



FACT ADELAIDE • STUDENT POLICY

Identity Verification Policy

Checking the right person and protecting identity documents

FACT-POL-14 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Wording reviewed: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Reviewed wording consolidated 6 September 2026.
Matching FACT cover and document-control record added.

info@factadelaide.com | (08) 7226 5936

Identity Verification Policy

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1. Purpose and course requirements

FACT checks that the person enrolling, attending training, completing assessment and receiving certification is the same person.

Students receive the identity requirements before booking and again before their course. Requirements may differ between courses, licensing arrangements and funding programs.

Staff must follow FACT's current identity checklist for the relevant course. Identity checks, USI verification, course prerequisites and licensing eligibility are separate requirements.

A USI or payment receipt alone does not establish photographic identity or demonstrate competency.

2. Receiving and checking identity evidence

Students must present the original identity documents required for their course. An official live digital identity document may be accepted only where the relevant course or licensing rules and FACT's approved checking process allow it. Screenshots and photographs do not replace required originals.

Staff check the relevant name, date of birth, photograph and document validity against the enrolment details and the person presenting them.

Where names differ, students may need supporting evidence linking the names, such as a marriage certificate or change-of-name document.

Staff record who completed the check, the date, the outcome and any necessary document reference. Unrelated personal information must not be copied or recorded.

Students who need an alternative identity-checking arrangement should contact FACT before their course so available options can be explained.

3. Missing or inconsistent identity evidence

If identity evidence is missing or inconsistent, staff will explain privately what needs to be resolved and consider any permitted alternative documents or support.

A spelling difference, unfamiliar document or lack of a passport does not automatically mean fraud. Unresolved concerns must be referred to management.

If the required identity checks cannot be completed, FACT will pause the affected assessment or certification. Attendance may proceed only where the relevant course rules allow it.

FACT will explain the reasons and available options, including providing further evidence, rebooking or requesting a review.

Any fees or refunds follow FACT's Cancellation, Transfer and Refund policies and the student's accepted booking terms. An identity issue does not automatically attract a penalty.

4. Online training and group bookings

For online or remote participation, FACT will use an approved process to check that the enrolled student is the person completing the assessment. Students will be told how their information is collected and protected.

Any face recording or biometric identity check requires a clear lawful purpose and approved privacy safeguards.

For company or group bookings, each student must complete their own identity checks. An employer's confirmation or a company attendance list does not replace these checks.

An approved replacement student must complete their own enrolment and required identity checks before the course starts, in line with FACT's Cancellation and Transfer Policy.

Names on attendance, assessment and certification records must remain consistent.

5. Copies, USI and privacy

FACT will keep a copy of identification only where there is a documented legal or necessary business reason. Where permitted, staff will record that identity was checked without keeping a full document copy.

Any retained copies or document numbers must be stored securely, with access limited to authorised staff. Full identity documents must not be circulated unnecessarily by email.

Information collected solely to create a USI must be handled under FACT's USI Policy, including the applicable destruction requirements. It must not automatically be kept with assessment records for 30 years.

Students will be told about any required disclosure of identity information to a licensing authority. Identity documents will never be used for marketing.

6. Certification, quality checks and review

Before issuing certification, FACT will check that the student's verified name, student record, assessment result and USI—or valid exemption—match.

FACT will promptly correct errors it has made.

Requests for replacement certificates or cards require an appropriate identity check under FACT's Replacement White Card and Statement of Attainment Policy. A replacement request does not require a new assessment unless the applicable rules require one.

Management will check a sample of identity-verification records, ensure staff understand the process and update course checklists when requirements change.

Students may challenge an identity-verification decision through FACT's Appeals Policy or raise a privacy concern through the Complaints or Privacy Policy.

Verification decisions and any retained evidence will be recorded and protected under FACT's Student Records Policy.

Document control and release record

Internal record — remove this page from the student-facing publication.

Document: FACT-POL-14 — Identity Verification Policy

Revision: 2026.1-D02

Owner: Allan Bartlett, Course Director

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Next review: 1 October 2027

Amendment record

2026.1-D01 | 6 September 2026 | Initial renewed draft in the FACT policy review pack, based on the uploaded ID Verification policies and linked student policies.

2026.1-D02 | 6 September 2026 | Consolidated the six simplified sections presented in the conversational review. Added matching FACT logo cover, review dates, revision details and this amendment record. The section wording is retained from the read-through.

Review and release

Allan completed the conversational wording review and requested the covered Word copy. Formal approval, implementation and publication are recorded separately below.

Before release, confirm each course's current identity checklist, the acceptance of official digital documents, staff checking authority, any required ID-copy retention and the remote verification process. Align the enrolment instructions, Student Records, USI, Privacy and linked policies.

Wording review: 6 September 2026

Formal approval / date: _____

Publication / date: _____

Future amendments

Version: _____ Date: _____

Section and change: _____

Reason for change: _____

Authorised by: _____