

# STUDENT GUIDE 2021



This guide will help you to understand your role as a student of TAFE NSW, as well as the role TAFE NSW plays in supporting you in achieving your study goals.

It contains information that will help you learn more effectively and productively, and it provides information on sources for further assistance, should it be required.

This student guide provides the links and information you will need as you study with TAFE NSW.

**BE WHATEVER YOU WANT TO BE.**

TAFE NSW acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to the Elders; past, present and emerging of all Nations.

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# 2021 SEMESTER-BASED VET STUDENT CALENDAR

Enrolments are open and study can commence throughout the year.

February 2021		
1 February 2021	Monday	Semester One, Term One begins
April 2021		
4 April 2021	Sunday	Semester One, Term One ends
5 April to 18 April 2021	Monday to Sunday	<b>Autumn vacation</b>
19 April 2021	Monday	Semester One, Term Two begins
June 2021		
27 June 2021	Sunday	Semester One, Term Two ends
28 June to 11 July 2021	Monday to Sunday	<b>Winter vacation</b>
July 2021		
12 July 2021	Monday	Semester Two, Term Three begins
September 2021		
19 September 2021	Sunday	Semester Two, Term Three ends
20 September to 3 October 2021	Monday to Sunday	<b>Spring vacation</b>
October 2021		
5 October 2021	Tuesday	Semester Two, Term Four begins
November 2021		
28 November 2021	Sunday	Semester Two, Term Four ends

Higher education students should read this guide together with your Higher Education Course Guide.

# WELCOME TO TAFE NSW

Whatever your study goals are, we want to make your time at TAFE NSW as enjoyable, safe, and rewarding as possible.

Whether you are just deciding what to study, or you have your career plan sketched out, we have a full range of support services and flexible study options to suit you.

At your first class, or during online orientation, your teacher will give you other essential information about TAFE NSW and your course, and they will also be able to answer any questions you might have.





## COVID-19 IMPACTS

TAFE NSW has implemented a range of proactive measures to limit the impact of COVID-19.

These measures allow us to deliver controlled, in person learning, along with connected learning, to provide you with the best possible experience and educational outcomes.

We have state-wide guidelines and risk management practices in place, to ensure the safety and wellbeing of all TAFE NSW staff and students.

For general questions about starting your study, [our student readiness hub](#) can answer your common queries (such as resetting a password, accessing online services, using campus facilities, and others). You can also use the hub to request support.

## STUDENT SUPPORT SERVICES

TAFE NSW offers free counselling services for all students. You can book a one-on-one, personal phone or video session with a TAFE NSW counsellor.

To book a session:

1. Visit [tafensw.edu.au/locations](https://tafensw.edu.au/locations).
2. Pick your preferred TAFE NSW location.
3. Click the 'More about this campus' button.
4. Use the phone number or email listed to start a conversation with a TAFE NSW counsellor.

For more information about the range of support services that TAFE NSW offers, please visit our [support page](#).

If you feel unsafe and need assistance with a mental health issue, please call the Mental Health Line on 1800 011 511.

## AUSTRALIAN GOVERNMENT ADVICE

The Australian Government provides a [daily COVID-19 health alert](#) that includes:

- travel restrictions
- mandatory isolation periods
- symptoms and how to get tested
- hot spots to avoid
- resources in other languages.



## SUPPORTING YOUR EDUCATION

At TAFE NSW, we want to see you succeed. That's why we offer support, at every step of the way.

Our values, our people, our facilities, and our personalised support, all set us apart and ensure that you receive education and training of the highest quality.

### LIBRARIES

Our state-wide [library service](#) provides access to the latest digital and print resources, and is run by professional library staff who can help you with all your research and study support needs.

TAFE NSW library facilities include:

- individual, group study, and social spaces
- access to computers
- photocopying and printing.

TAFE NSW library services include:

- access to thousands of [eResources](#)
- [resource guides](#) to support your subjects
- [referencing and research services](#)
- [online chat](#).

### COUNSELLING AND CAREERS

TAFE NSW offers free [career counselling services](#) to assist prospective students in making career and study plans. After you enrol, you can discuss educational, career, personal, and wellbeing concerns with the TAFE NSW counsellors, to help ensure you achieve your study goals.



## ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT

TAFE NSW recognises the importance of identity, knowledge, and understanding of Aboriginal and Torres Strait Islander cultures, languages, and connection to Country - all of which can enhance the lives and career opportunities of all Australians.

Our Aboriginal and Torres Strait Islander specialist staff can assist you with everything from course selection, enrolling, and post-course career planning. The TAFE NSW Aboriginal education and engagement units offer holistic services while you study on campus or online. Our Aboriginal and Torres Strait Islander specialist staff provide advice on applying for fee exemptions, ABSTUDY payments, and scholarships. They are also your primary contact for tutorial or mentoring support, throughout your study.

At TAFE NSW, we are committed to providing vocational education and training pathways for Aboriginal and Torres Strait Islander students and contributing to the process of reconciliation via our TAFE NSW Reconciliation Action Plan. We provide products and services that are culturally authentic and promote self-determination for Aboriginal and Torres Strait Islander peoples.

TAFE NSW is committed to upholding the integrity of reconciliation, by acknowledging the injustices of the past, respecting cultural diversity, and advocating for self-determination, by being an organisation that is free of all forms of racism. The TAFE NSW Reconciliation Action Plan, will provide an appropriate and renewed framework, to drive change and strengthen respectful relationships between Aboriginal and non-Aboriginal staff of TAFE NSW.

## DISABILITY SERVICES

If you have a disability or medical condition (whether it is physical or psychiatric, temporary, or permanent), we may be able to offer you a range of [disability support services](#) to assist you with your enrolment, as well as your education and training.

Contact your local TAFE NSW or teaching section, and ask to be connected to the Disabilities Services when you enrol or as soon as possible, so we can discuss support that's right for you.

The TAFE NSW Disability Inclusion Action Plan and the TAFENSW Disability Action plan will guide the embedding of inclusive and accessible training that is designed to enable and maximise participation of people with disability.

### Reasonable adjustment for students with a disability

Reasonable adjustment is a negotiation between the student, the skills team, and the teacher consultant, to meet the individual vocational and/or educational needs of the student.

If you have a disability, you may be eligible for 'Reasonable Adjustment' during your study.

The [Disability Discrimination Act \(DDA\)](#), through the [Disability Standards for Education](#), requires providers to take reasonable steps to enable the student with disability, to participate in education on the same basis as students without disability, and specifically, to ensure that:

- learning materials and student information are appropriate to the needs of the student
- course learning activities are sufficiently flexible for the student to be able to participate
- study materials are available in an appropriate format for the student
- teaching strategies are adjusted to meet the learning needs of the student
- assessment procedures are adapted, to enable the student to demonstrate the knowledge, skills, or competencies being assessed.

Students with a disability should contact, and register with, a [Disabilities Services Teacher Consultant](#), who will provide support and/or organise assistance during your study.

## HELP WITH LEARNING

Sometimes you may need help with a particular subject or skill. Whether you have trouble with maths, reading or writing comprehension, or anything else, we can offer you tutorials or other forms of learner support, to ensure that you succeed in your studies.

Learner support can help you with:

- literacy
- numeracy
- English as a second language
- maths
- science
- computing skills
- communication skills.

Depending on your needs, we offer learner support:

- at drop-in centres
- in small groups
- with a team teacher
- through one-on-one tuition
- via the internet.

We can also provide specialised support if you have a disability, or if English is not your first language.

A number of TAFE NSW locations also have RUReady, which is a computer-based tool that helps us to check areas of your English and maths skills, and to identify if some personalised learning support would benefit you during your studies. TAFE NSW wants you to succeed, and we want to join you in growing your skills to make your goals a reality.

## AWARDS AND SCHOLARSHIPS

There are a number of scholarships available to TAFE NSW students, across a wide range of study areas.

See the Scholarships page on the TAFE NSW website, for more information, or speak with your teachers for details on scholarships, sponsored prizes, and awards that may be available in your area of study.

## WORLD SKILLS

WorldSkills Australia is a skills competition that features more than 60 trade and skill areas, including landscaping, hair and beauty, cookery, business services, heavy mechanical, electrical, and restaurant services.

Many TAFE NSW students have succeeded in winning medals at the National WorldSkills competitions. Competitions are a great way to improve your skills, to compare yourself to others in the field, and to get noticed at work or school. They highlight your skill level, your willingness to learn, your dedication to your job or studies, and your willingness to have a go. For more information on competitions, or to participate, speak with your teacher or visit the WorldSkills website.

## SHARING YOUR FEEDBACK

During your time studying at TAFE NSW, you will have the opportunity to share your feedback on your experiences with us. This will come in the form of short feedback surveys as you progress through your learning, or when you engage with our various support services.

This is part of our continual commitment to you, to improve our courses and our services. Your feedback is essential for us to better understand you and your needs and best support you in achieving your goals.

We read everything you say, and we will follow-up with you to resolve any issues you might be having. So, when you receive an invitation to provide your feedback, we strongly encourage you to do so honestly and completely.

# ON CAMPUS

Whether you study full time, part time, or online, our locations and facilities have been designed to help you get the most out of your time at TAFE NSW.

## CHILDREN'S CENTRES

If you are a parent or carer of young children, TAFE NSW has established campus based children's centres, so your child can learn while you study. Priority in our Children's Centres is given to the children of TAFE NSW students enrolled in vocational and general education courses. However, places are also available for community children.

Our Children's Centres are located at a number of TAFE NSW locations around the state, and offer long day care for children, aged from six weeks old through to school age.

Each centre's philosophy underpins children's everyday practices, interactions, relationships, partnerships, and curricula. Our centres' educators incorporate current philosophies of early childhood education and learning into their work.

All TAFE NSW centres employ fully qualified, early childhood professionals and experienced educators, many of whom are bilingual, and reflect the cultural diversity of the local community.

Our centres are licensed under state regulation and are accredited through the Education and Care Services National Regulations.

You can relax, knowing that your child is learning and playing happily, allowing you to concentrate more easily on your studies and training.

### Educational program

TAFE NSW Children's Centres provide positive learning environments based on the National Early Years Learning Framework, which guides our practice through its focus on the concepts of children 'being', 'belonging', and 'becoming'.

Our educational program fosters self-esteem in young children. Our program is inclusive, based on a child's interests and their development as an individual, and involves allowing children to learn by self-directed experience. The program is developed in partnership with families, to ensure the interests of all are respected and observed.

### How to apply

Your child can be enrolled in the children's centre while you're studying in class. Simply bring proof of your enrolment in a TAFE NSW course along with your study timetable, to a children's centre, and fill in an application form.

Places in most centres are limited, especially for children aged under three years, and certain priorities apply.

Your local Children's Centre

TAFE NSW Location		Phone	Email
Sydney	TAFE NSW Sutherland	02 9710 5852	<a href="mailto:ChildrenCentreLoftus@tafensw.edu.au">ChildrenCentreLoftus@tafensw.edu.au</a>
	TAFE NSW Meadowbank	02 9942 3049	<a href="mailto:ChildrenCentreMeadowbank@tafensw.edu.au">ChildrenCentreMeadowbank@tafensw.edu.au</a>
	TAFE NSW St George	02 9588 1975	<a href="mailto:ChildrenCentreStGeorge@tafensw.edu.au">ChildrenCentreStGeorge@tafensw.edu.au</a>
	TAFE NSW Blacktown	02 9208 1880	<a href="mailto:ChildrenCentreBlacktown@tafensw.edu.au">ChildrenCentreBlacktown@tafensw.edu.au</a>
	TAFE NSW Nepean	02 9208 9226	<a href="mailto:ChildrenCentreNepean@tafensw.edu.au">ChildrenCentreNepean@tafensw.edu.au</a>
	TAFE NSW Mount Druitt	02 9208 6391	<a href="mailto:ChildrenCentreMtDruitt@tafensw.edu.au">ChildrenCentreMtDruitt@tafensw.edu.au</a>
	TAFE NSW Bankstown	02 9780 5673	<a href="mailto:ChildrenCentreBankstown@tafensw.edu.au">ChildrenCentreBankstown@tafensw.edu.au</a>
	TAFE NSW Granville	02 9682 0389	<a href="mailto:ChildrenCentreGranville@tafensw.edu.au">ChildrenCentreGranville@tafensw.edu.au</a>
	TAFE NSW Wetherill Park	02 9609 9201	<a href="mailto:ChildrenCentreWetherillPark@tafensw.edu.au">ChildrenCentreWetherillPark@tafensw.edu.au</a>
Hunter	TAFE NSW Newcastle	02 4923 7253	<a href="mailto:ChildrenCentreNewcastle@tafensw.edu.au">ChildrenCentreNewcastle@tafensw.edu.au</a>
Illawarra	TAFE NSW Shellharbour	02 4295 2269	<a href="mailto:ChildrenCentreShellharbour@tafensw.edu.au">ChildrenCentreShellharbour@tafensw.edu.au</a>
	TAFE NSW Wollongong	02 4229 0627	<a href="mailto:ChildrenCentreWollongong@tafensw.edu.au">ChildrenCentreWollongong@tafensw.edu.au</a>
Riverina	TAFE NSW Albury	02 6058 2853	<a href="mailto:ChildrenCentreAlbury@tafensw.edu.au">ChildrenCentreAlbury@tafensw.edu.au</a>
	TAFE NSW Narrandera	02 6959 5417	<a href="mailto:ChildrenCentreNarrandera@tafensw.edu.au">ChildrenCentreNarrandera@tafensw.edu.au</a>
	TAFE NSW Wagga Wagga	02 6938 1415	<a href="mailto:ChildrenCentreWagga@tafensw.edu.au">ChildrenCentreWagga@tafensw.edu.au</a>

## STUDENT ASSOCIATIONS

At many TAFE NSW locations, student associations provide facilities, services, and activities for members.

These not-for-profit and non-political organisations, are dedicated to making TAFE NSW campus life better for you. Membership is voluntary.

## RELAX AND ENJOY TAFE NSW FACILITIES

Most TAFE NSW locations have a great range of various cafés, bookshops, art galleries and exhibition spaces, gyms, and training restaurants.

You can even get discounts at student hair and beauty salons and massage clinics. Come and discover student bands, lunchtime art exhibitions, discount barbecues, competitions, theatre performances, and much more.

## PARKING AND PERSONAL PROPERTY

If you bring property to, or park vehicles at, TAFE NSW premises, you do so at your own risk. Some TAFE NSW locations have parking available for students. However, no responsibility will be accepted for loss or damage to private property or vehicles brought onto TAFE NSW premises.

## PUBLIC TRANSPORT AND CONCESSIONS

The NSW Government provides subsidised, or concession, travel to a range of people, including tertiary students. As a TAFE NSW student, you may be entitled to student travel concessions on public or private transport (conditions apply). For further information, please speak with a customer service officer at your local TAFE NSW.

Visit [this website](#) for information on public transport, to and from your TAFE NSW location.

## TAFECARD

A TAFEcard is the TAFE NSW student identification card. All current students attending classes at TAFE NSW locations, must have a valid TAFEcard, as it features your photograph, name, student number, and:

- records your library and student association memberships
- gives you access to parking, photocopying facilities, and secure areas such as computer labs
- is required for you to be able to sit an examination
- is a compulsory form of identification for students attending classes at TAFE NSW.

To have your photo taken for your TAFEcard, please visit your local TAFE NSW. If you are studying online, you can go to a nearby TAFE NSW location, or contact us on 131 241 to obtain your TAFEcard.

Regardless of how many courses you enrol in, you will only be issued with one TAFEcard. Your card is valid for as long as you are enrolled, but it can also be used for future courses. Please do not discard your card, even after your course finishes, as a replacement fee of \$20 applies to lost, stolen, or damaged cards.

## YOUR DEVICES, CONNECTIVITY, AND IT

TAFE NSW learning environments have internet connections and Wi-Fi. TAFE NSW reserves the right to monitor and record all usage of its computer networks, and to take disciplinary action whenever breaches of expected behaviour and access occur. See [Acceptable Use of Information Technology Guideline](#).

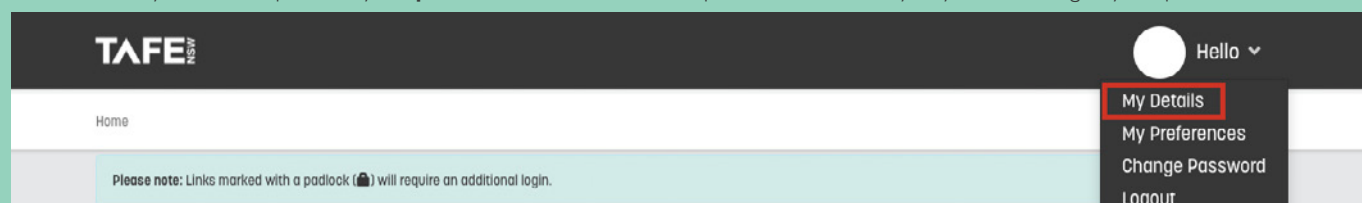
## STUDENT PORTAL

As a student of TAFE NSW, you will be issued with a username and password to access your online Student Portal. You can access your student account on TAFE NSW computers (in classrooms and libraries), or on any external computer with internet access.

The Student Portal provides access to your student email account. This ensures that every student has an active email account to receive important information.

### How to activate your student email account:

1. Click the [account activation](#) link in the 'Welcome to TAFE NSW' email you received when you enrolled.
2. Enter your user ID provided in the email (i.e. firstname.lastname1).  
Please contact or visit your [local student administration office](#) if you cannot locate your user ID.
3. Enter the security code sent to your personal email address.
4. Establish a password that is secure and meets TAFE NSW password requirements.
5. Log in to the [TAFE NSW portal](#) with your user ID and password.
6. Click on My Details to provide your **personal email address** for password recovery, if you ever forget your password.



When you have access to your student email account (your TAFE NSW username and password), you will be able to:

- access class computers for computer based activities
- access TAFE NSW Library computers to manage your course work and research
- access important course emails from TAFE NSW
- access online learning course material (where applicable)
- view your current and past enrolment details, study details, and subject results
- view notifications of your next scheduled fee payments, as well as a history of your fee payments.

### Logins

For access to filtered internet browsing, online services, and email on campus computers and your own personal devices, please use the username and password you received during enrolment e.g. 'John.Smith1'.

PLEASE NOTE: TAFE NSW email accounts are filtered for inappropriate content.

### Free access to LinkedIn Learning

LinkedIn Learning is an online library that features course and instructional videos. The videos are taught by recognised industry experts, and cover the latest skills in technology, creative, and business.

You can access LinkedIn Learning under the My Learning area in the Student Portal. For more information, please visit the [LinkedIn Learning LibGuide](#).

If you need any further help, please speak with your teacher, local librarian, or the TAFE NSW customer service team.



### Free online study help, right when you need it, with Smarthinking

Smarthinking is an online support service, available to all TAFE NSW enrolled students. It connects students to subject specialists who can answer questions about your study-related needs. Using Smarthinking, you can:

- get constructive English writing feedback (in less than 24 hours, unless otherwise advised), on academic writing, including structure, grammar, referencing, punctuation, and spelling
- connect with one of the Smarthinking subject specialists for live, personalised chat help, and receive foundational assistance in the subjects of mathematics, science, English, accounting, and more.

You can access Smarthinking for free, from your [Student Portal](#). For more information, please visit the [Smarthinking LibGuide](#).

If you need any further help, please speak with your teacher, local librarian, or the TAFE NSW customer service team.

### Free access to Office 365 Education

You can use the following software on up to five devices:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft OneNote
- Microsoft Publisher

Enter your TAFE NSW email address at the Office 365 getting started page.

A range of tools are available to show you how to access [connected learning](#) at TAFE NSW, including installing, accessing, and using programs and software such as Office 365, Microsoft Teams, and Adobe Connect Rooms.

### Social Media

Follow the TAFE NSW social media accounts to find out about events, industry news, student achievements, and important announcements.

Like, follow, or join in the conversation on the pages below:

- [Facebook.com/TAFENSW](https://Facebook.com/TAFENSW)
- [Twitter.com/TAFENSW](https://Twitter.com/TAFENSW)
- [Linkedin.com/school/TAFE-NSW](https://Linkedin.com/school/TAFE-NSW)
- [Instagram.com/TAFENSW](https://Instagram.com/TAFENSW)

# IMPORTANT INFORMATION

From short courses to degrees, TAFE NSW courses can help you reach your career goals.

Our courses are recognised and valued everywhere.

## PARTICIPATION

Courses run only if there are enough resources and demand. Classes may be discontinued or moved to a different location if attendance numbers fall below a set minimum. Advice will be given in advance of any changes.

For each unit in your course, you will be provided with:

- an outline of the subject or unit of competency
- specific health and safety requirements
- the student assessment guide for the units of competency you are studying
- any standard of conduct and behaviour requirements.

To make the most of your studies you are expected to participate and engage in your assessments and training, including attending all classes and workshops, and submitting work in accordance with the assessment requirements of each unit. If there is a valid reason you cannot attend class, please notify your teacher as soon as possible.

If you are sick, unable to attend class, unable to complete an assessment, or you have missed an assessment due to unforeseen circumstances, please advise your teacher as soon as possible.

You are deemed to have participated if you:

- attended a class, engaged online at the unit level, attended practical sessions, exams, tests, or accessed learner support
- submitted an application for recognition of prior learning (RPL)
- accessed activities or pages in the learning management system or Moodle website
- submitted assessments
- contacted your teaching section for support and assistance.

If you wish to transfer to another college, you must discuss this with your teacher.

If you are a school (TVET) student, you will need to speak with your school careers advisor or VET coordinator.

If you are not participating and engaging in your assessments and studies on a regular basis, you will be contacted to determine if you are continuing or withdrawing from your studies. If your request is to continue your studies, you will be assisted with re-commencing your studies.

If you decide not to continue with your studies, you must notify your teacher or TAFE NSW student services, in writing, by using the [Withdrawal Form](#) available on the TAFE NSW website, and send it to your teacher or TAFE NSW student services. This form will also be used to determine if you are eligible for a partial refund of your course fees. It is important to submit your withdrawal form promptly, as soon as you have decided to discontinue with your studies.

If you do not respond to the attempts to contact you, action will be taken to 'withdraw and discontinue' your study.

If you are enrolled in a higher education course and you do not withdraw by census date, you will be liable for tuition fees for the subject you are withdrawing from.

## WHAT TO DO IF YOUR DETAILS CHANGE

Always contact us if your circumstances or [contact details change](#), including phone, email, address, or name. You may need to present evidence and you may also need to make the same changes to your [USI profile](#).

Be sure to notify us if your Centrelink 'circumstances' change, as any change could have an impact on your fees, how you receive your qualification, and the support you get while you study.

## UNIQUE STUDENT IDENTIFIER (USI)

The USI gives you access to a national register that allows you to see all your nationally accredited training records and results, from all training providers, completed after 1 January 2015.

When you enrol in nationally accredited training and study with TAFE NSW, you will need to have a USI, which we will verify with the USI Registry.

You will also be asked to give TAFE NSW permission to access your USI account. This permission access allows TAFE NSW to search and verify your USI, and view your USI transcript, if required.

From 1 January 2021, new higher education students will need to have a USI to be eligible for Commonwealth Supported Place (CSP) and/or HELP Loan. The USI will be a mandatory requirement on the Commonwealth Assistance Form (eCAF) for new students.

By 2023, all Higher Education Students will need to have a USI if they expect to receive their Award in 2023 or beyond. This includes all students who started before 2021 and all onshore international students.

If you don't have one, we can assist you to register and to get a USI.

To learn more about the Unique Student Identifier, please visit the [USI website](#).

The personal details you provide TAFE NSW at enrolment are held on your TAFE NSW record, and they must match your USI personal details. So any changes must be made to both your TAFE NSW and to the USI records, at the same time.

TAFE NSW is required to record and verify your USI before we can issue you student documentation, including your qualification testamur or statements of attainment.

## MEDICAL CONDITIONS

If you have an ongoing medical condition, such as epilepsy or diabetes, it is important to make your teachers aware of this in case you require sudden assistance. A safety management plan can be developed with a TAFE NSW disabilities consultant, and with your permission, shared with the relevant staff who can then provide support when necessary.

We also recommend that you provide us with an emergency contact (either a family member or friend), and provide them with a copy of your timetable and attendance details. This will help in case of emergency. This information will be kept confidential.

### Anaphylaxis

If you are at risk of anaphylaxis, you must carry your own adrenaline auto injector ('EpiPen') while on campus, or while attending any TAFE NSW activities such as events, excursions, or work placements.

TAFE NSW provides backup EpiPens in case of emergency.

For access to your nearest first aid officer, contact your teacher or administration at your TAFE NSW location.

### Prescription drugs

Some prescription and over-the-counter medications may impair your judgement. While you are affected by medication, you may not be able to safely use equipment or handle chemicals. It is your responsibility to discuss this with your teacher or head teacher. They have a duty of care to you and your fellow students, and they may need to know of your medical condition so that they can ensure safety arrangements. You have a right to privacy, and while your teacher may need to inform the head teacher, it is against the law for them to tell anyone else without your permission.

Students are welcome to discuss any problems with our Counselling and Careers Development Unit. This is a free and confidential service.

## CULTURAL SAFETY

A culturally safe and secure environment is one where people feel safe and draw strength in their identity, culture, and community.

## WORK HEALTH AND SAFETY (WHS)

TAFE NSW is committed to providing a safe working and learning environment for all workers, students, visitors, and members of the public.

We value people and will do our best to ensure their health and safety while at TAFE NSW or when participating in authorised activities. Hazards and risks to health and wellbeing will be eliminated, or minimised, as far as reasonably practicable as we strive for 'zero harm'.

TAFE NSW has a duty to ensure the health, safety, and welfare of all employees, students, other workers, and visitors attending our campuses. At enrolment, you will be informed of any course requirement that you will need to provide, such as protective clothing and equipment (PPE).

## COURSE REQUIREMENTS – SAFE HANDLING OF VOLATILE SUBSTANCES AND PPE

Some courses may require you to use dangerous, hazardous and volatile substances. You will be given instructions on their safe handling. In the interest of health and safety, you must not interfere with, or misuse, any of these materials, and you must abide by the wearing of protective clothing and equipment if required to do so.

Certain courses require the wearing of a uniform and/or Personal Protective Equipment (PPE) and clothing during classes, that you may need to supply. Entry into the class will be refused, unless specified protective clothing and/or uniform is worn. Some courses may also specify mandatory equipment requirements (MER), and students must obtain these to enable their participation in classes and/or the completion of the course. Information on the requirements in this area will be given during enrolment or class.

TAFE NSW has a duty to ensure the health, safety, and welfare of all employees, students, other workers, and visitors attending TAFE NSW location. At enrolment, you will be informed of any course requirements that you will need to provide, such as protective clothing and equipment (PPE).

Close-toed footwear should always be worn while at TAFE NSW. During an orientation session at your first attendance, you will be given information on what to do in case of an emergency, or if you are injured and require first aid. All TAFE NSW locations have emergency management plans in place and are well equipped with trained first aid officers, first aid rooms, and appropriate first aid equipment.

It is important to let your head teacher and/or the Disabilities Unit know if you will require assistance in the event of an evacuation, due to a temporary or permanent disability, so that appropriate support can be provided.

All incidents or injuries must be reported to your teacher immediately after the event. In the event that you need ambulance transportation, the cost will be your responsibility. You will be provided with instruction and training on work health and safety practices relevant to your course.

To help us provide a safe environment, work health and safety legislation also reinforces your duty to take reasonable care of yourself and the health and safety of others. You must not enter classrooms or workshops without permission and supervision, interfere with, or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible.

For further information about work health and safety, visit a TAFE NSW library, ask your teacher, or visit the Safe Work Australia website: [safeworkaustralia.gov.au](https://safeworkaustralia.gov.au).

## ASSESSMENTS AND EXAMS

General information about assessments and details of the assessment relating to the different units/subjects of competency in your course, are contained in the Student Assessment Guide or your Higher Education Subject Guide.

Soon after commencement of your study (during first attendance/participation) you will be advised by your teacher of the assessment method used for each unit/subject, including whether any have a final/formal examination.

If you have a permanent or temporary disability that may affect your ability to undertake assessments, sit an examination, or finish it in the allotted time, please contact the Disabilities Services teacher consultant for students with disabilities, who will determine if you qualify for special concessions (e.g. a modified examination). If the nature and/or degree of the disability changes after the granting of a concession, the Disabilities Services teacher consultant must be informed BEFORE the examination or assessment event. TVET students must discuss any disability requirements with their school careers advisor prior to enrolment.

Permitted examination aids for each examination are shown in the Student Assessment Guide or in your Higher Education Subject Guide. These aids, as well as pencils, pens, erasers, rulers, and highlighters, must be supplied by the student. Notes and blank writing paper brought in by students, must not be used in the examination room. TAFE NSW will provide writing paper in the examination room.

Electronic dictionaries and devices, including mobile phones and other smart devices with earpieces, are NOT permitted in the examination room.

You will receive a copy of the Student Assessment Guide and/or Higher Education Student Handbook at your first class attendance or participation, and it is your responsibility to read the Student Assessment Guides provided by your teachers. Additionally, you must sign a statement and/or acknowledgement, to confirm that you have received and understood the assessment procedures relating to your qualification or units of competency.

There will be a range of assessments that you will undertake during your study.

On commencement of each unit or subject, all adequate assessment information will be provided to you in the Student Assessment Guide – Unit of Competency, or in your Higher Education Student Handbook.

Your teacher will give you prior notice of the assessment, depending on the duration of the unit. If you are unsure, always ask your teacher.

You must submit assessment work and attend scheduled assessment events on the required dates. You can view further information related to assessment in [Every Student's Guide to Assessment in TAFE NSW](#), available on the TAFE NSW website.

If, after completion of a unit, you are unable to demonstrate 'competency' and it has been determined that you will not successfully complete the training, course, or qualification, your enrolment may be discontinued, and alternative study options will be explored with your head teacher.

If you fail a unit on two separate occasions, TAFE NSW may discontinue your enrolment and alternative study options will be explored with your head teacher.

Higher education students will receive a subject guide at the commencement of each subject. The subject guide details assessment requirements.

## MISSING OR LATE ASSESSMENT

If you miss a formal assessment activity, an exam, or are late with an assessment, it is probable that 'no result' will be awarded for the assessment and will affect your final mark. You should contact your teacher as soon as possible, giving reasons for your lateness or absence.

For assessments you have seven (7) days to do this, or until the day of the next scheduled attendance, whichever comes first.

For final and/or formal examinations, you have ten (10) days to notify your teacher. Your teacher will inform you about the revised examination date, which may not be until the following year.

Where possible, you should provide evidence (e.g. a medical certificate) to support your claims. In some cases, your teacher may accept a late assignment, or allow you to sit for a test at a later date. With final exams, you may be able to attempt the exam at the next scheduled examination period – usually several months later.

Please remember, any changes to your assessment schedule need to be discussed with, and approved by, your teacher.

Higher education students who are absent during a scheduled assessment or exam will need to provide a medical certificate in order to be offered an alternative assessment.

## REPEAT OR RESIT A UNIT OF COMPETENCY OR ASSESSMENT

If you are unable to complete a unit of competency, or you don't pass an exam or assessment which you need to achieve your qualification, you have the option to repeat that part of your studies by re-enrolling in that particular unit. A separate fee will be charged for any second or further attempt within the same course enrolment to successfully complete the unit of competency. To do this, please discuss the options available to you with your head teacher.

Note: If you were in receipt of a disability fee exemption for the enrolment, you are entitled to a fee exemption for the 'second attempt' of a unit of competency. Charges may apply where you are approved to undertake a further attempt at the unit of competency.

### Failure in a unit of competency (on two occasions)

If you wish to re-enrol in a unit of competency after receiving two 'Fail' (Not Competent) results in that unit, you are required to submit a request in writing, to your head teacher, showing cause as to why you should be re-enrolled.

If you are approved to re-enrol, and the qualification or course remains current, your teacher will advise you on the study required to complete your qualification or course.

If you are not approved to re-enrol following two failures of a unit of competency, TAFE NSW will take action to discontinue your enrolment. We will speak with you regarding any support you may require, as well as your further study options.

Where this original unit of competency [or qualification/course] is no longer current, your head teacher will discuss your available options, including the study requirements, in the current version of the unit of competency [or qualification/course].

Your student fee (or fee exemption) only covers your first attempt at a unit of competency, and further charges will apply.

## FINAL/FORMAL EXAMINATIONS

There are final and/or formal examinations held for a number of qualifications, and these examinations are conducted outside normal class time. Each examinable unit is scheduled at the same time and date throughout New South Wales.

Students should be familiar with the following rights and responsibilities in relation to these examinations.

### Examination timetable

You are responsible for checking the examination timetable dates and times, either at your TAFE NSW location, or via online notifications. You must sit each examination at the TAFE NSW location of enrolment for that subject.

If circumstances arise which prevent you from attending the correct TAFE NSW location, you **MUST** seek approval in writing, from both your TAFE NSW location of enrolment and the TAFE NSW location, where you wish to sit the examination. This notification should be done shortly after enrolment, **or at least 4 weeks** before the examination date.

Approval will only be given where circumstances prevent you attending the TAFE NSW location of the unit or subject enrolment. If you are a TAFE Digital or Block Release student, you should notify your enrolment location or the TAFE NSW location where you wish to sit your examination.

### On the day of the examination

You should be seated for the final examination at least 15 minutes before the scheduled starting time. If you arrive more than 30 minutes after the starting time you will NOT be permitted to attempt the examination.

Before the examination starts, you must place all notes, cases, bags, and other items which are not authorised for the purpose of the examination, at the front or rear of the room.

Mobile telephones, iPods, and other communication devices must be switched off. Under NO circumstances can they be used in the examination room.

Complete the "name slip" issued by the supervisor, who will collect it during the examination.

Print the information required on the front of each examination answer booklet and place similar information on each sheet of drawing or graph paper used.

## During the examination

When sitting a final examination, a student is required to place their TAFEcard on the top left-hand corner of their desk, to enable a verification of student identity check.

At all times, students must follow directions given by the supervisor.

Failure to comply with such directions will be considered a serious breach of discipline and could result in a 'Fail' result for the examination.

All final and formal examination papers include ten minutes of reading time. During the reading time, you can make notes on the question paper but must NOT commence working through the questions until the supervisor gives permission. If the answers are to be written on the question paper all notes should be written on note paper supplied by TAFE NSW. If you have a query, or require another answer booklet, please raise your hand for assistance.

In a formal examination, you must not leave the room within 30 minutes of the examination start unless accompanied by a supervisor.

If you do not attempt any questions, you must write your name, course, examination subject, and "No questions attempted" on your answer booklet, paper or online test. The "No questions submitted" statement must be signed on paper-based examinations.

When the supervisor closes the examination, all work is to cease immediately. Before you submit your examination responses, check that your details have been completed in all the required fields at the front and throughout the examination pages. When attempting paper-based examinations, make sure that your details appear on the front of every booklet and on any sheets of paper which contain answers. If more than one booklet has been used, place all other booklets and loose pages inside the first booklet. Indicate on the first booklet the total number of answer booklets used.

## Behaviour during assessments and examinations

You are entitled to sit for your assessments and examinations in conditions which are free of disruption from the supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the examination.

If you engage in disorderly, offensive, or aggressive conduct towards the supervisor or other students, you may be told to leave the assessment location or examination room, and you may be 'failed' in the assessment or examination.

## Malpractice

Malpractice is where any action taken by a person, gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment or examination situation. If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action.

**The penalties for malpractice in an examination** range from 'failure' in the subject being examined, to exclusion from the TAFE NSW location for a specific period of time. Charges may also be laid by the police.

## Missed examinations

If you miss an examination, or if you know beforehand that you cannot attend an assessment or final examination, you must contact your teacher or head teacher. You may be given permission to sit a concessional final examination at the next scheduled examination date.

## Exam and assessment results

Following your examinations and assessments, your results will be determined and checked before being made available via the Student Portal.

Your results will not be released to any other person or organisation unless the records are subpoenaed, if it is a legislative requirement, or if you provide your written consent.

You will not receive your results, your transcript, or your testamur, if you have any outstanding fees, or if you do not have a verified USI.



## Appeals

Information relating to assessment appeals can be found in the Higher Education Course Guide for your qualification, as well as the Student Assessment Guides for the units of competency you are studying. You will receive this information at your first class.

Your results will be checked before you receive your Transcript of Academic Record.

You are able to request a review of your results if you have a valid reason, or you can ask for special consideration. You may also lodge a formal complaint about the assessment process or decision.

If you wish to request a review of your results, please complete the [Assessment Appeals Form](#) and forward to your head teacher, customer services officer at your TAFE NSW location, or email it to [AssessmentAppeals@tafensw.edu.au](mailto:AssessmentAppeals@tafensw.edu.au) within 14 days of receiving your results.

Your teacher will either address the appeal in accordance with TAFE NSW procedures on reassessment and review of results, or refer the matter to an educational manager, where appropriate. The relevant educational manager's contact details and availability will be listed in the assessment information provided to you when you commence your study.

### The process for appeals on assessment matters

TAFE NSW must address and record any complaints or concerns expressed by students. Such complaints or concerns might relate to misinformation provided by a member of TAFE NSW staff. For example, inadequate or inaccurate provision of information in relation to assessment requirements, the provision of inappropriate learning materials, or the refusal to respond appropriately to a student's concerns.

The appeal process is simple and direct, and ensures that students are readily able to register honest concerns. Should you wish to appeal the decision, you will be supplied with the relevant [TAFE NSW Assessment Policy](#), which is also available on the TAFE NSW website.

**If you have any questions concerning your transcript, including asking a question on whether you have completed all your study for your course or qualification, please contact your local TAFE NSW student services and/or your head teacher.**

## PLAGIARISM AND FRAUD

Plagiarism is taking the ideas, writings, or work of others, and presenting them as if they were your own work without acknowledging the original author. Pretending that another person's work is your own, is unethical and dishonest.

Plagiarism is a form of fraud and is violating someone else's intellectual property. It is a breach of TAFE NSW Student Code of Conduct and will be managed under the Student Conduct and Discipline Policy and related procedures.

An example of fraud is when a student's academic document (a transcript or testamur) has been changed or altered. This is also a breach of the Student Conduct and Discipline Policy. Any occasions of fraud will be referred to NSW Police.

### Copyright infringement

A copyright owner is entitled to take legal action against a person who infringes copyright. Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by copyright.

Many works can only be used with the prior written permission of the author. Unless otherwise permitted by the Copyright Act 1968, making a copy of another person's published work is an infringement of copyright. However, within the Act, you are permitted to make a copy of published work for the purpose of research or study. This is called fair dealing.

A reasonable guide to fair dealing would be:

- one article in a periodical
- two or more articles (if they relate to the same subject matter)
- up to 10%, or one chapter, of a book.

Note: Institutions or individuals are liable for prosecution under the Copyright Act for infringements of copyright. For more information, see the [TAFE NSW Libraries Copyright Guide](#) or visit:

- [smartcopying.edu.au](http://smartcopying.edu.au)
- [copyright.org.au](http://copyright.org.au)
- TAFE NSW librarians can also provide [information on copyright](#) for students.

## ENSURING YOU DO NOT INFRINGE COPYRIGHT

You must:

- never plagiarise information by using another person's work, words or ideas without acknowledgement
- respect the intellectual property and copyright of owners and authors of work, including works, ideas, and graphics etc. on TAFE NSW and other websites
- never provide TAFE NSW course materials to a third party (such as another education and training provider or any course sharing websites that are used to upload, share and sell study resources) without the express consent of TAFE NSW
- always acknowledge the creator or author of any material published
- not make available or use illegal (pirated) copies of copyrighted software, on TAFE NSW equipment.



## PATHWAYS TO FURTHER STUDY

### TVET

The TAFE NSW delivered vocational education and training program (TVET) allows Year 11 and Year 12 school students, to get a head start on their vocational education by studying a Vocational Education and Training (VET) course as part of their Higher School Certificate (HSC).

TVET courses are 'dual accredited' courses – meaning they count as units of study towards both your Record of School Achievement (RoSA) and a nationally recognised Vocational Education and Training (VET) qualification (i.e. a Certificate or Statement of Attainment). Some TVET courses contribute to your HSC, and some offer a HSC examination, which means they can contribute to your ATAR.

Depending on the course, you may study at TAFE NSW, at your school, or at a trade school.

Some TVET courses will also help you gain a place at university, by contributing to your ATAR, while also allowing you to get an industry qualification at the same time. For more information, please contact your TVET consultant.

School Based Apprenticeships and Traineeships (SBAT) combine paid work, school, and TAFE NSW training, to help you gain valuable work skills and experience while you are studying for the HSC.

TAFE NSW offers SBAT course options across a wide range of industry areas.

### Degree Programs

TAFE NSW has more than 25 hands on, employment focused, higher education and degree programs. Many of the VET programs have clear pathways to these TAFE NSW degrees and to many university programs. We can help you link your current course to an appropriate higher education pathway.

### Tertiary Preparation Certificate

The Certificate IV in Tertiary Preparation (TPC) is suitable for people who may not have had the opportunity to qualify for university entry through traditional study pathways, such as the Higher School Certificate (HSC).

The TPC will help you develop a broad range of skills necessary to gain entry to, and succeed in, tertiary education and employment. The TPC is considered an equivalent to the HSC.

## TAFE NSW HIGHER EDUCATION

TAFE NSW offers a number of degree courses and higher education options. These courses have strong links to employers, providing the practical skills and theoretical knowledge needed to land a job faster.

For more information on, all TAFE NSW Higher Education courses, please visit the [TAFE NSW degrees](#) page.

More Pathways information is available at the [Study Options](#) page on the TAFE NSW website.

## CREDIT TRANSFER

Credit transfer is a form of recognition for previous study. Credit transfer can significantly reduce the time it takes to complete your study with TAFE NSW.

Credit Transfer for previous nationally accredited VET studies, requires verification of a transcript of successful completion of the units of competency and the results achieved with the original RTO provider. This is then used as the evidence required towards your VET qualification with TAFE NSW.

Where credit transfer is for prior TAFE NSW study, evidence such as a transcript may not be required for verification. For credit transfer from RTO's other than TAFE NSW, you can provide us with permission to access your USI record of study, or we will request a verification of your transcript from the other RTO.

Credit transfer into higher education is based on formal arrangements which have been negotiated between TAFE NSW and higher education providers. Currently, we have agreements with more than 20 Australian universities and higher education providers. To apply for credit transfer to a TAFE NSW degree program or other degree program, please speak with your teacher.

## RECOGNITION OF PRIOR LEARNING (RPL)

RPL is an assessment process that assesses your existing levels of competency within a subject area.

By applying for recognition, you could reduce the amount of time you need to study and get your qualification faster. Obtaining recognition also means that once you get started in your study, you will only be building new skills, rather than repeating old ones.

These skills may have been previously acquired through formal, non-formal, and informal learning, and the RPL assessment determines the extent to which you meet the requirements specified in the training package or VET accredited course.

For more information on RPL and credit transfer, please see the [Recognition and Credit Transfer](#) page on the TAFE NSW website.

## AUTHORITY TO PUBLISH

While you are studying with us, you may be asked to sign an Authority to Publish form by TAFE NSW teachers or staff. It is an agreement between you and TAFE NSW, and it means that TAFE NSW would like to be able to quote you or use your photo in some of its printed and electronic promotional and marketing materials, which will be available for viewing by the public. If you sign this form, it means that you agree to the following:

- TAFE NSW is able to use your photo(s) and/or quote as many times and in as many ways as it wants to – for example, on the TAFE NSW websites or in local newspapers
- Your photo may be reproduced in colour or black and white, and may be altered for design purposes
- You will not be consulted about the specific context in which your photo and quote appears
- Material held will be kept for an indefinite time and it will be stored and disposed of securely.

TAFE NSW will not use your quote or photo for any purpose other than the general promotion and marketing of education and training by TAFE NSW.

Your agreement to permit the use of your photo and quote is greatly appreciated. To be able to sign the release form, you must be over 18 years of age. If you are not over 18 years of age, we will need the written and signed agreement of your parent or guardian before we can use any material.

## ANIMAL CARE POLICY

Where animals or animal tissues are used to support your learning, you must understand that this is a privilege that has responsibilities. You must:

- treat animals and their tissues with care and respect
- treat live animals humanely and avoid any cruel behaviour
- think about why and how you are using animals for their tissues
- make sure that you make good use of the learning opportunity.

There are penalties for animal cruelty and unauthorised use of animals. TAFE NSW has a quality assurance process that monitors the care of all animals used for teaching, to ensure that it meets industry and animal welfare standards. If you think that animals used in teaching have been mistreated or used inappropriately, you should discuss this with your teacher, or the head teacher.

## DURING YOUR STUDY

### Withdrawals

If you are not participating and engaging in your assessments and studies on a regular basis, you will be contacted to determine if you are continuing or withdrawing from your studies. You will be assisted to re-commence your studies, if this is what you request.

If you do not respond to the attempts to contact you, action will be taken to 'withdraw and discontinue' your study.

If you are considering or deciding to withdraw from your course of study, please discuss this with your teacher or head teacher to see if they can assist you in continuing with your studies.

However, if you do decide that you can no longer continue with your studies, you may be eligible to defer your studies for up to 12 months, or to withdraw and discontinue your studies.

**You may still be liable for payment of your course fees**, so it is important to let your teacher know, in writing, as soon as possible. The [Withdrawal Form](#) is available to give this written advice, and it can be emailed to your teacher or your TAFE NSW enrolment location. See the Withdrawal/Refunds section of this document.

## Deferring your study

If you are studying a course that is subsidised by the NSW Government, you may wish to withdraw and defer your studies for up to a maximum of 12 months. This can be a combination of deferral periods.

If you do wish to defer your studies, you need to:

- discuss with and notify your teacher or head teacher
- read thoroughly, then complete and submit a TAFE NSW application to defer, identifying the period you wish to defer and when you will return to study.

When your application has been processed and any outstanding fees have been finalised, you will receive a Transcript of Results achieved (if any). Any attempted or not completed units within your enrolled qualification will result in a withdrawn (WN), and the student fee or fee exemption covers this first attempt at these units.

When you return to study after your deferment, you may need to pay an additional fee for the second attempt at these units.

If studies are not resumed within the nominated period, you will be withdrawn, and your study will be discontinued in this course.

Students who defer their studies, are responsible for contacting their head teacher to negotiate the resumption of studies to meet the 12-month deadline.

NOTE: Deferrals under the Commonwealth Government's Skilling for Recovery Job Trainer initiative may be considered, where the request is supported by a medical certificate, the deferral period is for no longer than six months, and you have commenced training prior to seeking deferral.

## Discontinuing your study

If you are studying a course and wish to discontinue your studies, you need to:

- notify your teacher or head teacher
- read the [TAFE NSW application to withdraw](#) thoroughly, then complete and submit it, to identify that you are discontinuing your studies.

When your application has been processed and any outstanding fees have been finalised, you will receive a Transcript of Results achieved (if any). Any attempted or not completed units within your enrolled qualification will result in a withdrawn (WN).

If you wish to return to complete this qualification, your fees will be determined on the access and eligibility criteria current at that time.

For students who have a VET Student Loan, you are required to withdraw in writing, using the [VET Student Loan withdrawal form](#).

It is important that you withdraw from a unit of study prior to its census date if you cannot complete that period of study. Please see the VET Student Loan 'withdrawal and refunds' information on the [TAFE NSW website](#).

For students enrolled in degrees, there are different forms and conditions. See the information at [TAFE NSW Degrees and For Students and Graduates](#).

TAFE NSW reserves the right to:

- withdraw and/or cancel the delivery of a course
- offer and run a course at a location or delivery pattern other than that advertised
- alter the fees, times, or dates for the whole or any part of a course
- not guarantee that you will be able to complete your course at the location where you first enrolled, at the times or on the days or in the manner you were first offered
- offer you a new/alternative course if the course has been updated in line with national industry standards.

If any of these course changes become necessary, you will be advised of the changes and the alternative arrangements which may be available for you to complete your course.

TAFE NSW is not liable for any loss, expense, or inconvenience that may be caused by such changes.

## FEES AND PAYMENT

**Students must pay fees by the due date, and clear any outstanding debts, to become entitled to the services and privileges of TAFE NSW.**

When you enrol with TAFE NSW, you agree to pay all student fees and charges associated with your enrolment by the due date(s). Please ensure you have paid your fees, or your fee instalment, or **you will NOT be allowed to start or continue your course**, nor receive access to training materials and services, and you will not be issued a transcript or testimonial.

Upon enrolment, you must pay the minimum \$80 fee to secure your place (enrolment).

You also agree that you are liable for all outstanding amounts, whether or not another person (e.g. your employer or sponsor) has agreed to pay the student fee on your behalf.

When you enrol into TAFE NSW training that is delivered online (i.e. TAFE Digital courses), your commencement date is when training materials will be made available to you.

The amount you pay depends on the type of course you study and on your personal circumstances. A fee instalment plan may be available, that will include the initial fee and following fee instalments on scheduled dates throughout your course duration.

You can view your scheduled fee notifications, when they are due, and the history of your fee payments, through your Student Portal email account.

Where any fee payment is outstanding for 30 days or more, TAFE NSW will contact you to organise the required payment. Where fees are outstanding for 90 days or more, your outstanding fee may be referred for debt collection.

Payments are made by cheque, EFTPOS, money order, BPAY (using TAFE NSW Fee Statement), or credit card (MasterCard or Visa) through the Student Portal, or by phoning the TAFE NSW customer service centre. **PLEASE NOTE: TAFE NSW does not accept cash.**

If you are paying by cheque or money order, please make it payable to 'TAFE NSW' and write your name, address, and course number on the reverse side.

Where another person or entity, such as your employer, makes arrangement to pay the student fee on your behalf, they will be sent an invoice to make the necessary payment. However, **you remain liable for the student fee**. So, if the other party does not pay, then you are liable for the student fee.

Registered NSW new entrant trainees accessing the Smart and Skilled subsidised training, who commence their training on or after 1 January 2020, are eligible for the Fee Free Traineeship. Trainees who commence their training before 1 January 2020, are eligible for the capped qualification fee. For more information, please refer to the [Fee Free Traineeships](#) page on the TAFE NSW website.

Registered NSW apprentices accessing the Smart and Skilled subsidised training, who commence their training on or after 1 July 2018, are eligible for the Fee Free Apprenticeship. Apprentices who commenced their training before the 1 July 2018, are eligible for the capped qualification fee. For more information, please refer to the [Fee Free Apprenticeships](#) page on the TAFE NSW website.

The existing worker trainee is a person who has been working full time in a business for longer than three months before being offered a traineeship, and who is not eligible to access the Smart and Skilled subsidised training or capped qualification fee.

For VET Student Loan eligible courses, you must have applied and been approved for a VET Student Loan (VSL) or have paid the fee for that unit of study by the census date, as well as any 'gap' amount not covered by the VET Student Loan.

## Help with fees

TAFE NSW is registered for [VET Student Loan \(VSL\)](#) program and FEE-HELP, and also supports students who meet the eligibility requirements to gain access to these Commonwealth Government student loans schemes.

### VET Student Loans (VSL)

The VSL program allows eligible students to repay their tuition loan fees for approved diplomas or advanced diplomas. Learn about the [terms and conditions](#) and check your eligibility.

### FEE-HELP

[FEE-HELP](#) allows eligible students to pay their tuition fees for TAFE NSW Higher Education courses using a Commonwealth government loan. Learn about the [terms and conditions](#) and check your eligibility.

## Additional charges

In addition to the NSW Smart and Skilled Student Fee, concession fee, or fee-for-service amount, there may be some additional charges to cover the costs of undertaking your training.

Course-specific costs include:

- essential equipment and other items that you have the choice of acquiring from TAFE NSW, or from another supplier, that becomes your property (e.g. chef knives, makeup kit, tool kit, protective clothing, license fees etc.)
- an optional charge for an item that is not essential for you to complete your training (e.g. TAFE NSW may provide florist students with standard flowers, however if you would like to use exotic flowers you would need to purchase those exotic flowers)
- an optional charge of an alternative form of access to an item or service that is an essential component of the training (e.g. if a textbook required for the qualification is made available online, and you would prefer the textbook as a hardcopy, you will need to purchase that textbook yourself)
- field trips, food, transport, and accommodation costs associated with the provision of field trips that form part of the training
- any textbook you require to undertake the qualification that becomes your property.

All TAFE NSW fees and charges are reviewed on a yearly basis and are subject to change.

**NSW Smart and Skilled fees are reviewed annually by Training Services NSW.**

## Fees for apprentices and trainees

If you enrol in an approved apprenticeship or traineeship course without evidence of being an apprentice or a trainee, you will be asked to pay the Smart and Skilled fee for the qualification.

If you subsequently provide evidence that you were an apprentice or a trainee at the time you enrolled, you will have your student fee amended and future instalment payments recalculated.

If you are a NSW registered apprentice and you commenced your training on or after 1 July 2018, you may also be eligible for a [Fee Free Apprenticeship](#).

If you are a NSW registered new trainee and commenced your training on or after 1 January 2020, you may also be eligible for a [Fee Free Traineeship](#).

**TAFE NSW will never ask for, or accept, full credit card details in writing.**

**TAFE NSW will not process refund forms containing full credit card details.**



## Smart and Skilled eligibility status for a concession fee or fee exemption

If you started government subsidised training on or after **1 January 2017**, and you are enrolled under Smart and Skilled conditions, you may be eligible for a fee exemption or fee concession where you did not declare your disability status or concession status, or you identify as an Aboriginal or Torres Strait Islander person at the time of your enrolment, and you meet the eligibility conditions for the status amendment.

If you need to reassess your eligibility, you should contact your teacher, head teacher, or the TAFE NSW customer service centre where you enrolled.

You will need to demonstrate that you met the eligibility conditions for a fee exemption or fee concession at the time of your enrolment, and continually since then, during the time of your training.

Where you are eligible for a concession fee, you will have your student fee amended or become eligible for a refund if you have paid more than the concession fee. Where you are eligible for a fee exemption, you will be refunded any student fee you have paid.

## Refunds

A refund of the student fee you have paid, may be given in the following circumstances:

- where you enrolled in a course that has been cancelled by TAFE NSW
- where you have overpaid your fee
- where you have paid the Smart and Skilled fee and, after commencement of study, you are granted a fee exemption dated to the time of your course enrolment
- where you formally advise TAFE NSW, in writing prior to the start of the course, where the training is more than one (1) week in duration, that you wish to withdraw from
- where you formally advise TAFE NSW, in writing, at least five (5) business days prior to the start of your course that you wish to withdraw from, where the training is less than one (1) week in duration.

Other circumstances where you may be eligible for a partial refund or amendment to your fee (and future fee instalments) include:

- where you formally withdraw from your study after the start of your course, you may be entitled to a partial refund where you have pre-paid against future dated fee instalments
- where you have paid the full Smart and Skilled student fee, but then receive Youth Allowance or Austudy within two weeks of the course start date and become eligible for a concession fee, your student fee (and future fee instalments) will be amended
- where you have paid the full Smart and Skilled student fee and you have been granted credit transfer or recognition of prior learning after commencing your study, your fee (and future fee instalments) will be amended.

For more information, please refer to the TAFE NSW student [Withdrawal and Refund Conditions](#).

## Withdrawal and refunds

If you decide to cancel or withdraw from your studies, you must notify TAFE NSW in writing, using the [Withdrawal Application Form](#).

There are different withdrawal and refund conditions depending on your enrolment conditions.

## Home schooled students

From 1 January 2017, registered home schooled students that meet the [Smart and Skilled eligibility criteria](#) are eligible for subsidised training under Smart and Skilled. Please [contact us](#) to enrol.

As part of the enrolment process, registered home schooled students are required to complete a manual application form and provide a copy of their current NESA Certificate of Home Schooling Registration. Please note that the minimum age for entry to these programs is 15 years, at the date of your enrolment.

## International students

If you are an international student, you will need to contact the international student officer at the TAFE NSW location of your enrolment.

If you withdraw from your course, reduce your course load, or suspend your studies, your student visa may be affected. You must discuss your withdrawal and the visa and fee impact with your international student coordinator or manager. You must also provide any relevant documentation (e.g. medical certificate, learning intervention plan, letter of request) in support of your application.

## Domestic students

### Higher Education

If you withdraw from a unit of study or a course of study, you are required to formally notify your TAFE NSW location, in writing.

If you withdraw from a subject on or before the census date:

- you will not incur a debt if you have taken out a FEE-HELP loan for the subjects you are withdrawing from
- you will receive a refund for the tuition fees if you have paid the tuition fees upfront for the subjects you are withdrawing from.

If you withdraw from a subject after the census date:

- you will be liable for the full debt of the subjects you are withdrawing from if you have taken out a FEE-Help loan
- you will not receive a refund if you have paid your tuition fees upfront
- domestic students who withdraw **after** the census date, may be eligible for a refund of tuition fees or reversal of their FEE-Help loan, under special circumstances.

For further information, please visit the [Help with Fees page](#) on the [Study Assist website](#).

### TVET courses (vocational education and training)

Different withdrawal methods apply to TVET students. If you are considering withdrawing, please speak with your school TVET coordinator.

### VSL - [VET Student Loan - diploma qualification level and above]

If you withdraw from a unit of study or a course of study, you are required to formally notify your TAFE NSW location, in writing.

- If you have overpaid your fee, you will be refunded (there are no refunds for incidental fees).
- If you enrolled in a course that was cancelled by the campus you will be refunded.
- If you withdraw from a unit of study on, or before, census day, you will receive a refund of your tuition fees if you have paid the fees, or you will not incur a debt if you have taken out a VET Student Loan.

If you withdraw from unit of study after the census date, you:

- will receive no refund of the unit of study fees if you have paid up-front
- will be liable for the full debt for the unit of study if you have taken out a VET Student Loan
- will only be eligible for a refund or reversal of your VET Student Loan under special circumstances.

*Scenario: Withdrawal from a VET Student Loan eligible course*

Briana Brown and Titus Tamarin have enrolled in the Diploma of Community Services (Case Management).

The course starts on 3 February 2021.

Briana and Titus have decided to take out a VET Student Loan.

The first census date for the course is 2 March 2021.

Over Christmas, Briana has decided that she would like to travel before commencing her studies.

So, Briana formally withdraws from the course on 31 January 2021.

As Briana has withdrawn **before** the first census date, Tiana will not incur a debt for the first unit of study.

If Briana had self-paid the tuition fee (i.e., not taken up a VET Student Loan), she would receive a refund, as her withdrawal was **before** the census date of 2 March 2021.

When his employment hours changed, Titus decided to formally withdraw from the course.

So, Titus formally withdraws from the course on 4 March 2021.

As Titus has withdrawn **after** the first census date, Titus will incur a debt for the first unit of study.

If Titus had self-paid the tuition fee (i.e., not taken up a VET Student Loan), he would not receive a refund, as his withdrawal was **after** the census date of 2 March 2021.

## VET courses

If you withdraw from your training or a course of study, you are required to formally notify your TAFE NSW location, in writing.

- If you enrolled in a course that was cancelled by TAFE NSW, you will be refunded the student fee or concession fee.
- If you have made an overpayment, then the overpaid amount will be refunded.
- If you have purchased services or equipment that have not been used or accessed, and you have returned the equipment to TAFE NSW, you may receive a refund.

If you are enrolled in **government subsidised training** and you formally withdraw before the commencement of training delivery or classes, then the student fee or the concession fee paid at enrolment will be refunded.

### Scenario: Withdrawals – Instalment fees

Charli Churchill, Patrick Pepper, and Olivia O'Brien enrol in the Certificate IV in Human Resources as government subsidised students.

Fees can be paid in advance or by instalment.

Classes start on 3 February 2021 and run until 26 November 2021.

Charli, Patrick, and Olivia have elected to pay their fees via instalment. Based on their course duration, the student fee can be paid in four instalments.

1. Initial Instalment of \$80, due on enrolment (and must be paid due prior to class commencement).
2. First Instalment of \$520, due on 21 February 2021.
3. Second Instalment of \$520, due on 21 June 2021.
4. Third Instalment of \$520, due on 21 September 2021.

Charli paid her initial instalment fee of \$80, on 6 January 2021.

Charli's family commitments change, so she formally withdraws on 27 January 2021.

As Charli has withdrawn before classes start, she will receive a refund of the payments she made.

Charli will receive a refund of \$80, and she is not liable for any instalment fees.

Patrick paid his initial instalment fee of \$80, on 6 January 2021.

Patrick's work conditions change, so he formally withdraws from the course on 10 February 2021.

As Patrick has withdrawn after classes start, he will not receive a refund for payments made.

Patrick will not receive a refund of \$80, and because he has withdrawn before 21 February, he will not be liable for the remaining instalments.

Olivia has paid her initial instalment fee of \$80, on 6 January 2021.

Olivia has started classes and paid the next Instalment fee of \$520, on 21 February 2021.

Olivia decides she needs to re-evaluate her work/life balance, and formally withdraws on 24 February 2021.

As Olivia has withdrawn after the instalment was due on 21 February, Olivia will not receive a refund of the \$80 initial fee, or the instalment fee of \$520.

Olivia will not be liable for the remaining two instalments.

If you are enrolled as a fee-for-service student in classes or training delivery of one week or shorter duration, to be eligible for a refund, you must formally withdraw from the course five (5) business days before the commencement of training.

*Scenario: Withdrawals – Fee-for-service short course*

Danny Dunston and Paavi Parker have enrolled in the Statement of Attainment in First Aid.

The course is a one-day course that will be held on 26 February 2021.

Danny and Paavi each paid the course fees of \$175 at the time of their enrolment.

Danny decides to formally withdraw from the course on 19 February 2021.

As Danny has withdrawn from the course five business days before the class starts, Danny **will** receive a refund of the course fees he has paid for the course.

Paavi decides to formally withdraw from the course on 25 February 2021.

As Paavi has not provided five business days' notice of her withdrawal, Paavi **will not** receive a refund for the course fees.

If you are enrolled as a fee-for-service student in classes or training delivery of more than one week duration, you must formally withdraw from the course before commencement of training to be eligible for a full refund.

If you withdraw after the commencement of training:

- the instalment fees paid are due at the date of withdrawal from training are non-refundable
- a partial refund will be available where you have made fee payment in advance (payments against future dated instalments which are due after the date of withdrawal).

*Scenario: Withdrawals – Fee-for-service*

Henry Holden, Freya Ford, and Janet Jaguar enrolled in the Certificate IV in Travel and Tourism. Fees can be paid in advance or by instalment.

Classes start on 3 February 2021 and run for 18 weeks.

Based on course duration, the student fee can be paid in three instalments.

1. Initial instalment of \$80, due prior on enrolment or prior to 3 February 2021.
2. First Instalment of \$4,240, due on 21 February 2021.
3. Second Instalment of \$4,240, due on 21 April 2021.

Henry, Freya, and Janet have elected to pay all their fees in advance, upon enrolment, paying \$8,560 each.

Henry's parents have bought him an 'around the world' plane ticket. Henry decides to withdraw from the course and travel, so he formally withdraws on 31 January 2021.

As Henry had withdrawn **before** classes start, Henry will be refunded the full \$8,560.

Freya lands herself a new job, but the hours make it difficult to study. Freya decides to withdraw from the course and formally withdraws on 4 February 2021.

As Freya withdrew **after** classes start, she will not be refunded the initial instalment fee of \$80.

Freya will receive a refund of the remaining 'future- dated' paid instalments, due on 21 February and 21 April, which total to \$8,480.

Janet has decided to expand her business and after attending a few classes, decides to withdraw from the course, and formally withdraws on 22 February 2021.

As Janet has withdrawn **after** classes start and after the first instalment was due, she is liable for the initial instalment fee of \$80, and the instalment fee of \$4,240, due on 21 February.

Janet will receive a refund of the remaining future-dated instalment due on 21 April, which totals \$4,240.

# RIGHTS AND RESPONSIBILITIES

It is important that all students know their rights and responsibilities, and what you can expect from TAFE NSW.

## WHEN YOU ENROL WITH TAFE NSW

When you enrol with TAFE NSW, the collection, storage, use, and disclosure of any personal information you provide, is protected under the Privacy and Personal Information Protection Act 1998, and the Privacy and Personal Information Protection Regulation 2005. Any health information you provide is protected under the Health Records and Information Privacy Act 2002.

Any information we ask you to provide, will only be that which is necessary for the purposes of your course enrolment, learning, and study records. Information provided will be held securely and disposed of securely when no longer needed.

During your enrolment with TAFE NSW, you will be advised of, and asked to, acknowledge your acceptance and understanding of the Student Privacy Statement, Smart and Skilled consent, and your consent to access information held by the Australian Government Services Australia (Centrelink).

These are detailed on the [Know your Rights and Responsibilities](#) page on the TAFE NSW website.

## STUDENT RIGHTS AND RESPONSIBILITIES

TAFE NSW aims to provide you with the opportunity to study, learn, and develop skills in a safe and supportive environment.

When you sign your enrolment form or enrol online (and pay your fees/fee instalment, or are granted a fee exemption), you agree to follow TAFE NSW policies and procedures, and you agree to abide by these conditions. It is also a declaration that all the information you have provided, is true and correct.

TAFE NSW policies and procedures are available on the TAFE NSW website, in TAFE NSW libraries, and at the TAFE NSW location at which you enrol. When you commence your studies, you will be provided with information and procedures relating to examinations and course assessments and results.

You may be penalised if you disrupt your class, harass students or teachers, damage property, cheat in examinations, or otherwise act in a way contrary to the good conduct of TAFE NSW.

You can appeal against certain penalties. Your penalty might then be reduced, removed, or increased. To learn more, please refer to the Student Discipline section.

### As a student, you have the right to:

- be treated fairly and with respect by teachers, other staff, and students
- learn in an environment, free of discrimination and harassment
- participate in, and pursue your educational goals in, a supportive and stimulating learning environment (once student fees are paid or fee exemption granted)
- have access to counselling
- have your TAFE NSW records and personal information stored and maintained in a confidential, secure, and professional manner
- receive information about your course, the assessment requirements and procedures, health and safety requirements, and information about support services
- receive information on your progress in the course in a timely and professional manner
- modify your learning plan if your circumstances change, in consultation with educational staff
- present recognition of prior learning (RPL) and credit transfer at the commencement and within the duration of your studies
- a review of your results
- a review of other decisions affecting your progress, including an appeal, if charged with a breach of student conduct
- discontinue your studies, advising via the appropriate notification process
- lodge a complaint or suggestion for improvement, without fear of victimisation or retribution.

**As a student, you have responsibility to:**

- treat all staff, students, and the general public with respect, fairness, and courtesy
- pay all student fees and charges associated with your enrolment by the due dates, otherwise TAFE NSW may suspend or cancel your enrolment, refer your outstanding debt to a debt collection agency, and will withhold your award and/or results for any completed units or qualifications
- be punctual and regular in your attendance
- achieve satisfactory academic progress throughout your course, at a rate that will ensure you complete the course in the nominated duration time
- contribute equally to any group assessments which receive a group mark
- return or renew library books by the due date
- do all that you can to prevent the introduction of viruses to TAFE NSW computers
- wear enclosed, flat soled, non-slip footwear, as the wearing of thongs or walking barefoot is not permitted at TAFE NSW locations for safety reasons
- use protective equipment where required and follow all workplace health and safety (WHS) instructions
- immediately report any workplace health, safety, and environmental concerns to your teacher and/or TAFE NSW customer service staff.

**As a student, you must NOT:**

- at enrolment, withhold or misinform TAFE NSW of your previous training qualifications in relation to your eligibility for any Smart and Skilled training subsidised by the NSW Government
- plagiarise, collude, or cheat in any assessment event or examination
- illegally copy software licensed to TAFE NSW
- engage in conduct which infringes copyright, including in respect to both TAFE NSW course materials and third party copyright material
- install software onto TAFE NSW computers
- use offensive language
- smoke in any designated non-smoking areas
- litter on or around campus
- harass fellow students, staff, or the general public, either face to face, over the phone, online, or through any social media
- use any social media (such as Facebook, Twitter, or Instagram), or mobile phones, pagers or similar devices for personal reasons in class or exams
- use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- damage, steal, modify, misuse, waste, or pollute TAFE NSW property
- be under the influence of alcohol or illegal drugs in the learning environment
- engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public, including SMS messaging or any form of cyber bullying.

## TAFE NSW RIGHTS AND RESPONSIBILITIES

TAFE NSW has the responsibility to:

- support you in learning, studying, and developing skills in a safe and healthy learning environment
- safeguard the welfare of children, young people, and other vulnerable people who may come into contact with our students during workplace components of a course, visits to industry, and in simulated workplace settings
- do our best to help you complete your course
- advise you of changes to fees, course delivery, timetables, and locations, and of any alternative arrangements available to you
- make changes to course delivery, timetables, and locations, only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences (avoiding casual changes to the running of a course or its time, date, fees, or location)
- ask students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour, or dealing with vulnerable people, and offer the services of a TAFE NSW counsellor, should a student request it in relation to making this declaration
- maintain, and be compliant with, the Standards for Registered Training Organisation (RTOs) 2015 and the requirements of the Australian Skills Quality Authority (ASQA) and the Higher Education Threshold Standards (2015) and the requirements of the Tertiary Education Quality and Standards Agency
- be compliant with relevant Commonwealth and State legislation, regulations, and contractual obligations.

TAFE NSW reserves the right to:

- withdraw and/or cancel the delivery of a course
- for non-payment of student fees:
  - prevent your attending classes or accessing online learning materials
  - withhold any academic documents for completed units or qualifications
  - cancel your enrolment
- offer and run a course at a location or delivery pattern other than that advertised
- alter the fees, times, or dates for the whole or any part of a course
- not guarantee that you will be able to complete your course at the location where you first enrolled, at the times, or on the days, or in the manner you were first offered
- cancel your enrolment where:
  - you have failed a unit more than twice
  - you are unable to demonstrate academic competency through course work, work placement, or practical work tasks.

TAFE NSW is not liable for any loss, expense, or inconvenience such changes may cause.

## MANAGEMENT OF RISK OR HARM TO STUDENTS AND STAFF

TAFE NSW is required by law, to ensure the health and safety of students, staff, and visitors on our premises and is committed to providing a safe environment.

In order to meet these legal obligations, it is necessary for us to assess and manage any known risk of violent behaviour. If you have a history of violent behavior that may suggest that you could pose a potential risk of any type to TAFE NSW students, staff, and/or visitors, it is a condition of your enrolment to advise the campus manager, a TAFE NSW counsellor, or your head teacher, prior to your first class.

For these purposes, 'violence' is not restricted to physical acts. It includes any behaviour in the last ten years that seriously interferes with the physical or psychological safety and wellbeing of others, such as:

- actual violence to any person
- possession of or use of a weapon or any item with the intention to cause harm or injury to others
- threats of violence or intimidation of others
- suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

TAFE NSW is committed to offering vocational education and training to the entire community.

Following your advice of a potential risk, we will carry out an assessment of the risk and, if necessary, provide support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate, safe environment to suit every students' needs and maximise your success in your studies.

If you do not disclose this information when signing the enrolment form or enrolling online, you are in breach of this legislation and TAFE NSW conditions of enrolment, and your enrolment may be invalid.

## WORK PLACEMENTS AND CERTIFICATES OF INSURANCE

TAFE NSW holds a Certificate of Currency issued by the NSW Treasury.

In many TAFE NSW courses, some of the learning and assessment occurs in the workplace, or in a simulated workplace environment.

To help you understand your responsibilities in the workplace, you will be given a code of practice which indicates expected standards of behaviour.

TAFE NSW has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time.

Your teacher will explain to you and your workplace supervisor, the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your teacher.

Students who have committed a breach of student conduct and discipline, or who are assessed as presenting a significant risk to themselves or others during work placement, may be prevented from undertaking or continuing further work placement.

This may mean they will not complete the course where successful completion of work placement is required.

There are TAFE NSW courses that have a compulsory work placement component.

## HARASSMENT AND DISCRIMINATION

Harassment includes behaviour that offends, humiliates, or intimidates any other person on any grounds, where the behaviour is not welcome.

Harassment and discrimination may be sexual or non-sexual. The harassment may be on the basis of attributes such as (but not limited to) race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status, or age, and it is against the law under the NSW Anti-Discrimination Act (1977).

Behaviour that may be acceptable in private, social, or cultural settings among some groups, may not be acceptable in a workplace situation or educational institution. Behaviour that is acceptable to one person may not be acceptable to another. The person being harassed, not the harasser, is the one who decides whether they feel harassment has occurred.

If you feel you are being discriminated against or harassed, ask the person to stop and remind them that discrimination and harassment are not accepted at TAFE NSW.

If you do not feel you can do this, you can seek advice and support from a TAFE NSW counsellor, who will help you if you need to make a complaint.

The behaviour may constitute a breach of the Student Conduct and Discipline Policy or be a criminal offence, and will be dealt with promptly and effectively.

### Harassment can take many forms, for example:

- material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender, and is displayed publicly, circulated, or put in someone's workspace or belongings, on a computer (including email), or on the internet including social media platforms
- verbal abuse or comments that put down or stereotype people generally, or an individual particularly jokes based on gender, race, marital status, homosexuality, disability, age, or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race, and so on, and using a racist or sexist joke to have a "dig" at someone - and therefore to harass them
- offensive gestures
- ignoring, isolating or segregating a person or group
- referring to a person who is transgender, by their previous name or gender, or by calling them "it"
- staring at, or leering in a sexual manner
- sexual or physical contact, such as grabbing, kissing, or touching
- intrusive questions about sexual activity
- unwelcome 'wolf-whistling' or 'cat-calling'
- repeated sexual invitations when the person has previously refused a similar invitation.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents.

Just one act can be enough to be harassment. Someone does not have to say "no" before any particular type of behaviour or action can be considered harassment. If at any time you are unsure if your behaviour is offending or will offend someone, then that behaviour should stop immediately.

It is also against the law for anyone to victimise another where that person has:

- complained about harassment
- supported someone who complained about harassment.

## STUDENT CONDUCT

As a student, you have a responsibility to treat other students with respect and fairness. You have a responsibility to not engage in conduct that impairs the reasonable freedom of any person (whether or not a student) to pursue their studies, research, or work in TAFE NSW, including on locations, in online or digital platforms, when participating in activities associated with TAFE NSW, or in activities prejudicial to the management of TAFE NSW or any part of it.

If another student's behaviour is interfering with your studies or breaching the TAFE NSW Student Conduct and Discipline Policy, you should feel comfortable to report it.

Talk to your teacher or a TAFE NSW counsellor about this.

## Breach of student conduct – Student Discipline

A breach of student conduct leading to student discipline includes, but is not limited to, the following:

- assault or threatening to assault a person, or incite another person to assault or threaten any person
- behaviour that involves a breach of the law
- engaging in any offensive conduct
- sexual behaviour that could cause offence or harm to others
- consuming alcohol otherwise than in an area where it is permitted, being under the influence of alcohol, supplying alcohol to a person under 18 years, or consume alcohol if you are under 18 years of age
- smoking on campus, including e-cigarettes, in an area other than a designated 'smoking area', or selling and supplying cigarettes to a person under 18 years on campus or during TAFE NSW activities
- removing, damaging, or using any property of TAFE NSW without the authority of TAFE NSW or a member of staff
- obstructing a member of staff in the performance of the staff member's duties
- refusing to give full and accurate particulars of your identity, in response to a direction to do so by a member of staff
- providing false or inaccurate information, or failing to produce evidence of your residency status to TAFE NSW when required
- disobeying or disregarding an instruction, order, or direction of a member of staff, including an instruction, order, or direction made by the staff member to ensure the health, safety, or welfare of any person
- entering premises of TAFE NSW, or failing to leave a part of TAFE NSW premises, contrary to a direction given by a member of staff
- committing or engaging in any dishonest or unfair act, including plagiarism in relation to an examination, assignment, or other form of academic assessment
- falsifying, or attempting to falsify, a testamur, result notice, employer report, or any record relating to the results of an examination or other form of academic assessment
- providing false or inaccurate information to officers of TAFE NSW at the time of enrolment or at any time.
- engaging in behaviour that amounts to unlawful harassment or discrimination of another student or students or member of staff
- encouraging, aiding, or assisting another student to commit a breach of student conduct and discipline and to disobey or disregard a reasonable instruction, order, or direction of a member and when this is directly to ensure the health, safety, or welfare of any person
- making inappropriate videos, images, or sound recordings (including videos and sound recordings made without the permission of the person photographed or recorded) and/or sharing or posting them on websites, whether or not TAFE NSW equipment was used
- preparing, writing, distributing, and/or having possession of (by any means) material adversely targeting individuals or particular groups
- generating graffiti in relation to TAFE NSW property and adversely targeting individuals or particular groups
- aggressive, abusive, threatening, bullying, or intimidating behaviour or language directed to staff, students, or others
- using electronic means of communication, or telecommunications, to adversely target, harass, or bully individuals or particular groups
- misusing a TAFECard
- failing to pay any mandatory fee, charge, or penalty owing to TAFE NSW
- failing to return any borrowed TAFE NSW equipment or resource, within the specified period of time
- failing to advise the campus manager, TAFE NSW counsellor, head teacher, designated officer, or delegate before attending your first class of any history of violent behaviour
- unauthorised use or misuse of TAFE NSW computers or computer systems, including misuse of the TAFE NSW student user logins
- dangerous driving on or near TAFE NSW premises
- failing to comply with a provision of the Student Conduct and Discipline Policy or with an order or direction given under such a provision
- failing to comply with an order made on a minor breach of discipline.

The designated officer and/or campus manager dealing with an alleged breach of discipline, will assess the situation, including holding discussions with the student, staff, and others involved with, or witness to, the possible breach.

The designated officer will inform the student of the process, including their right of appeal, the timeframe for action and completion of the process.

The student may make submissions about the alleged breach of student conduct, a student discipline matter, and where it is upheld that a breach did occur and a penalty is imposed, the student can lodge an appeal against the penalty.

## Penalties for breaches of student conduct – student discipline

Where a designated officer is satisfied that a student has committed a breach of discipline, any of the following penalties may be applied:

- a reprimand
- the payment a fine not exceeding \$200, within a specified time
- the payment of compensation by student for damage or loss of property
- having conditions placed on the use of specified facilities or equipment
- exclusion from either part of or the whole location for a duration specified at the time of exclusion
- exclusion of online access to any resource of TAFE NSW for a duration specified at the time of exclusion
- exclusion from one or more examinations
- denial of the right to borrow library resources, or use any services from any or all of the libraries operated by TAFE NSW, until items have been returned and fines have been paid
- the issuing of testamurs, result notices, or employer reports may be delayed until student has complied with the order
- exclusion from any, or all, TAFE NSW establishments (including online digital platforms).

## Illicit drug use

Detection of any of the following activities will be acted on. All are breaches of the TAFE NSW student discipline policy and are not permitted:

- being under the influence of an illicit drug on campus
- using, possessing, or supplying a prohibited or illicit drug or substance (this is also against the law)
- using a phone or computer to communicate about the supply of a prohibited drug (this is also against the law).

## CONSUMER PROTECTION

TAFE NSW has a reputation as a safe, progressive, and dynamic place to study. TAFE NSW aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business, and the wider community.

As a TAFE NSW student you have a right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirement
- be informed about personal information that is collected about you, and have the right to review and correct that information
- access the TAFE NSW feedback and complaints handling process.

With rights come responsibilities, and as a student in TAFE NSW, your responsibilities include:

- providing true, accurate and complete information to TAFE NSW
- behaving in a responsible and ethical manner.

There are designated Consumer Protection Officers within TAFE NSW to assist you. For more information, please read the [TAFE NSW Consumer Protection Policy](#).

## MAKING A COMPLAINT

We are constantly improving the way we work. So, if you have a problem with, or complaint about, TAFE NSW, you can report it to any TAFE NSW employee. They will record your concerns so they can be dealt with confidentially and promptly.

We recommend you speak with someone as soon as the situation arises. In the first instance, we recommend you discuss the situation with your teacher, however, you may prefer to contact the head teacher in your area of study, a TAFE NSW counsellor, or the campus manager.

TAFE NSW welcomes complaints made via the [online feedback form](#). You may also submit your complaint on a suggestion or complaints form, which is available from teaching and administration staff, or online via the TAFE NSW website.

If you are enrolled in a Smart and Skilled qualification and if your issue cannot be resolved by TAFE NSW, you can also contact the [Smart and Skilled Customer Support Centre](#) to seek assistance, ask for advice, make a complaint, or provide feedback. You can do this by phone on 1300 772 104, or in person at a [State Training Services Centre](#).

For more information, please see the [TAFE NSW Complaint Management Policy](#).

# QUICK ASSISTANCE GUIDE

## **I have a course enquiry.**

Call 131 601, select option 1.

TAFE Digital Student - Call 131 601, select option 2.

## **I have a payment enquiry.**

Call 131 601, select option 1.

TAFE Digital Student - Call 131 601, select option 2.

## **I need my results or transcripts from a course I have completed.**

Call 131 601, select option 1.

TAFE Digital Student - Call 131 601, select option 2.

## **I want to speak to a local TAFE NSW customer service centre.**

Please refer to the following site for contact information: [tafensw.libguides.com/contacts/a-z](https://tafensw.libguides.com/contacts/a-z)

## **I do not know my username or password.**

Call 131 601, select option 4, then option 1.

## **I know my TAFE NSW username and password, but I need help logging into the student portal.**

Call 131 601, select option 4, then 2.

## **I can sign into the student portal, but I want help with connecting to Moodle.**

Call 131 601, select option 4, then 2.

## **I know my username and password, but they are not working.**

Call 131 601, select option 4, then 2.

## **I need help connection to the TAFE NSW Wi-Fi.**

Please refer to the following site for guides and troubleshooting information: [tafensw.libguides.com/wifisupport/help](https://tafensw.libguides.com/wifisupport/help)

For more help, call 131 601, select option 4, then 2.

## **My Teams classroom code does not work.**

Please contact your teacher.

## **My Enrolment key does not work.**

Please contact your teacher.

## **How to access your email.**

Please refer to the following sites for guides [tafensw.libguides.com/technology/welcome](https://tafensw.libguides.com/technology/welcome)

**Students who are deaf or hard of hearing, can seek assistance through the [National Relay Service](#) or lodge an online request via the [TAFE NSW Enquiry Form](#).**