



FACT ADELAIDE • STUDENT POLICY

Student Behaviour and Dress Policy

Ready at the start, safe clothing and respectful behaviour

FACT-POL-05 | Revision 2026.1-D03

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Wording reviewed and accepted: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Section-by-section review completed 6 September 2026.
Corporate and group-booking wording is general and does not identify individual clients.

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1. Purpose and expected conduct

This policy explains the standards expected from students attending FACT Adelaide and how behaviour or safety concerns will be managed. It applies during training, assessment, breaks, online activities, workplace delivery and any other activity conducted by FACT Adelaide.

Students must treat staff, other students, contractors and visitors respectfully, follow reasonable safety and training instructions, and avoid disrupting other people's learning. Staff and contractors must model the same standards. Requesting support, raising a complaint, asking for an adjustment or having difficulty understanding an instruction is not, by itself, misconduct.

2. Dress, footwear and protective equipment

Students attending practical training must wear fully enclosed, flat footwear that covers the entire foot without exposed toes or heels. Thongs, sandals, Crocs, slides and open-toed or open-heeled footwear are not permitted.

Where a course requires high-visibility clothing, hard hats, hearing protection or other personal protective equipment, FACT Adelaide will advise students before training. Required equipment may be supplied by FACT, or students may use their own equipment if the trainer confirms it is suitable.

Long pants and long sleeves are preferred unless they are made compulsory by the course requirements, training activity or workplace. Reasonable adjustments may be considered for disability, medical, religious or cultural reasons, provided that essential safety and assessment requirements are maintained.

A student without essential clothing or protective equipment will not be permitted to undertake the affected practical activity until safe arrangements are made.

3. Smart devices, recording and interpreters

Phones and other smart devices must be placed on silent and kept away during training and assessment unless the trainer gives permission. Permission may be provided for an urgent matter, approved learning activity, medical or accessibility need, or another reasonable circumstance.

Students must not use a device for cheating, unauthorised assistance, disruptive social media or games, unauthorised photographs or recordings, or copying or distributing assessment materials or another person's private information.

Suspected cheating will be managed under the Assessment Integrity Policy. A student will not automatically be found responsible solely because an AI-detection tool or another automated system raises a concern. Students must obtain permission before photographing or recording staff, students, training activities or assessment materials.

Translation applications are not automatically accepted as a substitute for an interpreter. Where an interpreter is required, an appropriately credentialed and government-recognised interpreter must be arranged with and approved by FACT Adelaide before training. Interpreter costs are normally the

student's responsibility unless FACT Adelaide, an employer or a corporate client agrees otherwise in writing.

Continued misuse of a device after being directed to stop may result in the student being removed from the session.

4. Arrival and late attendance

Students must arrive by the check-in time stated in their course confirmation and be ready before the advertised course commencement time. Students must bring the required original, current identification. Photographs, screenshots, photocopies and scanned copies of identification will not be accepted.

Classroom entry closes at the scheduled course start time. There is no 15-minute grace period, and late students will not normally be admitted after training has commenced because they may have missed essential safety, induction or assessment information.

Any transfer, rebooking, fee or refund decision will be made under the Cancellation and Transfer, Sickness and Absence, and Refund policies. Medical evidence may confirm that the student was unable to attend without stating a diagnosis or detailed symptoms.

5. Enrolment and pre-course requirements

After booking, FACT Adelaide will send enrolment instructions to the nominated email address.

Students must complete all required enrolment details, including their Student Profile, USI where required, and any compulsory pre-course activities. Completing only the USI does not complete the enrolment process.

FACT Adelaide may provide reasonable assistance. If enrolment remains incomplete on the training day, a \$50 administration fee may apply, and certification will be withheld until all requirements are completed.

For corporate or group bookings, an employer-provided participant list does not replace each student's individual enrolment and pre-course requirements.

6. Behaviour

Students must treat staff, other students, contractors and visitors respectfully and follow reasonable safety and training instructions. Bullying, harassment, discrimination, threats, abuse, violence, deliberate property damage, unsafe conduct or serious disruption will not be accepted.

FACT Adelaide may issue a warning and direct the student to correct their behaviour. Where conduct creates an immediate safety risk or is sufficiently serious, the student may be removed without first receiving a warning. Police or emergency services may be contacted when necessary.

The incident will be documented, and the student will ordinarily be given an opportunity to respond before a final decision is made. Outcomes may include conditions on continued attendance, transfer to another session or cancellation of enrolment.

A student cannot receive certification unless all training and assessment requirements have been completed successfully. Any valid achievement already completed will be preserved.

Removal from a session does not automatically entitle the student to a refund. Fee and refund decisions will be made under the applicable FACT Adelaide policies and the student's legal rights.

7. Complaints and appeals

A student may raise a complaint about how an incident was handled or appeal a disciplinary, attendance or assessment decision. The student will be told the reasons for the decision and the available review process. They will not be disadvantaged merely for making a complaint or appeal.

Complaints and appeals will be managed under FACT Adelaide's separate Complaints and Appeals policies. Immediate safety action may remain in place while a complaint or appeal is being considered.

8. Records, responsibility and review

FACT Adelaide will securely record significant incidents, warnings, immediate safety actions, available evidence, the student's response, the final decision and any corrective action. Information will be accessed only by people who require it and handled under the Privacy and Student Records policies.

The CEO is responsible for approving and overseeing this policy. Incidents, complaints and feedback will be considered as part of FACT Adelaide's continuous-improvement process.

This policy will be reviewed one year after approval, or earlier if legislation, regulatory standards, training requirements or FACT Adelaide's business processes change.

Revision record: D02, 6 September 2026. Section-by-section wording review completed. Corporate and group-booking wording remains general. Formal approval and publication remain pending. D03, 6 September 2026: cover pagination corrected; policy wording unchanged.

Reference guidance checked 6 September 2026: ASQA assessment; ASQA feedback, complaints and appeals; South Australian work health and safety legislation.