TAFEcard

User Guide and Terms and Conditions of Use

www.tafensw.edu.au
User Guide

To get a TAFEcard you need to be snapped
On enrolment day (or shortly afterwards at your campus), you will be photographed for your new TAFEcard. You will usually be given your TAFEcard straight away when you are photographed or it may be mailed to you. You can use most TAFEcard related facilities immediately, although you may have to wait a day or two for library borrowing rights.
If you can't attend campus for the photograph, you may be able to send an electronic image or a photograph instead. Contact your campus to find out how.
For your TAFEcard photograph you will need to provide proof of your enrolment and you may be asked to provide a few further details.
Head coverings are not permitted in TAFEcard photographs except for religious reasons, in which case facial features from the bottom of the chin to the top of forehead and both edges of the face should be clearly shown.
You can obtain a replacement TAFEcard from the TAFEcard station at your campus if your card is lost, damaged or stolen. You will need to give the TAFEcard operator your Student Number and a replacement fee may be applicable.

For how long is my TAFEcard valid?
Your TAFEcard is valid for the length of your enrolment. However, you should keep your TAFEcard as each time you enrol at TAFE NSW, your card will be reactivated.

When to carry your TAFEcard
You should carry your TAFEcard with you whenever you are on campus. You will need it to use campus services and to prove your identity if asked by a member of TAFE NSW staff.
You must produce your TAFEcard for identification when sitting for TAFE NSW final examinations.

Care of your TAFEcard
Treat your TAFEcard with care. The TAFEcard displays your student identity and provides easy access to the excellent facilities and services only available to students of TAFE NSW.
If your TAFEcard is lost or stolen, the stored value on it may not be easily recovered. There may also be a fee charged for its replacement.
Use of your TAFEcard is subject to the TAFEcard “Terms and Conditions” which are shown below.
Do not let other people use your TAFEcard as you may be held responsible for what they do with your card. Report lost, stolen or damaged cards immediately to your campus administration.
Terms and Conditions of Use

1. **What is TAFEcard?**

   TAFEcard is a multi-function card that is:
   - an identity card with your name, photo, student number and other information visually displayed on it
   - a card that carries a magnetic stripe that allows you to access services provided by the New South Wales Technical and Further Education Commission (TAFE NSW) and your Student Association.

2. **Do I have to use TAFEcard?**

   You will need to use TAFEcard as an identity card within TAFE NSW. Also, depending on circumstances and arrangements at the campus that you attend, you will need to use your TAFEcard to access certain services provided by TAFE NSW and your Student Association.

3. **What can I use my TAFEcard for?**

   **ID Card**
   Your TAFEcard is your student identification card. Your name, photo and student number make it an undisputed form of ID in TAFE NSW. Carry it with you at all times on campus and to prove your identity when sitting TAFE NSW examinations.

   **Student Association Membership**
   If you choose to join your Student Association, your TAFEcard will be marked with the TAFE NSW Student Association identifier, entitling you to benefits on and off campus and only available to TAFE NSW Student Association members.

   **Library Card**
   The barcode on the front of your TAFEcard carries your TAFE NSW Library registration. It lets you borrow items and gives you access to other library services.

   **Travel Concession Card**
   If eligible, your TAFEcard may carry the State Transit identifier entitling you to concession travel on government transport.

   **Door access and other uses**
   Depending on the campus of your enrolment, the magnetic stripe on the back of your TAFEcard may be read by a magnetic stripe reader to facilitate access to secure campus areas such as carparks or computing labs. The magnetic stripe may also provide access to printing and photocopying services. Please check at your campus.

4. **How do I use my TAFEcard?**

   In TAFE NSW Libraries, hand held scanners will read the barcode printed on the front of your TAFEcard, recognising your library registration and facilitating the borrowing of library material.

   Some campuses may operate magnetic stripe applications on campus such as photocopying, printing, car parking etc. These services are paid for via an online magnetic stripe account, in most cases managed by the Student Association. When you purchase a service using the magnetic stripe, an amount is debited from your magnetic stripe account. Check if your campus operates any magnetic stripe applications and how your account can be loaded with money with your campus administration.

5. **Can I lend my TAFEcard?**

   You must not allow your TAFEcard to be used by another person for any functions of the card. You are responsible for any use of your card by another person for any of the services provided by TAFE NSW.

6. **Where do I get assistance with respect to my TAFEcard?**

   The administration office at your campus will assist you with any queries or problems you may have with your TAFEcard during business hours.
7. **What if my TAFEcard is faulty?**

You can report any fault with your TAFEcard to the administration office at your campus and if required a replacement TAFEcard can be organised.

If faulty when you first receive your card or due to no fault on your part, a new TAFEcard will be issued to you at no cost. If faulty due to your own negligence, you will be issued a new TAFEcard on payment of a $20 replacement fee.

TAFE NSW is not responsible for any loss suffered by you.

8. **What should I do if my TAFEcard is lost, stolen, damaged or destroyed?**

You must immediately report lost, stolen, damaged or destroyed TAFEcards to your campus administration. Administration will cancel the barcode and magnetic stripe and arrange issue of a new TAFEcard. In instances of student negligence a replacement TAFEcard fee will apply.

The transport identifier placed onto your TAFEcard represents transport concession on government travel. This security foil cannot be transferred to other TAFEcards. If you have been issued with a new TAFEcard and need a new transport concession security foil, please contact your campus administration for information on how a replacement transport concession identifier can be arranged. You may be required to pay a replacement fee.

9. **What if I think an error has been made or an unauthorised transaction has occurred?**

You should contact the administration office at your campus who will investigate the matter.

10. **When do I need to carry my TAFEcard?**

Students must carry their TAFEcard at all times while on campus to access TAFE services, prove identification and to sit TAFE NSW final examinations. Do not give your TAFEcard to or allow it to be used by other people.

11. **Can TAFE NSW cancel TAFEcard services available to me with my TAFEcard?**

TAFE NSW reserves the right to cancel any of the TAFE services provided by and available to you in connection with your TAFEcard in accordance with TAFE NSW policies and procedures. For example students in "bad standing" may have their TAFE privileges revoked.

12. **Can TAFE NSW require that I return my TAFEcard to it?**

You must return your TAFEcard to TAFE NSW immediately upon TAFE NSW requesting you to do so.

13. **What are my rights in respect of my TAFEcard?**

You have certain rights under consumer protection law that cannot be excluded. Except for those rights, any conditions or warranties implied by Commonwealth, State, Territory or other laws are excluded from these conditions of use. To the extent permitted by law, TAFE NSW’s liability is limited to replacing faulty TAFEcards.

Unless required by law, TAFE NSW is not liable for the availability, quality or fitness for purpose of any of the services not provided by TAFE NSW or any goods or services purchased with your TAFEcard not provided by TAFE NSW, nor for any loss you may suffer arising from any malfunction of the card system.

To the extent permitted by law, TAFE NSW is not liable for any indirect or consequential loss incurred by you.

14. **Can staff obtain a TAFEcard?**

TAFEcards may also be issued to members of the staff of TAFE NSW. The issue of a TAFEcard to any such member of staff does not empower that person to act as an agent for TAFE NSW in relation to any transaction, and TAFE NSW does not accept any liability arising out of any transaction entered into with the TAFEcard by that person.

15. **Can TAFE NSW vary these conditions?**

Circumstances may arise which require TAFE NSW to vary these conditions and it may do so at any time. If TAFE NSW does change these conditions you will be notified of the change.