

# International Student Orientation Guide 2024



# Academic calendar 2024

Our academic year is divided into two semesters (four terms) and includes breaks in between terms. English language course sessions start every five weeks.

## Certificate and diploma courses

<b>Term 1</b> (February intake)	5 February – 14 April	<b>Term 3</b> (July intake)	22 July – 29 September
<b>Autumn vacation</b>	15 April – 28 April	<b>Spring vacation</b>	30 September – 13 October
<b>Term 2</b> (April* intake)	29 April – 23 June	<b>Term 4</b> (September* intake)	14 October – 8 December
<b>Winter vacation</b>	8 July – 21 July	<b>Summer vacation</b>	9 December – TBA

\* Only available for some courses. See [tafensw.edu.au/international](https://www.tafensw.edu.au/international)

Note: There are two semesters per calendar year.

## Degree courses

Semester 1 (February Intake)		Semester 2 (July Intake)	
<b>Term 1</b>	5 February – 12 April	<b>Term 3</b>	22 July – 27 September
<b>Autumn vacation</b>	15 April – 26 April	<b>Spring vacation</b>	30 September – 11 October
<b>Term 2</b>	29 April – 7 June	<b>Term 4</b>	14 October – 22 November
<b>Winter vacation</b>	10 June – 19 July	<b>Summer vacation</b>	25 November – 7 February 2025

Note: There are two semesters per calendar year.

Higher Education Census Dates

Semester 1 – 13 March 2024

Semester 2 – 21 August 2024

## English language courses\*

New students can start on Monday of any week. However, at some centres, sessions start every five weeks.

Sessions	Dates	Sessions	Dates
<b>Session 1</b>	2 January – 2 February	<b>Session 6</b>	24 June – 26 July
<b>Session 2</b>	5 February – 8 March	<b>Session 7</b>	29 July – 30 August
<b>Session 3</b>	11 March – 12 April	<b>Session 8</b>	2 September – 4 October
<b>Session 4</b>	15 April – 17 May	<b>Session 9</b>	8 October – 8 November
<b>Session 5</b>	20 May – 21 June	<b>Session 10</b>	11 November – 13 December

\* Please speak with the English Language Centre at the location you choose to study for the best study plan and starting date that suits you.

TAFE NSW has made every reasonable effort to ensure the information in this guide is accurate (October 2023). It is advisable to visit our website [tafensw.edu.au/international](https://www.tafensw.edu.au/international) for the latest information.





## Welcome to TAFE NSW

For over 50 years, TAFE NSW has been welcoming international students and educating them for a global future.

Every year we attract international students from more than 80 countries, contributing to our student diversity.

With over 100 courses from accounting to aged care, and human resources to information technology, from certificate to degree level, you can be anything you want to be with TAFE NSW.

## Discover your new home

New South Wales offers something for everybody – from the beautiful beaches that form the east coast, to the rolling hills of the Southern Highlands and the charming old towns of the Central West.

Immerse yourself in the beauty of our great state and your learning experience will go beyond your imagination.





# Living, working, and enjoying New South Wales

## Where to live

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Accommodation in New South Wales (NSW) can be a bit different from your country of origin. Where you live and who you live with plays an important role in how you experience your time in Australia. You will want to feel as 'at home' as you can, so here are some tips that may help you find suitable accommodation.

### Homestay

"Homestay" is when you live with an Australian family in their home. The homestay family provides you with meals, laundry facilities, and your own room with a study desk. Homestay also gives you a chance to practice your English every day with your homestay family. You can find more information at the [TAFE NSW Homestay Providers List](#).

### Short-term accommodation

Hostels and short-term accommodation can be a good alternative while you settle into Australia. These provide budget accommodation where you can rent a bed and share a bathroom. Often, private rooms are available. This allows you to explore the area and find out where you would like to live long term.

Short-term accommodation options:

- [lastminute.com.au](https://lastminute.com.au)
- [airbnb.com.au](https://airbnb.com.au)

### Rentals

You can also rent a room in a shared house or unit (as a flatmate), or you can rent a place on your own. When renting a property or a room, you will need to pay a security deposit or 'bond' (it can vary from two to four weeks rent), as well as rent in advance (usually two weeks in advance). Check the links below for property and room searches:

- [flatmates.com.au](https://flatmates.com.au)
- [gumtree.com.au](https://gumtree.com.au)
- [realestate.com.au/rent](https://realestate.com.au/rent)
- [domain.com.au/rent](https://domain.com.au/rent)

Please note that your bond is kept by the Department of Fair Trading, and assuming the property is in the same condition you found it in, you should get your bond back when you leave.

For more information about renting in Australia and your rights as a tenant, visit:

- [tenants.org.au](https://tenants.org.au)
- [fairtrading.nsw.gov.au](https://fairtrading.nsw.gov.au)

## Getting around

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### Public transport

For fares, maps, and timetable information for buses, trains, and ferries, please contact 131 500 or visit [transportnsw.info](https://transportnsw.info). You can also use the trip planner on this website to find the best way to get from one place to another.

To travel on public transport in New South Wales you will need to either have a valid Opal card or use a contactless credit card, debit card or mobile device. For more information visit: [transportnsw.info/tickets-opal/opal/contactless-payments](https://transportnsw.info/tickets-opal/opal/contactless-payments). Please note: international students are not eligible to buy a concession ticket. If you are caught travelling on a concession ticket, you will receive a fine.

## Driving in Australia

You may not need to get a NSW driver licence if you hold a current overseas driver licence.

For details visit [nsw.gov.au/driving-boating-and-transport/driver-and-rider-licences/visiting-or-moving-to-nsw/visiting-from-overseas-or-interstate](https://nsw.gov.au/driving-boating-and-transport/driver-and-rider-licences/visiting-or-moving-to-nsw/visiting-from-overseas-or-interstate).

However you must:

- be an international student
- have a valid and current overseas licence
- have not been suspended or disqualified from driving in NSW or elsewhere
- have not had your licence suspended or cancelled or your visiting driver privileges revoked
- carry your licence from your home country, including an English translation (if it is in a language other than English)
- prove genuine status to the NSW Police if required. This could include a visa and a letter from an educational institution, or a statement from a consulate or diplomatic office.

It is illegal to drive without being properly licensed. Before attempting to drive on any road in Australia, make sure that you have a proper licence and you know the road rules.

There are certain criminal offences, such as drink driving, where the police can suspend your licence on the spot. You cannot drive while your licence is suspended.

For details on Australian road rules, please visit [nsw.gov.au/driving-boating-and-transport/driving-nsw](https://nsw.gov.au/driving-boating-and-transport/driving-nsw).

## Working in New South Wales

### Part time employment

TAFE NSW is committed to supporting you find work in Australia with our Job Opportunities Sessions, Jobs Connect [jobsconnect.prosple.com](https://jobsconnect.prosple.com) and via [study.nsw.gov.au/current-students/nsw-jobs-connect](https://study.nsw.gov.au/current-students/nsw-jobs-connect).

You are permitted to work a maximum of 48 hours per fortnight when your course is in session and unlimited hours when your course is not in session. Working part time can provide you some additional spending money, improve your English skills, and prepare you for future work.

Once you are employed, you have the same rights at work as Australian workers. The Fair Work Ombudsman (FWO) provides guidance to international students on their work rights and conditions. For further information on the FWO, visit [fairwork.gov.au/find-help-for/visa-holders-migrants](https://fairwork.gov.au/find-help-for/visa-holders-migrants).

## Tax file number

It is a good idea to apply for a Tax File Number (TFN) online. You are allowed to work in Australia without a TFN, however if you don't give your employer your TFN, tax is automatically taken out of your pay at the highest rate.

Remember to complete an Income Tax Return with the Australian Tax Office (ATO) at the end of each financial year (30 June). You may get some of the tax you paid refunded.

For more information, go to [ato.gov.au](https://ato.gov.au) or phone the ATO Helpline on 13 28 61.

## Safety

Australia is a multicultural nation that is considered a very safe place to live and study. However, it is still wise to avoid dangerous situations and to take precautions to keep yourself safe.

### Safety tips:

- Take care travelling at night on your own.
- If travelling on a train at night, always travel in the carriage that has the blue light, as there will be a guard present.
- Always carry a mobile phone, coins for a pay phone or a phone card – remember in an emergency, you can dial 000 from any phone in Australia. The call is free, even if you do not have any credit on your phone. You can also use the universal emergency number 112, on your mobile phone. This will connect you to the emergency services (police, ambulance, and fire brigade).
- Always tell someone where you are going and when you expect to return.
- Avoid giving personal information to strangers.
- Lock doors and windows before leaving your house or apartment, and even while you are at home.
- Take care when using automatic teller machines (ATMs) and put your cash away quickly.
- Keep valuables out of sight and secure when travelling.
- Do not leave personal belongings unattended.

Emergency+ is an Australian national emergency app. The app can be downloaded free of charge from the Windows store, Google Play store, and Apple App store. Emergency+ is available in English, Chinese, and Japanese.



## Be protected

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In any dealings you have with the Department of Home Affairs or any other government department, remember to ask for the officer's full name and make a note in your diary or phone. If you are asking an important question, consider asking the question by email so that you have a written record of the response. Make sure you put your full name and date of birth in the subject line. Immigration law is specialised, if you have a legal problem concerning your visa you will need to use the services of an immigration lawyer. Check with your family or community members for recommendations.

### Useful websites:

- National Association of Community Legal Centres – [naccl.org.au](http://naccl.org.au)
- Legal Information Access Centre – [sl.nsw.gov.au/contact-us/legal-information-access-centre-liac](http://sl.nsw.gov.au/contact-us/legal-information-access-centre-liac)

## Where to worship

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Australia is a multicultural nation and people are free to practice and follow their own beliefs and religion. There are many churches, mosques, synagogues, temples, and other places of worship in Australia. Some of our campuses also offer multi-faith prayer rooms.

## Sport

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Playing sport is a great way to make friends and explore the area while keeping fit. Australia has plenty of outdoor spaces and options for keeping fit. You can choose from a range of fun and exciting activities such as rugby, surfing, hiking, bike riding, cricket, soccer, beach volleyball, and more.

For information about some sporting clubs and group activities, check:

- [sport.nsw.gov.au](http://sport.nsw.gov.au)
- [meetup.com](http://meetup.com)

## Swimming at beaches, rivers or lakes

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Swimming is a popular activity for Australians, with people enjoying the water all year round. Although it can be tempting to just dive in, you must take precautions.

### At beaches:

- Learn to swim confidently before going to the beach
- Look for the red and yellow flags – they mark the safest and only place you should be swimming. If there are no flags up – do not swim
- Read the safety signs and be aware of any dangers
- Always swim with a friend so you can look out for each other
- If you get into trouble in the water, stay calm and put your hand up for help – try and float while you wait for someone to come – don't swim against a current or rip
- Never swim at unpatrolled beaches
- Never swim at night or before dawn
- Never swim under the influence of alcohol or drugs
- Never run and dive into the water
- Never swim directly after a meal

### At rivers or lakes:

- Learn to swim confidently before going into rivers or lakes
- Read the safety signs and be aware of any dangers
- Check the water depth and temperature first and never dive or jump into the water
- Be careful of hidden rocks and logs, floating branches and other debris

### Be sun safe

Be sun safe at all times, wear a hat and sunglasses, and always put sunscreen on.





## Stay informed

### Student Services information

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We know that leaving home to study in another country can be as challenging as it is exciting. That's why at TAFE NSW we ensure every International Student has the support of an International Customer Experience Coordinator, for further details on your Customer Experience Coordinator please refer to:



**Raaziya Ahmedi**  
**Customer Experience Lead**  
Phone: 02 7920 7498 or 0408 665 739  
Email: [raaziya.ahmedi@tafensw.edu.au](mailto:raaziya.ahmedi@tafensw.edu.au)



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If calling from outside Australia add +61 before the phone number and leave out the initial 0  
e.g. +61 2 9217 3788 or +61 439 489 203

## Counselling and Career Development services

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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.

## Libraries

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Our state-wide library services provide 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 (email only) may still be accessed for a maximum of 2 years, if you update your TAFE NSW password when prompted.

## How to get your TAFEcard

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A TAFEcard is your TAFE NSW student identification card. It is a compulsory part of your enrolment and is your identification during your study at TAFE NSW. It contains your photograph, name, and student number.

### Your TAFEcard:

- is required for you to be able to sit an exam
- gives you access to parking, 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 take your picture and issue your card.

If you can't make it to campus, call us on 131 601.

## Student e-Services

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On enrolment, you will receive your TAFE NSW username and temporary PIN. This allows you to access the internet and Student e-Services.

Student e-Services is accessed via the Student Portal. There is a 'quicklink' to the TAFE NSW portal on all TAFE NSW computers.

Remote access to the TAFE NSW portal from computers is accessed through [tafensw.edu.au](http://tafensw.edu.au).

You will find useful information on Student e-Services, including your subject results, your personal details, and contact phone numbers. You can update your details directly on e-Services.

If you need help accessing Student e-Services, our customer service team and library staff will be happy to talk you through the process.





## Unique Student Identifier (USI)

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

When you enrol in nationally accredited training and study with TAFE NSW, you will need to have a Unique Student Identifier (USI) which we will verify with the USI registry.

If you don't have one, we can assist you to register and get a USI. You can only apply for USI once you arrive in Australia.

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

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

Visit [usi.gov.au](https://usi.gov.au) to find out more.

## Fee information

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### Payments

Your tuition fee is payable in advance every semester. Your letter of offer will explain payment details.

Course fees include tuition, orientation program, additional study skills tuition, use of multimedia libraries, computers and other campus facilities, as well as assistance from student advisors and counsellors.

Course fees do not include the cost of textbooks, stationery, uniforms, accommodation, meals, health insurance cover, or transport.

Towards the end of each semester, you will receive an invoice from us letting you know how much you need to pay for the next semester, as well as how and when to make the payment.

### Instalment plan

You may be able to apply to pay your semester tuition fees in three equal instalments, after your first semester of study.

### Review of fees

TAFE NSW reserves the right to review its fees. If the tuition fees are increased, you will be required to pay the new fees as they are introduced.

## Medical information

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### Overseas student health cover

International students can order their Medibank membership card online at [medibank.com.au/overseas-health-insurance/oshc](https://medibank.com.au/overseas-health-insurance/oshc).

Once you have completed your online registration, your membership card and welcome pack will be sent to you.

Print and save your confirmation letter as proof of cover until you receive your membership card.



## Study information

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### Plagiarism and cheating

Plagiarism is a form of fraud and is violating someone else's intellectual property. It is a breach of TAFE NSW Student Code of Conduct and will be managed under the Student Conduct and Discipline Policy and related procedures [tafensw.edu.au/documents/60140/1074037620/Student+Conduct+and+Discipline+Policy.pdf](https://www.tafensw.edu.au/documents/60140/1074037620/Student+Conduct+and+Discipline+Policy.pdf).

### Copyright infringement

A copyright owner is entitled to take legal action against a person who infringes copyright. Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by copyright. Many works can only be used with the prior written permission of the author. Unless otherwise permitted by the Copyright Act 1968, making a copy of another person's published work is an infringement of copyright. However, within the Act, you are permitted to make a copy of published work for the purpose of research or study. This is called fair dealing. A reasonable guide to fair dealing would be:

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

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

- [smartcopying.edu.au](https://smartcopying.edu.au)
- [copyright.org.au](https://copyright.org.au)

Your campus librarian can also provide information on copyright.

### Avoid copyright infringement

To avoid infringement you must:

- never plagiarise information
- respect the intellectual property and copyright of owners and authors of work including works, ideas, and graphics on TAFE NSW and other websites
- 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.

## Repeating a failed subject

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If you fail a unit of competency (subject) more than once, you are not permitted to automatically repeat that unit again. Contact the International Customer Experience Team for assistance.



# The Education Services for Overseas Students (ESOS) framework

## Safe, enjoyable, rewarding

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The Australian Government wants overseas students in Australia to have a safe, enjoyable, and rewarding place to study.

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code.

## Protection for overseas students

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As an overseas student on a student visa, you must study with an education provider, in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at [cricos.education.gov.au](http://cricos.education.gov.au). CRICOS registration guarantees that the course and the education provider at which you study, meet the high standards necessary for overseas students.

Please check carefully, that the details of your course – including its location – match the information on CRICOS.

## Your rights

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The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study, and other information from your provider and your provider's agent
- if you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support, and welfare
- your right to sign a written agreement with your provider, before or as you pay fees, setting out the services to be provided, fees payable, and information about refunds of course money. You should keep a copy of your written agreement. The ESOS framework includes consumer protection that will allow you to receive a refund, or to be placed in another course, if your provider is unable to teach your course.

## Your right to know

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You have the right to know:

- how to use TAFE NSW student support services
- who the contact officer, or officers, are for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended, or cancelled
- what TAFE NSW's requirements are for satisfactory progress in the courses you study
- if attendance will be monitored for those courses
- what will happen if you want to change providers
- how to use the TAFE NSW complaints and appeals process.

## Your responsibilities

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You have a responsibility to:

- satisfy your student visa conditions (including payment of your tuition fees)
- 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
- follow TAFE NSW's attendance policy
- maintain your approved accommodation, support, and general welfare arrangements, if you are under 18 years old.



## TAFE NSW course progress policy

International students studying with TAFE NSW must comply with TAFE NSW Course Progress Policy and Procedures.

A copy of this policy is available at [tafensw.edu.au/international](https://tafensw.edu.au/international).

### Satisfactory and unsatisfactory progress

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At the beginning of each semester, you will be given information about the requirements and the assessments in your course. At TAFE NSW, satisfactory progress means passing at least 50% of the units in one semester. For example, if you are taking ten units, you must pass at least five units. Unsatisfactory progress occurs if you fail more than 50% of the units in a semester.

### Intervention strategy

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If your section considers, at any time during a semester, that you are at risk of failing more than 50% of the units in one semester, the section will take steps to assist you in your studies. To assess the risk of such failure, your attendance records will be checked in each Term. You are also encouraged to contact your International Customer Experience Team or head teacher, if you are experiencing difficulties in your studies.

If you fail more than 50% of the units in a semester, you will be given notice by the International Student Unit, that your progress is unsatisfactory and a learning agreement will be put into place to help you improve.

The learning agreement must be signed by the head teacher and you as this will be monitored during the semester to ensure satisfactory course progress.

### Unsatisfactory progress over two semesters

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If you fail more than 50% of the units in a semester for two consecutive semesters, the international student unit will issue you with a notice of intention to report (NOIR) to the Department of Home Affairs.

### The appeals process

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Before you are reported to the Department of Home Affairs for unsatisfactory progress, you will have 20 days to appeal. Students are allowed to appeal for the following reasons:

1. You believe that your marks have not been recorded or calculated correctly.
2. You believe that you have compassionate or compelling reasons for not making satisfactory progress.
3. You believe that the section has not implemented its Intervention Strategy for TAFE NSW International Students, and therefore has not assisted you.

During any appeal process you must continue to be enrolled and attend classes where appropriate. Depending on the outcome of the appeal, you may or may not be reported to the Department of Home Affairs.





## Attendance requirements for ELICOS students

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The government of Australia has set standards to make sure our overseas students receive quality education and support.

Standard 8 of the 2018 National Code of Practice, requires that we monitor your attendance and progress. You must maintain a minimum of 80% attendance. If your attendance is not satisfactory, we will contact you and try to help.

If you continue to show unsatisfactory attendance, we will report you to the Department of Home Affairs that you are not complying with your visa requirements.

## Requirements for Higher Education students

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Unsatisfactory academic progress is defined by:

- failing any given subject more than once; and/or
- failing two or more subjects attempted in a semester.

# Suspending a student's enrolment

## What does suspension mean?

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Suspension means that you stop studying for a week or more while the course is in progress. Sometimes it is called a "leave of absence". You can ask to suspend your studies, or TAFE NSW can suspend a student (usually a student discipline matter).

## When can I request a suspension?

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If you are going to be absent from your TAFE NSW course for a week or more, you must request written approval from the International Students Unit.

If the absence is for more than two weeks, this is considered a suspension or leave of absence. You must request this prior to taking the leave.

A suspension or leave of absence from your studies may be approved by TAFE NSW in compelling or compassionate circumstances. These circumstances may include medical reasons or extreme personal circumstances.

The Department of Home Affairs provides guidelines on what can be accepted as a valid reason for suspension of studies.

Compassionate and compelling circumstances are usually not under the control of the student and may have an impact on course progress.

Examples of compassionate and compelling circumstances are:

- serious illness or injury – a medical certificate must state clearly that you were unable to attend classes
- bereavement – the death of close family members such as parents or grandparents. Where possible, a death certificate should be supplied
- major political upheaval or natural disaster in a home country, that require you to return (emergency travel) and this has impacted on your studies
- traumatic experience – for example, being involved in, or witnessing, an accident or a crime, and this has had a negative impact on studies (in these cases Police or psychologist's reports are required)
- where your education provider cannot offer you a prerequisite unit
- inability to begin studying on the course commencement date, due to a delay in receiving a student visa.

## How do I request a suspension?

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You need to email the International Customer Experience Team to request suspension of studies. Please note:

- the minimum period for which a suspension applies is one week in a semester
- the Department of Home Affairs will be notified when suspensions of more than two consecutive weeks in a semester occur
- you are advised that suspensions may affect your student visa and that you should seek advice from the Department of Home Affairs about their specific requirements.

## Why would TAFE NSW suspend a student?

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TAFE NSW may suspend or cancel an enrolment if:

- you are absent from your course without approval for more than two consecutive weeks in a semester
- if you fail to pay tuition fees when they are due
- if you breach the TAFE NSW Student Discipline Policy.

copies of this policy are available to all enrolled students. For further information please visit, [tafensw.edu.au/international](https://www.tafensw.edu.au/international).



# Complaints and appeals

We work hard to ensure that international students have a positive experience while they are studying with TAFE NSW.

Sometimes, however, students can feel worried because of a misunderstanding or because they are confused about how things work in Australia.

Most of these problems can be resolved quickly, by speaking to someone about the issue as early as possible.

## Complaints

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If you have a complaint related to your course, you should try to resolve the problem by speaking to your teacher or head teacher. If you feel that you cannot do this, or if your complaint or concern is about something that is not directly related to your course, you should speak with a staff member in the International Students Unit. They can advise you as to who the most appropriate person is to resolve your problem.

If you cannot resolve your problem by informal discussions, you can make a formal complaint. Please enter information into the complaints webform at [feedback.tafensw.edu.au/complaint](https://feedback.tafensw.edu.au/complaint).

You can find the current complaints policy at [tafensw.edu.au/about/complaints-feedback](https://tafensw.edu.au/about/complaints-feedback).

After making a complaint or appeal, you will receive a written statement of the outcome. This statement will include the reasons why decisions have been made. If actions need to be taken as a result of a complaint or appeal, these actions must be implemented immediately and you will be advised on the outcome. You must continue attending classes during the complaints and appeals process. If it is appropriate, you may be permitted to continue your study outside the classroom.

After you make a complaint, an investigation will commence within ten working days.

You can expect to receive a response from a Senior Manager at TAFE NSW within 20 working days.

If you are not happy with the outcome of your complaint, you have the right to appeal further, in accordance with the internal appeal procedures stated in the Internal Appeals process.

If you are not happy with the outcome of the internal appeal process, you have the right to appeal to an independent external party. If you decide to appeal externally, you will be advised of the contact details of the external appeal body – [ombudsman.gov.au](https://ombudsman.gov.au).

The purpose of the external appeals process is to consider whether TAFE NSW has followed its policies and procedures. The purpose of the external appeal is not to make a decision in place of the provider.



## Important contacts

### Department of Education and Training

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For your Education Services for Overseas Students (ESOS) rights and responsibilities: [internationaleducation.gov.au](https://internationaleducation.gov.au).

### Department of Home Affairs

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For visa matters: [homeaffairs.gov.au](https://homeaffairs.gov.au) or 131 881 (in Australia), or contact the Department of Home Affairs office in your country.

### Emergency - 000

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In an emergency, dial 000 from any phone in Australia. The call is free, even if you do not have any credit on your phone. You can also use the universal emergency number 112, on your mobile phone. This will connect to the emergency services (ambulance, police, and fire brigade).

### TAFE NSW International

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[tafensw.edu.au/international](https://tafensw.edu.au/international)



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