student or to the person or organisation recorded as the authorised billing contact when the booking was made.

Where an employer, agency or other organisation requires an invoice in its name, its billing details and the appropriate booking documentation must be supplied through the approved booking process. FACT will not disclose a student's invoice or personal information to another party without the student's authority or another lawful basis. The student may download the invoice and forward it directly to the relevant organisation.

5. Making payment

Corporate invoices are payable in Australian dollars by the approved non-cash methods shown in the agreed payment instructions. Include the invoice reference so the payment can be allocated correctly.

Check any unexpected change to bank details with FACT using a known contact. Do not email full card details. Any applicable student prepaid-fee protection must be checked before taking a deposit; putting a company name on an invoice does not itself establish an exemption.

6. Overdue or disputed invoices

FACT checks for payment, errors or an existing dispute before sending an overdue reminder. Contact FACT promptly if an invoice appears wrong or payment is difficult. Explain the disputed item and amount; the undisputed balance remains payable under the agreed terms.

FACT aims to investigate and respond within five business days after receiving the information needed. If more time is required, FACT explains the delay. Genuine disputes are considered even if raised more than seven days after the invoice. Active collection of the genuinely disputed portion is paused while it is assessed.

Fees, recovery and records

Transparent charges, appropriate recovery and protected records

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7. Fees, certification and recovery

This policy does not impose an automatic percentage late fee or automatically remove a negotiated discount. Apart from the disclosed duplicate-invoice administration fee in section 3, any other fee or recovery cost must have a lawful basis in terms properly agreed beforehand or another applicable legal authority.

Certification follows the Completion Policy and its conditions for the relevant training product. FACT will not hold unrelated student certification as pressure for another invoice. Before external recovery, management checks the amount, evidence and dispute status, provides a clear account and allows a reasonable opportunity to respond.

8. Refunds, records and concerns

Refunds, credit notes and payment reversals follow the Refund and Chargeback policies. FACT reconciles them to prevent duplicate payment or recovery and may discuss a suitable payment arrangement.

Invoices, receipts, accepted terms and dispute records are protected and retained under the Student Records and Privacy Policies. Concerns follow the Complaints Policy and applicable Appeals process.

Important: The free self-service portal remains the normal and quickest way to obtain an invoice. The \$50 fee applies only when a manual duplicate-invoice service is requested and accepted.