TAFE NSW would like to pay our respect and acknowledge 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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Welcome to TAFE NSW

Congratulations on joining one of Australia’s leading providers of vocational education and training. Whether you’re studying a short course or a degree, starting your career or looking for a career change, TAFE NSW has you covered.

Our practical courses are taught by world-class teachers who are recognised for their experience and industry knowledge. When you study at one of our 130 locations, you’ll get access to top industry training facilities and classrooms, as well as our great student services. If you prefer to study online, you can connect with your teacher and classmates in a virtual classroom, whenever and where you like.

There’s a world of opportunity to expand your networks, make friends, build your skills, and have fun. Take advantage of your time at TAFE NSW and have an enjoyable, safe and rewarding experience.
Your 2023 Student Guide

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.

Check out the academic calendar and plan your semester, learn how to access systems, discover your rights and responsibilities, and familiarise yourself with our support services.

Your teacher will provide you with all the other essential information you need during your online orientation or your first class. This includes your timetable, important Moodle (learning management system) self-enrolment keys or Microsoft Teams codes, which you’ll need to access online classes. Be sure to keep a note of your teacher’s contact details so you can reach out to them with any questions you may have.

Academic Calendar

<table>
<thead>
<tr>
<th>February 2023</th>
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<tbody>
<tr>
<td>Monday</td>
<td>6 February 2023</td>
<td>Semester One, Term One begins</td>
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<tr>
<td>April 2023</td>
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<tr>
<td>Sunday</td>
<td>9 April 2023</td>
<td>Semester One, Term One ends</td>
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<tr>
<td>Monday to Sunday</td>
<td>10 April to 23 April 2023</td>
<td>Autumn vacation</td>
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<tr>
<td>Monday</td>
<td>24 April 2023</td>
<td>Semester One, Term Two begins</td>
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<tr>
<td>June 2023</td>
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<tr>
<td>Sunday</td>
<td>24 June 2023</td>
<td>Semester One, Term Two ends</td>
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<tr>
<td>July 2023</td>
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<tr>
<td>Monday to Sunday</td>
<td>3 July to 16 July 2023</td>
<td>Winter vacation</td>
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<tr>
<td>Monday</td>
<td>17 July 2023</td>
<td>Semester Two, Term Three begins</td>
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<td>September 2023</td>
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<tr>
<td>Sunday</td>
<td>24 September 2023</td>
<td>Semester Two, Term Three ends</td>
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<td>Monday to Sunday</td>
<td>25 September to 8 October 2023</td>
<td>Spring vacation</td>
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<td>October 2023</td>
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<tr>
<td>Monday</td>
<td>9 October 2023</td>
<td>Semester Two, Term Four begins</td>
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<td>December 2023</td>
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<tr>
<td>Sunday</td>
<td>3 December 2023</td>
<td>Semester Two, Term Four ends</td>
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- If you’re a studying a TAFE NSW degree, check out your academic calendar on our degrees page
- If you’re still at school, please speak to your School Careers Advisor about enrolling at TAFE NSW
Getting connected

As a TAFE NSW student, you’ll have access to the Internet and WiFi at all of our learning environments. You will also have access to a range of learning platforms and tools like:

- The Student Portal
- Moodle
- Online Learning System (OLS)
- Microsoft Office 365
- Adobe Creative Cloud
- Autodesk

Your Student Portal

The Student Portal is your go-to for information on your enrolment, your results as you achieve them and your fee status. The portal is also how you access your student email account. Your student email account is the primary way TAFE NSW communicates important messages, so make sure you add us to your safe senders list.

The first step is to activate your Student Account. Once you have done this, you can access your Student Portal (my.tafensw.edu.au) on any computer connected to the internet, including the TAFE NSW computers in classrooms and libraries.

How to Activate your Student Account

1. When you enrolled, you received an email with your User ID. Click the account activation link in this email to go to the TAFE NSW portal login page.

2. Enter the User ID provided in the email (e.g. firstname.lastname1)

3. Enter your temporary password. The temporary password was sent to your personal email address when you enrolled.

4. You’ll be prompted to create a new password. Make sure it’s secure and meets TAFE NSW password requirements.

5. You can now log in to the TAFE NSW Student Portal with your User ID and newly created password.

Important - Click on My Details in your Student Portal to update your personal email address for password recovery. If you can’t locate your User ID or password, please call us on 131 601 or visit your local Student Administration Office.
Once you’ve activated your account, you’ll have access to:

- Class computers
- TAFE NSW Library computers
- Library eResources to support your course work
- Important course emails and updates from TAFE NSW
- Online course material (where applicable)
- Your current and past enrolment details, study details and subject results
- Your payment history and receive notifications about scheduled fees.

Logging in

The first time you access a TAFE NSW computer, please log in with your full TAFE NSW email address (e.g. firstname.lastname1@studytafensw.edu.au) and password.

Already have an account?

If you’ve studied with us before you may still have an active account and will be able to log in using these details. If your account is no longer active you’ll need to call us on 131 601 or visit your local Student Administration Office to reactivate your account.

Please note:

- When you complete your course, you’ll have access to your Student Portal, Office 365 resources and Moodle for 180 days. After this time your Student Portal and Office 365 (email only) can still be accessed for 2 years, if you update your TAFE NSW password when prompted. Library eResources will no longer be available after the 180 days.
- Internet browsing and TAFE NSW email accounts are filtered for inappropriate content.

Staying cyber safe

Multi Factor Authentication (MFA) for students

Cyber security is everyone’s responsibility. To protect your information from cyber-attacks, TAFE NSW has enabled multi-factor authentication (MFA).

MFA adds a second method of verification to your account when you log in with your username and password, such as a notification sent to your phone. This helps to keep your account safe by proving that it is really you trying to log in. TAFE NSW encourages students to adopt this additional form of authentication to safeguard your digital identity.

Acceptable Use of Information Technology Guidelines

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.

Read the Acceptable Use of Information and Technology Policy.
Your TAFEcard

All current students must have a valid TAFEcard. It is your identification on campus and features your photograph, your name and your student number.

Your TAFEcard:
- is required for you to be able to sit an exam
- gives you access to parking, travel concessions (if you are eligible), photocopying, library facilities and secure areas such as computer labs
- is a compulsory form of identification for students attending classes at TAFE NSW

Your TAFEcard is valid for the duration of your enrolment. Each time you enrol at TAFE NSW your card will be reactivated, so keep it safe and handy. If your card gets lost or damaged, there is a replacement fee of $20.

To get your TAFEcard, visit your local Student Administration Office where they’ll snap your picture and issue your card. If you can’t make it to campus or you are studying online or via a virtual classroom, call us on 131 601.

Your USI

Your Unique Student Identifier (USI) is your individual education number. It is an online record of all nationally recognised training you’ve completed in Australia after 1 January 2015.

When you enrol at TAFE NSW, you need to have your USI. You will also need to give us permission to access your USI account. This allows us to verify your USI and to view your academic records and transcripts if required.

The personal details you provide when you enrol must match your USI personal details. Any changes to your details must be made to both your TAFE NSW and USI records.

We’re required to record and verify your USI before we can issue documentation including your qualifications, testamurs or statements of attainment.

The USI and higher education students

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

By 2023, all higher education students must have a USI to receive their award. This includes all students who started before 2021 and all onshore international students.

Create or update your USI

You can create or update your USI easily at the USI website. If you’re applying for your USI, make sure you have one form of identification ready. It should only take 5 minutes to complete your application.
Parking and personal property

TAFE NSW does not accept responsibility for loss or damage to private property or vehicles on TAFE NSW premises. If you bring property to, or park your vehicle at a TAFE NSW location, you do so at your own risk.

Public transport and concessions

The NSW Government provides subsidised and concession travel to a range of people including TAFE NSW students. You may be entitled to student travel concessions on public or private transport (conditions apply).

Apprentices and trainees

You’re eligible to apply for a Transport Concession Entitlement Card if:

- you’re registered with Training Services NSW and
- in an active apprenticeship or a new entrant traineeship approved by Training Services NSW

International students

International students are entitled to concession fares when their study is fully funded by specified Australian Government scholarships.

If you’re studying with an Endeavour Scholarship, an Australian Awards Scholarship, or an International Postgraduate Research Scholarship, you’re also eligible.

Visit the TAFE NSW website for more information on student concessions or visit your local Student Administration Office.
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.

Home school students must be at least 15 years old at the date of enrolment. They will also need to complete a manual application form and provide a copy of a current NESA Certificate.

Call us on 131 601 for more information and for a copy of the application form.

Credit transfer

To get a Credit transfer for previous Vocational Education and Training studies, we first need to verify your transcript. The transcript will need to show:

- you have completed the required units
- you received a result of ‘achieved competency’ or equivalent
- the date your result was achieved.

If the result on your transcript was achieved by a Credit Transfer, you cannot use it as evidence towards a new Credit Transfer.

If you’re applying for a Credit Transfer with a result from your previous TAFE NSW study, we may not need to verify this. If the transcript is from another Registered Training Organisation (RTO), you can give us permission to access your USI record for verification or we can request verification from the other RTO.
Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) assesses your existing levels of competency within a subject area. By applying for recognition, you can reduce the amount of time you need to study and get your qualification faster. This means once you get started in your study, you will be building new skills, rather than repeating old ones.

These skills may have been acquired through formal and informal learning. The RPL assessment determines the extent to which you meet the requirements in the training package, VET accredited course or TAFE NSW Higher Education 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

An Authority to Publish form grants TAFE NSW permission to quote you or use your image in selected print and digital promotion and marketing materials.

While you’re studying with us, you may be asked to sign an Authority to Publish form by your teacher or TAFE NSW staff. This form is an agreement between you and TAFE NSW and by granting authority you agree that:

- TAFE NSW can 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

We will not use a quote from you or your image for any purpose other than the general promotion and marketing of education and training by TAFE NSW.

You must be over 18 years of age to sign this form, if you’re not over 18 years of age, we’ll need your parent, carer or guardian to sign this release.

Your experience at TAFE NSW can help and inform the next generation of students, and we appreciate your support.

Animal Care Policy

Where animals or animal tissues are used to support your learning, 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, meet 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

Change of details

Contact us if your personal details such as your phone number, email, address, name, or visa status, change. You may need to present evidence of the change.

Don’t forget that these changes also need to be updated on your USI profile.

Preferred and legal names

You can choose to use a preferred name to display on your TAFE NSW student email, Microsoft Teams and other TAFE NSW IT systems. Your preferred name will automatically be used if you provide this when you enrol. If you want to change or add a preferred name, you will need to contact us. Your legal name will be displayed on your TAFEcard, testamurs, certificates and other official documents.

Medical conditions

If you have an ongoing medical condition, such as epilepsy or diabetes, it’s 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 relevant staff who can then provide you with support if necessary.

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 on campus, contact your teacher or visit your local Student Administration Office.

Prescription drugs

Some prescription and over-the-counter medications may impair your judgement. While you’re affected by medication, you may not be able to safely use equipment or handle chemicals. It’s 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 about your medical condition so that they can ensure safety arrangements are in place. 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.
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. 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 or participating in authorised activities. At enrolment, you will be informed of any course requirement, such as protective clothing and equipment (PPE).

To report an injury, illness, incident or safety hazard, please speak with your teacher or report it to the Work Health and Safety Hotline on 1800 316 600.

Course requirements – safe handling of volatile substances and PPE

Some courses 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 a uniform and/or Personal Protective Equipment (PPE) and clothing during classes that you may need to supply. If the specified protective clothing and/or uniform is not worn, entry into the class will be refused. Some courses may also specify mandatory equipment requirements (MER), students must obtain these to participate in classes and/or the completion of the course. Information on the requirements in this area will be given during enrolment or class.

Close-toed footwear should always be worn while at TAFE NSW. During an orientation session, 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 our Work Health and Safety library guide, ask your teacher, or visit Safe Work Australia website: safeworkaustralia.gov.au.
Participation

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 that meets the assessment requirements outlined for the unit.

If you are sick, 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 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 want to do.

If you do not respond to the attempts to contact you, TAFE NSW will take action to ‘withdraw and discontinue’ your enrolment.

For TVET or SBAT students, your school will be contacted and formal warning or ‘N’ determinations will be issued, which could result in you not achieving the HSC. Please contact your teacher or school career advisor if you are concerned.

Courses only run if there are enough resources and demand. Classes may be discontinued or moved to a different location or delivery mode if attendance numbers fall below a set minimum. TAFE NSW is required to transition students to a newer version of a course/qualification in some cases. Advice will be given in advance of any changes.

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

Access to your results

During your training, the results you’ve received will be available on the Student Portal. These results will be held in your USI record as they are reported to the USI Registry on a 3-monthly cycle.

When you successfully complete your study, or you withdraw from study, we will issue you with a transcript which will identify your enrolled course, the listing of the Units of Competency and the results you achieved.

If you require a transcript prior to your course completion, please contact us on 131 601.
Assessments and exams

When you start your course, your teacher will let you know the assessment method for each unit/subject, including any final/formal examinations. Your teacher will advise you of the assessment method used for each unit/subject, including whether any have a final/formal examination.

Modified assessments and examinations

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 our Teacher Consultants, who will determine if you qualify for a modified assessment/examination. If the nature and/or degree of the disability changes, the Teacher Consultant must be informed BEFORE the examination or assessment event. TVET students must discuss any requirements relating to a disability with their school careers advisor prior to enrolment.

Exam Aids

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 Subject Guide at your first class attendance or participation, and it is your responsibility to read the Student Assessment Guides provided by your teachers.

Assessment and exam procedures

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.

Note: Not required for Higher Education Subject Guides.

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 Subject Guide.

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 need to be explored with your head teacher.

If you fail a unit on 2 separate occasions, TAFE NSW can discontinue your enrolment unless you demonstrate capacity to be successful to be offered a third attempt at the unit. Where a third attempt is not supported, 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. In addition, Higher Education students are subject to the provisions of the TAFE NSW Higher Education Assessment Procedure.
Missing or late assessments

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, which 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 7 days to do this, or until the day of your next scheduled attendance, whichever comes first.

For final and/or formal examinations, you have 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. For example, a medical certificate to support your claims 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 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 2 occasions)

If you wish to re-enrol in a unit of competency after receiving 2 ‘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. Charges will apply where you are approved to undertake this third attempt at the unit of competency.

If you are not approved to re-enrol following 2 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 the original unit of competency [or qualification/course] is no longer current, your head teacher will discuss your available options. These options may include study options and requirements of the replacement/ current version of the unit of competency [or qualification/course]. Your circumstances will be assessed to determine if further charges will apply.

Higher Education students who fail a subject more than once are subject to the provisions of the TAFE NSW Higher Education Student Progression and Exclusion Procedure.
Final/formal examinations

There are final and/or formal examinations held for several qualifications, and these examinations are conducted outside normal class time. Some examinable units are scheduled at the same time and date throughout New South Wales.

Students should be familiar with the following rights and responsibilities which may relate to both the formal examinations as well as scheduled final assessments.

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. The date and time of TAFE NSW Higher Education examinations are advertised on the student noticeboards.

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.

During 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 digital devices must be switched off. Under NO circumstances can they be used in the examination room.
- You must complete the ‘name slip’ issued by the supervisor, who will collect it 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.
- In a formal examination, you must not leave the room within 30 minutes of the examination start unless accompanied by a supervisor.
- 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.
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 receive a ‘Fail’ grade 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.

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.

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**

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 appeal the assessment process or decision.

If you would like to request a review of your results, please complete the Assessment Appeals Form and forward to your head teacher. You can also call us on 131 601 or email your appeal form to AssessmentAppeals@tafensw.edu.au within 14 days of receiving your results. Higher Education students must submit an assessment review request to your Course Coordinator.

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.

Information relating to assessment appeals can be found in your Student Assessment Guide for the units of competency you are studying, or in the Higher Education Subject Guide for your qualification. You will receive your guide at your first class.

For more information about assessments, read Every Student’s Guide to Assessment in TAFE NSW

If you have any questions regarding your transcript, or whether you’ve completed all your units of competency for your course or qualification, reach out to your head teacher, call us on 131 601 or visit your local Student Administration Office.

**Academic integrity**

You must act honestly and responsibly in academic situations. If you fail to do this, it is a breach of academic integrity and the Student Conduct and Discipline Policy.

Academic integrity breaches include:

- plagiarism – presenting other people’s ideas, writings, or work as your own
- academic fraud – deliberately misrepresenting the truth for personal gain, for example, using altered test results, transcripts and testamurs
- inappropriate use of Generative Artificial Intelligence tools. See our Generative AI library guide
- sharing your course work, for example completed assessments, via file-sharing websites or other means of distribution
- any other dishonest behaviour related to training or assessments, including cheating, bribery, contract cheating, impersonation and collusion

**How we manage an academic integrity breach**

We manage academic integrity breaches using the Student Conduct and Discipline Policy and associated procedures.

If you are suspected of a breach, you could be invited to a meeting to discuss the matter. The meeting may include questions about how you created the work you submitted and how well you understand its content.
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

Sharing TAFE NSW learning resources externally without written approval is a breach of copyright. All our learning and assessment resources are protected under the Copyright Act 1968 and remain the property of TAFE NSW. If you share our copyrighted materials without proper approval, we reserve the right to take appropriate legal action.

Protected TAFE NSW materials include presentation slides, tutorial handouts, subject guides, assessments, exam papers and any other learning resource. You need written approval to share these items through any distribution method, including sharing in-person, online and through file-sharing websites.

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
- copyright.org.au
- TAFE NSW librarians can also provide information on copyright for students

Ensuring you do not infringe copyright

You must:
- 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 or 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

Deferral

If you are studying a course that is subsidised by the NSW Government and have commenced your training, you may wish to 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 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 deferral application is processed and any outstanding fees are finalised, you will receive a Transcript of Results achieved (if any). Any attempted or not completed units at the point of deferral will result in a withdrawn (WN).

Students who defer their studies are responsible for contacting their head teacher to negotiate the resumption of studies to meet the nominated period of deferral (which may be a 12-month deadline). If studies are not resumed within the nominated period, you will be withdrawn, and your study will be discontinued.

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 on the medical condition which prohibits you from continuing your training, the deferral period is for no longer than 6 months, and you have commenced training prior to seeking deferral.

If you are a TAFE NSW Higher Education student, you can defer the commencement of your studies for up to one year. You must advise of your intention to defer using the Higher Education deferment form. If you wish to take a break mid-way during your studies, you must complete the TAFE NSW Higher Education withdrawal/interruption form.
Changes to your study

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
- transition you to a new/alternative course if the course has been updated (and is to become obsolete) 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.
Transitioning courses

It is important for students to graduate with a qualification that meets the current skill needs of an industry, so sometimes training packages are updated to align with current industry standards.

These updates can impact qualifications, units of competency and assessment requirements.

If this happens to a qualification you are enrolled in, we will contact you to discuss your individual transition requirements.

Fees and payment

Student fees are published on the TAFE NSW website against each course, and fee notifications are provided at the time of enrolment based on the information you provide.

The student fee you pay depends on the type of course you study and on your personal circumstances, and the validation of evidence you provide to support the initial student fee quoted. A fee instalment plan may be available, which will include the initial fee and following fee instalments on scheduled dates throughout your course duration.

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 testamur.

You also agree that, as the enrolled student, you are liable for all outstanding amounts, whether or not another person (e.g. your employer or sponsor) agrees to pay the student fee on your behalf but does not make payment.

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, and this date sets fee payment requirements.

Payments can be made by cheque, EFTPOS, money order, BPAY (using a TAFE NSW Fee Statement), or credit card (MasterCard or Visa) through the Student Portal, or by phoning the TAFE NSW Customer Service Centre on 131 601. 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.

International student fee payments and refunds are covered by the terms and conditions signed at the time of application to TAFE NSW.
VET Student Loans (VSL)
TAFE NSW is registered for the VET Student Loan (VSL) program and also supports students who meet the eligibility requirements to gain access to these Commonwealth Government student loans schemes.

The VSL program allows eligible students to repay their tuition loan fees for approved diplomas or advanced diplomas. 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.

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

Aboriginal and Torres Strait Islander students are eligible to be exempt from paying the Smart and Skilled student fee if they live and/or work in NSW or live at identified postcodes which border NSW.

Students who meet the eligibility requirements for Smart and Skilled and who receive a disability support pension, and students with a disability (clients of a Teacher/Consultant for students with a disability or a specialist professional) are exempt from paying the Smart and Skilled student fee.

Students who meet the eligibility requirements for Smart and Skilled and are the current dependent child, spouse or partner of a recipient of a Disability Support Pension are exempt from paying the Smart and Skilled student fee.

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. If you are eligible but did not identify your disability status, concession, or self-identification as a Aboriginal and/or Torres Strait Islander person at the time of enrolment, you can request an amendment.

If you need to reassess your eligibility, you should visit your local Student Administration Office or call us on 131 601.

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 must do this during the time of your training. A fee exemption or fee concession cannot be considered after you have finished your training or withdrawn from study. This is a Smart and Skilled contract condition and TAFE NSW is required to comply with this contract.

Where you are eligible for a concession fee or an exemption, your student fee will be reviewed and amended. Refunds will apply where you have paid more than the amended fee amount.
Refunds

A refund of the student fee you have paid to TAFE NSW, 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 1 week in duration, that you wish to withdraw
- where you formally advise TAFE NSW, in writing, at least 5 business days prior to the start of your course that you wish to withdraw from, where the training is less than 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 2 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

If you are considering withdrawing 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.

If you decide not to continue with your studies, you must notify us in writing, using the Withdrawal Form and send it to your teacher or Student Administration Office. Failure to submit your withdrawal application means that your enrolment remains active and further fees are incurred.

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.

TVET or SBAT Students

If you are a school (TVET or SBAT) student, you will need to speak with your school careers advisor or VET coordinator regarding withdrawal from your TAFE NSW enrolment.

International students

If you are an international student and 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 Customer Experience Coordinator. You must also provide any relevant documentation (e.g. medical certificate, learning intervention plan, letter of request) in support of your application.

Higher Education

Higher Education students who wish to withdraw from their course or from selected subjects, must do so using the TAFE NSW Higher Education withdrawal form. Withdrawal after census date will result in students being liable for tuition fees for the subject/s they are withdrawing from. See the information at TAFE NSW Degrees and For Students and Graduates.

If you withdraw from a unit of study or a course of study, you are formally required to submit the ‘Withdrawal and Interruption Application Form’ to your Course Coordinator.

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 receive no refund of the unit of study fees if you have paid up-front
- you 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

For further information, please visit the Help with Fees page on the Study Assist website.

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 TAFE NSW 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 the census date, 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

Scenario: Withdrawal from a VET Student Loan eligible course

You have enrolled in the Diploma of Community Services (Case Management).

The course starts on 1 February 2023. You have taken out a VET Student Loan which has fee instalments set at census dates.

Your first census date is 2 March 2023.

### Scenario 1:
You **formally withdraw** from the course on 31 January 2023.

As you withdrew **before** the first census date, you will not incur a debt for the first unit of study.

If you had self-paid the tuition fee (i.e. not taken up a VET Student Loan), you would receive a refund, as your withdrawal was **before** the census date of 2 March 2023.

### Scenario 2:
You **formally withdraw** from the course on 4 March 2023.

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

If you had self-paid the tuition fee (i.e. not taken up a VET Student Loan), you would not receive a refund, as your withdrawal was **after** the census date of 2 March 2023.

### 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.

Scenario: Withdrawal from a VET Student Loan eligible course

You enrol in the Certificate IV in Human Resources as a government subsidised student.

Classes start on 6 February 2023 and run until 25 November 2023. You have elected to pay your fees of $1,640 via instalment.

Based on your course duration, the student fee can be paid in 4 instalments.

1. Initial Instalment of $80, due on enrolment (and must be paid prior to class commencement).
2. First Instalment of $520, due on 21 February 2023.
4. Third Instalment of $520, due on 21 September 2023.

### Scenario 1:
You paid the initial instalment fee of $80, on 6 January 2023.

You **formally withdraw on 27 January 2023**.

As you have withdrawn before classes start, you will receive a refund of the payments you made.

You will receive a refund of $80, and not be liable for any future instalments.

### Scenario 2:
You paid the initial instalment fee of $80, on 6 January 2023.

You **formally withdraw on 10 February 2023**.

As you withdrew after classes start, you will not receive a refund of $80.

You will not be liable for any future instalments.

### Scenario 3:
You paid the initial instalment fee of $80, on 6 January 2023.

You started classes and paid the next instalment fee of $520, on 21 February 2023.

You **formally withdraw on 24 February 2023**.

As you withdrew after the instalment was due on 21 February, you will not receive a refund of the $80 initial fee, or the instalment fee of $520.

You will not be liable for the remaining 2 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 5 business days before the commencement of training.

**Scenario: Withdrawals – Fee-for-service (enrolled for one week or less)**

You enrolled in the Statement of Attainment in First Aid.
The course is a one-day course that will be held on 25 February 2023. You paid the course fees of $175 at the time of enrolment.

You formally withdraw on 18 February 2023.
As you withdrew 5 business days before the class starts, you will receive a refund of the course fees you paid.

You withdraw on 24 February 2023.
As you have not provided 5 business days’ notice of withdrawal, you will not receive a refund.

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 and 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 (enrolled for more than one week)**

You enrolled in the Certificate IV in Travel and Tourism. Fees can be paid in advance or by instalment.
Classes start on 1 February 2023 and run for 18 weeks. Based on course duration, the student fee of $8,560 can be paid in 3 instalments.

You have elected to pay all the fees on enrolment, paying $8,560.

1. Initial instalment of $80, due on enrolment or prior to 1 February 2023.

You formally withdraw on 31 January 2023.
As you withdrew before classes start, you will be refunded the full $8,560.

You formally withdraw on 4 February 2023.
As you withdrew after classes start, you will not be refunded the initial instalment fee of $80.
You will receive a refund of the remaining ‘future-dated’ paid instalments, due on 21 February and 21 April, which total to $8,480.

You formally withdraw on 22 February 2023.
As you withdrew after classes start and after the first instalment was due, you are liable for the initial instalment fee of $80, and the instalment fee of $4,240, due on 21 February.
You will receive a refund of the remaining future-dated instalment due on 21 April, which totals $4,240.
Student Services and Facilities

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 and services include:

- individual, group study and social spaces
- access to computers
- photocopying and printing
- access to thousands of electronic books and journals
- online library subject guides for relevant resources which will help you with your research and assignments.
- referencing and research services
- online chat
- one-on-one, or small group support for information and digital literacy and more.

Note: You need to be an enrolled student to access our library resources. If you have successfully completed your course, you're considered alumni. This means you'll retain access to the Student Portal, Windows365 resources and Moodle for 180 days after completion. After this time your Student Portal and O365 (email only) may still be accessed for a maximum of 2 years, if you update your TAFE NSW password when prompted.
Children’s Centres

At TAFE NSW, we have 15 friendly and inclusive Children's Centres designed to create a welcoming place where your children are encouraged to learn and play. Our positive learning environment is based on the National Early Years Learning Framework, which guides our practice through its focus on the concepts of children ‘being’, ‘belonging’ and ‘becoming’.

All of our Children’s Centres are licensed to provide long day care for children aged from 6 weeks to under 6 years under the Education and Care Services National Regulations.

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 children of people not enrolled at TAFE NSW.

Places in centres are limited, especially for children aged under 3 years, and certain priorities apply, visit TAFE NSW Children’s Centres for more information.

Your facilities to enjoy and learn in

TAFE NSW campuses have a great range of cafés, art and bookshops, gallery and exhibition spaces, gyms and training restaurants. You can even get discounts in student hair and beauty salons and massage clinics. Check out student bands, lunchtime art exhibitions, discount barbecues, competitions, theatre performances and much more.

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

If you need any further help, please speak with your teacher or local librarian.

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 help via chat, plus receive foundational assistance in the subjects of mathematics, science, English, accounting, and more

You can access Smarthinking 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 5 devices:

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

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

Note: TAFE NSW students are not licensed for Outlook Desktop App but can access their email via a mobile device app or web browser.

A range of tools are available to show you how to access virtual classrooms at TAFE NSW, including installing, accessing, and using programs and software such as Office 365, Microsoft Teams, and Adobe Connect Rooms.
Student Support

Counselling and Career Development services

TAFE NSW offers free and confidential career development services for all current and future students, and personal counselling support to enrolled students, to assist them with issues that may affect their ability to complete their studies.

Support can include:

- Course selection and career pathways
- Educational issues and support
- Study management skills
- Employability skills and job readiness
- Mental health and wellbeing
- Personal issues affecting your studies
- Support with accessing specialist services including assistance for issues relating to domestic violence, drug and alcohol matters, accommodation and government support agencies

If you’re unsure of what to do, it’s a good idea to consult with a TAFE NSW Counsellor. Talking things over with a qualified counsellor can help you create strategies to overcome obstacles and help you navigate your way towards achieving your goals.

You can book appointments with our Counselling and Career Development Service by phoning 131 601 between 9am and 4.30pm.

*The TAFE NSW Counselling and Career Development Service is a free and confidential service. However, TAFE NSW Counsellors are bound by legislative responsibility and need to provide information when mandated to do so.
External and urgent assistance

As a student at TAFE NSW, you can access TAFE NSW Counsellors for urgent same-day assistance. However, TAFE NSW counselling services have limited hours of operation and so it is important to know who you can call in an emergency, particularly after hours. You can find more information about this by contacting your local TAFE NSW.

If you feel unsafe and need urgent assistance for a mental health issue, call the Mental Health Line on 1800 011 511. The Mental Health Line is a state-wide, 24-hour mental health telephone access service. Anyone can use the Mental Health Line to speak with a mental health professional and be directed to care in their local area.

For urgent matters where you are at imminent risk of harm, or for people in life-threatening situations, please call 000 to receive immediate help. Alternatively, go directly to your nearest hospital emergency department.

We encourage you to speak with your local TAFE NSW Counsellor if you need help with referrals to mental health services. Where your health concerns are impacting on your studies, TAFE NSW Counsellors can also help refer you to a Teacher Consultant to arrange educational assistance.

If you are experiencing mental health concerns, it is recommended that you seek professional help (e.g. GP, Psychologist) and not rely on the internet alone.

The Suicide Call Back Service (1300 659 467) provides crisis counselling to people at risk of suicide, carers for someone who is suicidal and those bereaved by suicide, 24 hours per day 7 days a week across Australia.

Lifeline also offers a 24-hour telephone counselling service, which provides crisis support and can be contacted on 13 11 14.

Aboriginal and Torres Strait Islander support services

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

Our Aboriginal and Torres Strait Islander specialist staff can assist you with everything on your student journey, including 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. They can also 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, promote self-determination and contributes towards Closing the Gap in learning outcomes 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, advocating for self-determination and 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. For more information, connect in person or contact TAFE NSW on 131 601.
Domestic or Family Violence

Domestic violence can impact anyone – women, children, men, LGBTIQ – as well as people of all ages, cultures and religions regardless of income, education and occupation.

There are different types of domestic and family violence, including emotional, psychological, physical, verbal, social, financial and sexual abuse. If you or someone you know is in one or more of these situations you can speak with one of our counsellors for confidential advice and referral to a support service.

You can also get further information and assistance from the support services below.

- **Domestic Violence Hotline – 1800 65 64 63**
  Interpreters are available. The Domestic Violence Line is a NSW state-wide 24-hour help line which offers crisis counselling and referral service for women and persons who identify as female.

- **MensLine Australia – 130078 99 78**
  MensLine Australia is a telephone and online counselling service offering support for Australian men anywhere, anytime.

- **1800RESPECT – 1800 737 732**
  1800RESPECT is a 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and sexual assault.

- **Daisy**
  Daisy is an app that provides information about support services in your local area. It was developed by 1800RESPECT and is free to use and download. Daisy includes safety features to help protect the privacy of people using it.

- **QLife – 1800 184 527**
  QLife provides Australia-wide anonymous LGBTQI peer support and referral. The service is available from 3pm until midnight, 7 days.
Disability services

We understand that every student has individual needs that may affect their ability to study, and we are committed to supporting students who have a disability.

This includes students who:

- are blind or vision impaired
- are Deaf or hard of hearing
- have a chronic medical condition, (e.g. lupus, epilepsy, Crohn's disease, diabetes, cancer)
- have a physical disability or difficulties with mobility or fine motor skills
- have an intellectual disability
- have a mental illness
- have Autism
- have an acquired brain injury
- have difficulties with learning including ADHD or dyslexia

Even if you feel that you don’t need assistance, we recommend that you meet with one of our Disabilities Services Teacher Consultants for a chat about any fee exemptions you might be eligible for and what support is available to you. It’s always best to contact a Teacher Consultant before you enrol, so we can make sure you get the right support from the beginning of your course. However, you can reach out to a Teacher Consultant at any time during your course.

Teacher Consultants provide a range of services to assist students. These include:

- guidance on choosing the course and program of study best for you
- assistance with enrolling
- assistance with fee exemption applications
- development of an individual support plan, including identifying classroom support and assessment modifications that will suit you best
- providing access to learner support, sign language interpreters, note-takers, or disability assistants
- assistance accessing ergonomic equipment and assistive technology
- assistance with Read&Write — a software program that supports people with dyslexia, and those who need help with reading, writing and spelling
- mobility orientation
- developing health care plans for life-threatening conditions
- referrals to TAFE NSW services, such as counselling and in relation to Work and Development Orders
- guidance and assistance with NDIS workers being on campus for personalised care supports
- information on how your teachers will plan, deliver and assess your training while considering your needs
- reasonable adjustment — if you have a disability, you may be eligible for ‘reasonable adjustment’ during your study. 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.

Your rights

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

The Disability Discrimination Act (DDA), through the Disability Standards for Education, requires means that education providers including TAFE NSW must take reasonable steps to enable the student with disability to participate in education in the same way 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
Multicultural support

TAFE NSW fosters an environment free from harassment and racial discrimination. It guides and supports the vocational education and training needs of students from diverse communities. Specialist staff also provide targeted programs to meet the needs of students for whom English is not a first language.

Support may include:

- direct support to students who would benefit from strengthening their English language and referral to existing internal services
- tutorial support for students from non-English speaking backgrounds enrolled in mainstream vocational courses
- advice on Temporary Visa Holders (TVH) policy for enrolling students
- advice on recognition of qualifications and training gained overseas
- information to students of CALD backgrounds on available courses and services at TAFE NSW

Visit multicultural student support services, call 131 601 or your visit your local TAFE NSW campus for more information.
Translation and interpreter services

TAFE NSW does not have an interpreter and translation service, however you can call us using an interpreter through the National Translating and Interpreting Service. Call 131 450, and ask them to call us on 131 601. The service provides immediate phone interpreting.

Face-to-face interpreters

You can book an interpreter using the Multicultural NSW Language Services Unit. The Language Services Unit offers on-site, face-to-face interpreters 24 hours a day, 7 days a week.

Download and complete the interpreter request form and email to languageservices@multicultural.nsw.gov.au.

Download and complete Interpreter Request Form – PDF. Email the completed form to languageservices@multicultural.nsw.gov.au

Document translation

If you have an eligible visa granted within the past 2 years, you can apply for the free translating service offered by the Australian Government Department of Home Affairs.

If you’re not eligible for the free translating service and need a personal document translated from or into English from another language, you may be able to book document translation at your local Service NSW centre.

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

Learner support can help you with:
- reading and writing course notes, assignments and assessments
- maths and numbers used in your course
- English if it is not your first language
- science
- digital literacy and technology skills
- communication and speaking skills

Depending on your needs, we offer learner support:
- at drop-in Learning Centres
- in small groups
- with a team teacher
- through one-on-one tuition
- via online technology

TAFE NSW wants you to succeed, and we want to help grow your skills to make your goals a reality.

Some TAFE NSW locations have tools such as RU Ready or customised learner profiles to identify if some personalised learning support would benefit you during your studies.
Awards and scholarships

There are several scholarships available to TAFE NSW students across a wide range of study areas. Visit TAFE NSW scholarships for more information, or speak with your teachers for details on scholarships, sponsored prizes and awards.

International students may be eligible for a scholarship. Check our international scholarships page for opportunities, eligibility requirements and closing dates.

WorldSkills

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, compare yourself to others in the field, and get noticed at work or school. They highlight your skill level, 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.
Student Safety and Security

COVID-19 impacts

Your safety is our priority and we are committed to providing you with COVID-safe learning environments.

While there is no longer a mandatory vaccination requirement for students, you are strongly encouraged to protect yourself with at least 2 doses of a COVID-19 vaccine.

Vaccination may be a requirement for some work placements, particularly in the Health, Wellbeing and Community Service sectors. Your teacher will provide you with further details and you can check the specific work placement requirements on your course page.

You can also help to keep our campuses safe by following these measures:

- Keep a distance of 1.5 metres away from others where possible
- Stay at home if you’re unwell or have symptoms
- Maintain good hand hygiene

Note: Masks are an effective control and continue to be recommended by NSW Health, particularly where social distancing is not possible.

Rapid Antigen Tests

Rapid Antigen Tests may be provided to students in high-risk areas or where there are work placement or delivery assessment requirements from employers.

For the latest updated information visit the TAFE NSW Covid information page.
Student 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, complete 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 or any TAFE NSW staff member, 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

Academic integrity

All TAFE NSW students and staff are to act with honesty, trust, fairness, respect and responsibility as detailed in the TAFE NSW Student Conduct and Discipline Policy and TAFE NSW Code of Conduct.
International students

If you're an international student the Education Services for Overseas Students (ESOS) framework protects your rights. Important information for student visa holders about living and studying in Australia can be read in this International Student Fact Sheet. It includes information about your rights and responsibilities as an international student and key things you should know before and during your study.

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:

- withhold or misinform TAFE NSW at enrolment, including in relation to your previous training qualifications, which is used 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), mobile phones, online learning platforms, virtual classrooms or similar devices/platforms 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
- join an online class or other video call while you are driving a vehicle or operating machinery
- engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public, including SMS messaging, any form of cyber bullying or sharing of inappropriate digital content including pornographic material

International students

For TAFE NSW international students there are further responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with TAFE NSW
- inform TAFE NSW if you change your address
- maintain satisfactory course progress
- comply with TAFE NSW’s attendance policy
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements
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 Standards Framework (Threshold Standards) 2021 and the requirements of the Tertiary Education Quality and Standards Agency (TEQSA).
- 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
- where there is non-payment of student fees:
  - prevent you 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 TAFE Services 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.

Some courses and work placements may require a student to submit a National Criminal Records Check (NCRC) and Working with Children Check (WWCC).

There are also courses and work placements that require a student to have specific immunisation record of vaccinations. Details are provided on the relevant course information pages on the domestic and international TAFE NSW website.

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 the student 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 individuals or people generally, 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 using any derogatory language
- staring at, or leering in a sexual manner, or sharing of explicit material
- 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, both physical and sexual, or threatening to assault a person, or inciting 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 consuming 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 of staff 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, harassing or intimidating behaviour or language directed to staff, students, or others, including in any digital or virtual classroom

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 TAFE Services Manager, TAFE NSW Counsellor, Head Teacher, designated officer, or delegate of any history of violent behaviour before attending your first class

unauthorised use or misuse of TAFE NSW computers or computer systems, including accessing or downloading offensive materials or 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 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

A TAFE NSW staff member can direct you to leave the premises and/or restrict your access to learning materials for a period up to 24 hours.

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

- a reprimand
- the payment of a fine not exceeding $200, within a specified time
- the payment of compensation 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
- ceasing the ability 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 Conduct and 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 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 or any relevant state or territory contract requirements
- 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

Sharing your feedback

During your time studying at TAFE NSW, you will have the opportunity to share feedback on your experiences with us. This will come in the form of short feedback surveys sent to your personal email address. For most students, you will be invited to provide feedback shortly after you first start your course, periodically throughout your learning, and at the point of either completion or withdrawal. You may also be asked for feedback after you engage with some of our support services.

So you can be confident it is from us, the invitations will be sent to you from feedback@tafensw.edu.au. We read everything you say and commit to action, so you may be contacted by our team to ensure we have all the information we need to do so.

Your feedback is essential for us to better understand you and your needs and support you in achieving your goals. It also plays a critical role in informing the improvements and future initiatives that we prioritise. So, when you receive an invitation to provide your feedback, we strongly encourage you to do so honestly and completely.

Thank you for your contribution to improving the student experience at TAFE NSW.

Making a complaint

We are constantly improving the way we work. If you have a problem or complaint regarding 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 a TAFE Services Coordinator.

TAFE NSW welcomes complaints made via the online feedback form. For more information, please see the ‘How to make a complaint’ factsheet and TAFE NSW complaints.

If you’re enrolled in a Smart and Skilled qualification and 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.