



FACT ADELAIDE • STUDENT POLICY

Replacement White Cards and Certification Policy

Statements of Attainment, certificates and replacement cards

FACT-POL-16 | Revision 2026.1-D03

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Draft review completed: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Updated with replacement eligibility and delivery rules.
Includes amendment history and release checks.

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1. What FACT can replace

FACT can replace lost, stolen, damaged or incorrect White Cards, Statements of Attainment and qualification documents that FACT originally issued and is authorised to reissue.

A replacement confirms the original training achievement. It does not create a new completion date, renew competency or replace any required refresher training.

FACT does not reissue another training provider's card or certificate. Contact the original provider. If it has closed, the relevant regulator may be able to help locate training records; this does not guarantee a replacement card.

2. How to request a replacement

Contact FACT at info@factadelaide.com or (08) 7226 5936. Provide your name used during training, approximate course date, the document needed, the reason for replacement and current contact details. Include the original card or certificate number if known.

Staff can assist with the replacement request. Do not email full payment-card details or unnecessary identity documents.

FACT will verify your identity under the Identity Verification Policy and check its original records. If your name has changed, supporting evidence linking the names may be required.

A request made by someone else must meet FACT's Privacy and Third Party Information Release policies. For company-paid training, a copy of the SOA may be provided to the named company contact with the student's prior written consent, which may be recorded at enrolment. Payment alone does not authorise disclosure. Other disclosures require appropriate consent or another lawful authority. This does not authorise release of a White Card, identity documents or the full student file.

3. Replacement White Cards

FACT will verify the original FACT training and card record, your identity and the applicable SafeWork SA requirements before issuing a replacement. These checks apply to every request.

For the age bands below, time is measured from the original training completion date to the date FACT receives a complete replacement request. A later reprint does not restart this period.

Less than two years: FACT will replace an eligible card after the normal checks. Separate evidence of recent construction work is not normally required.

Two years to five years, inclusive: evidence that you have worked in the construction industry within the previous two years is mandatory. FACT will assess and verify that evidence before approving a replacement.

Evidence may include a dated employer or site-supervisor statement identifying your construction work and dates, or relevant payslips, work records or self-employment documents that establish this. You may redact unrelated financial information. A card, ABN or job title alone does not establish when construction work occurred. FACT may request further evidence or verify it with the issuer.

More than five years: FACT does not offer a replacement White Card under its standard replacement service. An eligible former FACT student may instead choose to complete the full current White Card course at the quoted replacement-card fee. This includes the new card following successful completion; optional postage is charged separately.

The course option is a full course, not a shortened refresher. All enrolment, identity, attendance, training and assessment requirements apply. Payment does not guarantee competency or a card. Any new certificate records the new training achievement.

The five-year service limit is FACT's own policy. It is not a government expiry date or a universal industry requirement. SafeWork SA's currency guidance concerns construction work within the previous two years. An older card is not automatically invalid merely because it is more than five years old.

If the required currency cannot be established, FACT will explain the further evidence or training needed. Statutory rights and binding prior replacement entitlements take priority over FACT's service limits. Management will resolve any conflict before refusing a request or charging for another course.

These White Card limits do not restrict access to, or reissue of, historical Statements of Attainment or qualification records under section 4. SafeWork SA directs replacement requests to the RTO that conducted the original training.

4. Replacement SOAs and qualification documents

Check the email in which FACT originally sent your certificate before requesting another copy. Your USI VET transcript may also help you locate and demonstrate reported training completed since 2015. It is not a replacement White Card.

FACT will confirm the original achievement before reissue. The replacement will preserve the original unit or qualification codes, titles and completion details. It will be identified as a replacement, with its reissue date recorded separately.

An old unit will not be changed to a newer unit simply because a replacement is requested. Verified name changes and corrections will be recorded with an audit trail.

Only authorised staff may issue replacement certification using an approved template. The student's USI must not appear on the SOA or qualification document.

5. Fees, timing and delivery

The replacement fee will be quoted before you agree to proceed. Postage, when requested, is \$9.95 in addition to that fee. FACT will honour replacement benefits already included in accepted booking terms. Any agreed payment is required before the optional replacement is printed or issued.

FACT will correct an error it made without charging a correction, administration or necessary replacement-delivery fee.

Replacement requests are processed on Fridays only, once identity, eligibility, original records and any agreed payment have been confirmed. Requests ready when Friday processing begins are included in that run. Requests completed after that run move to the following Friday.

Physical replacements processed on Friday are posted that weekend to the verified address, where postage was requested. Postal transit time is additional. If a public holiday, closure or unexpected delay affects processing or posting, FACT will advise the student of the revised arrangements.

SOAs and other certificates may be delivered securely by email where appropriate. Physical cards may also be collected by arrangement. Release to another person requires appropriate authority. The full-course option in section 3 follows the booked course date and ordinary certification process.

A request for access to personal information is handled under the Privacy Policy and is not conditional on buying a physical replacement. The Friday replacement schedule does not delay other access or correction obligations. Consumer rights continue to apply.

6. Problems, review and records

If FACT cannot issue a replacement, it will explain the reason and available next steps in writing. Students may challenge the decision under the Appeals Policy or raise a concern under the Complaints Policy.

Requests only to confirm that a certificate is genuine will be directed to FACT's verification flyer and online system first. If online verification fails, FACT may check manually using the minimum necessary information and record the outcome under the Privacy Policy.

FACT will record the request, identity and authority checks, original document reference, replacement details, applicable payment and delivery outcome. Records will be protected and retained under the Student Records Policy.

Repeated or unusual requests may require additional checks. Staff will explain concerns fairly and will not assume dishonesty without evidence.

Document control and release record

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

Document: FACT-POL-16 — Replacement White Cards and Certification Policy

Revision: 2026.1-D03

Owner: Allan Bartlett, Course Director

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Amendment record

2026.1-D01 | 6 September 2026 | Initial renewed draft in the FACT policy review pack.

2026.1-D02 | 6 September 2026 | Reviewed and simplified the draft against the uploaded Word and January 2025 PDF policies, the handbook and current official guidance. Added matching FACT cover and version control. Corrected the two-year White Card wording; preserved historical achievements; aligned third-party release and verification with the reviewed Privacy Policy; retained upfront fee quotation and correction of FACT errors without a fee.

2026.1-D03 | 6 September 2026 | Added Allan's replacement age bands, construction-currency evidence, full-course option at the replacement-card fee, \$9.95 postage, Friday processing and weekend posting. Distinguished FACT's five-year rule from government requirements, protected historical certification access and existing rights, and clarified prior written consent for employer SOA copies.

Status and implementation

Prepared following Allan's request to review and complete Policy 16. No earlier completed 2026 standalone version was located. This document records completion of the drafting review; it does not record Allan's final approval or publication.

The replacement-card fee remains quote-before-processing; no fixed card fee has been invented. Allan's requested additions are \$9.95 postage, Friday processing and weekend posting; age bands based on original training completion; mandatory currency evidence from two years; and the full-course option at the replacement-card fee beyond five years.

Before release, confirm FACT's SafeWork SA approval conditions permit the proposed five-year service limit. Public guidance does not establish a five-year expiry or universal industry rule. Check binding earlier booking entitlements before refusal. Confirm the evidence checklist, Friday run arrangements, current replacement fee and course booking process. Align the handbook, forms, fee information and linked policies, including prior written student consent for employer SOA copies. Recheck requirements at release.

Draft review: 6 September 2026

Approved by / date: _____

Published / date: _____

Sources checked — 6 September 2026

Business sources: Replacment of White Card and SOA Policy.docx; Replacment of White Card and SOA Policy 2025.pdf; Student Handbook final.docx; FACT-POL-16 review-pack D01; reviewed Privacy and Identity Verification wording.

[SafeWork SA — White Card validity and replacement](#)

[ASQA — Testamurs and statements of attainment](#)

[ASQA — Student records and closed providers](#)

[USI Office — Students and their VET transcripts](#)

Future amendment — version / date: _____

Change and reason: _____

Authorised by: _____