



FACT ADELAIDE • STUDENT POLICY

Third Party Information Release Policy

Who may act for a student and receive their information

FACT-POL-17 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Draft prepared for review: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Simplified full policy for student review.
Includes amendment history and release checks.

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1. What this policy covers

This policy explains when FACT may communicate with an employer, family member, support person or other representative about a student. It does not authorise another organisation to deliver training or issue FACT certificates.

Students can request their own records directly. Paying for a course, organising a booking or being an emergency contact does not automatically give someone access to the student's information.

2. Student permission

Permission must clearly identify the student, the person or organisation authorised, the information or action permitted, and how long the permission applies. FACT can provide a form or accept another clear, verifiable written authority, including an email. Staff can help students record their instructions.

Permission to discuss a booking does not automatically include assessment answers, health information or certification. Students may limit or withdraw permission for future disclosures. FACT will record the change; it cannot undo information already lawfully released.

3. Company-paid and student-paid courses

Where a company books and pays FACT directly, FACT may send a copy of the Statement of Attainment only to the named company contact with the student's prior written consent. That consent can be recorded at enrolment. The student still receives their own certification.

This arrangement does not include assessment evidence, identity documents, medical or support information, contact details or the complete student file. For student-paid training, FACT requires the student's specific permission or another lawful authority before releasing the SOA or other records to an employer or third party.

4. Checking the request

FACT checks identity and authority before releasing information. If instructions are unclear, staff will confirm them using a known student contact. Being copied into an email does not create ongoing permission.

For students under 18, FACT considers the young person's ability to understand the privacy decision and any parent or guardian's legal authority. Being a parent does not automatically give access to every record. Unclear guardianship, court orders or other legal requests are referred to management.

5. Certificate verification and lawful disclosure

Anyone checking whether an SOA is genuine will first be directed to FACT's verification flyer and online verification system. If the system does not work, including for an older certificate, FACT may check manually using the minimum necessary information and record the outcome.

FACT may disclose information where the law requires or permits it, including authorised VET reporting and regulatory requests. Staff check the recipient and authority and provide only the information needed. An official-looking email or letter alone is not sufficient proof.

6. Secure release and concerns

FACT checks the recipient's details, uses a suitable secure delivery method and records what was released, to whom, when and under what authority. Incorrect disclosure must be reported promptly under the Privacy Policy. Authorities and release records are retained under the Student Records Policy.

If FACT refuses or limits a request, it will explain the reason and what permission or evidence is needed. Concerns can be raised under the Complaints Policy and decisions reviewed under the Appeals Policy. Contact FACT on (08) 7226 5936 or info@factadelaide.com.

Document control and release record

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

Document: FACT-POL-17 — Third Party Information Release Policy

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Amendment record

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

2026.1-D02 | 6 September 2026 | Simplified the D01 and uploaded third-party policy into six sections. Preserved Allan's company-paid SOA-only and student-paid permission rules, added demonstrable prior written consent for employer copies, and retained the verification-first/manual-fallback process. Matching FACT cover and control record added.

Status and release checks

Complete draft prepared for Allan's review. No final wording acceptance, formal management approval or publication is recorded by creating this copy. Existing accepted terms and statutory rights remain applicable.

Align the employer SOA clause in Policies 12 and 14 with the written-consent safeguard now used in Policies 15–17. The earlier discussed notice-only clause is not sufficient under ASQA's published guidance. Update the enrolment consent field and company notices before release.

Confirm staff identity checks, the authority form and known-contact process. Check the verification flyer and live system. Any actual third-party training-delivery arrangement requires separate governance and reporting; this information-release policy does not establish one.

Recheck current requirements before release and when they change. Update the handbook, relevant forms and booking messages, brief staff and record approval and publication separately.

Wording reviewed by / date: _____

Approved by / date: _____

Published / date: _____

Sources checked — 6 September 2026

Business sources: Third Party Policy.docx; Third Party Policy 2025.pdf; review-pack FACT-POL-17 D01; reviewed Privacy, Records and Identity policy discussions.

[ASQA — 2025 Standards FAQs, employer communication and award copies](#)

[OAIC — Use and disclosure of personal information](#)

[OAIC — Children and young people](#)

Future amendment — version / date: _____

Change and reason: _____

Authorised by: _____