



34 South Terrace

Adelaide

5000

Ph: 08 7226 5936

Email: info@factadelaide.com

REPLACEMENT OF IDENTIFICATION AND CERTIFICATION POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

FACT Policy 16

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WHITE CARD REPLACEMENT

A White Card does not have an expiry date. This does not mean you won't need to resit for the White Card. At FACT, we do not re-issue White Cards for older units of competency without strict guidelines being met. If you recently obtained your White Card in the last two years, we would replace your White Card by following the guidelines outlined below. For card replacement older than two years, students may be required to provide currency of industry knowledge or alternatively resit the induction.



Sample White Card

(WC) REPLACEMENT PROCESS

Forms are available via our website: <https://www.firstaidcertificationandtraining.com.au/?Forms;Info;2460>

Alternatively, FACT can be contacted on phone 08 7226 5936 or via email: Info@factadelaide.com if further assistance is required. Completed forms can be emailed, posted or in-person at our office location: 34 South Terrace, Adelaide SA 5000. Once a form is approved by FACT Management, administration staff will start the process by locating the reprint information and then invoicing. Card will not be printed until invoice is paid. Once printed, card will be ready for collection or postage.

(WC) NON-FACT WHITE CARD

FACT Adelaide will not re-issue another RTOs White Card, our RTO number is 45473.

(WC) FEES

Fees are outlined per card:

- White Card Replacement - \$30.00
- Registered Postage Fee (if applicable) - \$9.95

STATEMENT OF ATTAINMENT

Your statement of attainment should be visible within your email where it was issued. Your USI account will also hold relevant information pertaining to relevant certificates. Should you require FACT Adelaide to re-issue your certificate, please follow the guidelines outlined below.

(SOA) REPLACEMENT PROCESS

Please email FACT staff on info@factadelaide.com – as this process includes administration work, administration fees may apply.

(SOA) NON-FACT STATEMENT OF ATTAINMENT

FACT Adelaide will not re-issue another RTOs Statement of Attainment, our RTO number is 45473.

(SOA) FEES

Fees are outlined per re-issue:

- Statement of Attainment provided electronically – from \$12.50 (up to \$22.00)