



FACT ADELAIDE • STUDENT POLICY

Sickness and Absence Policy

When you are unwell or cannot attend

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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

Cover added 6 September 2026.

Agreed simple wording retained from revision D03.

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Sickness and Absence Policy

When you are unwell or cannot attend

Wording reviewed: 6 September 2026 | Approval pending
Proposed start: 1 October 2026 | Next review: 1 October 2027

This policy is for students whose illness, injury or exceptional circumstances affect attendance or safe participation. It covers classroom, online, practical and workplace training.

1. Tell us as soon as you can

Contact FACT before your course starts where possible. Otherwise, tell us as soon as you can.

Email info@factadelaide.com with your name, booking reference, course date and the help you need. For help, call (08) 7226 5936. Staff can record your request. A special form is not required.

2. Rebooking and refunds

For genuine illness or exceptional circumstances, management will consider a free rebooking on the same course. This includes discounted bookings.

If FACT sends you home because you are unwell, we will offer a free rebooking.

An approved free rebooking has no transfer fee. It is normally within two calendar months of your original course. We can allow longer for recovery or our course timetable.

Illness does not automatically mean a cash refund. Refund requests follow the Refund Policy. Ordinary no-shows and change-of-mind requests follow the Cancellation and Transfer Policy.

3. Evidence and privacy

Please send any requested evidence within two business days of your request. We allow longer when illness, an emergency, access to care or another reasonable obstacle makes this difficult.

We consider medical certificates that can be checked, including telehealth certificates. Hospital attendance records or other reasonable evidence may also be accepted.

Evidence should show why you could not attend on the course date, or what support you need. We do not normally need a diagnosis, detailed symptoms or your full medical history.

We keep health information private and explain how it will be used. We obtain consent where required. Paying for your course does not give an employer automatic access to your medical details.

4. Taking part safely

Tell us about support or changes you need. We discuss this privately and consider reasonable changes to help you take part. A health condition or disability alone is not a reason to refuse training.

If you are unwell with an illness that may spread to others, contact us before attending and follow current SA Health advice.

A trainer may pause an activity or ask you to leave if taking part creates a health or safety risk. We explain the concern and discuss safe options.

We agree a safe return with you. We only ask for medical advice about your ability to take part when it is reasonably needed for the training.

5. Finishing the course

You must complete the required training and assessment. We check work already completed rather than automatically making you repeat it.

We confirm your new date, any work accepted and what you still need to complete in writing. If you are unwell again, we consider your circumstances.

Students normally pay their own travel costs, unless the law requires a different outcome.

6. Our response and your options

We acknowledge requests within two business days and aim to decide within five business days after receiving the information we need. If we need longer, we explain why and give a new date.

Business days are Monday to Friday, excluding South Australian public holidays. Deadlines use Adelaide time. Notice rules follow the Cancellation and Transfer Policy.

We explain our decision and any conditions in writing. If you disagree with a decision about evidence, support or rebooking, ask management to review it under our Complaints and Appeals policies.

We keep records securely under our Privacy and Student Records policies. Your rights under Australian Consumer Law still apply.