



BE AMBITIOUS

2018 STUDENT GUIDE



TAFENSW

2018 SEMESTER-BASED VET STUDENT CALENDAR

Feb-18		
5 February 2018	Monday	Semester One, Term One begins
Apr-18		
15 April 2018	Sunday	Semester One, Term One ends
16 April - 29 April 2018	Monday to Sunday	Autumn vacation
30 April 2018	Monday	Semester One, Term Two begins
Jun-18		
24 June 2018	Sunday	Semester One, Term Two ends
Jul-18		
9 July to 22 July 2018	Monday to Sunday	Winter vacation
23 July 2018	Monday	Semester Two, Term Three begins
Sep-18		
30 September 2018	Monday	Semester Two, Term Three ends
Oct-18		
1 October to 14 October 2018	Monday to Sunday	Spring vacation
15 October 2018	Monday	Semester Two, Term Four Begins
Dec-18		
9 December 2018	Sunday	Semester Two, Term Four ends

Higher Education Students please use the Academic Calendar Online.

WELCOME TO TAFE NSW

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

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

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

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

BE WHATEVER YOU WANT TO BE.

We acknowledge the traditional custodians of the land on which we learn and work together, and commit to building relationships, respect and opportunities with Aboriginal people.

CONTENTS

SUPPORTING YOUR EDUCATION	5
LIBRARIES	5
COUNSELLING AND CAREERS	5
DISABILITY SERVICES	5
ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT	5
MULTICULTURAL SERVICES	6
HELP WITH LEARNING	6
AWARDS AND SCHOLARSHIPS	6
WORLDSKILLS	6
ON CAMPUS	7
STUDENT ASSOCIATIONS	7
STUDENT PORTAL	7
YOUR DEVICES AND IT	7
PUBLIC TRANSPORT AND CONCESSIONS	8
TAFECARD	8
AUTHORITY TO PUBLISH	8
CHILDCARE SERVICES	8
YOUR FACILITIES TO ENJOY AND LEARN IN	8
PARKING AND PERSONAL PROPERTY	9
ANIMAL CARE POLICY	9
IMPORTANT INFORMATION ABOUT YOUR STUDY	10
PARTICIPATION	10
WHAT TO DO IF YOUR DETAILS CHANGE	10
UNIQUE STUDENT IDENTIFIER (USI)	10
MEDICAL CONDITIONS	11
WORK HEALTH AND SAFETY (WHS)	11
COURSE REQUIREMENTS - SAFE HANDLING OF VOLATILE SUBSTANCES AND PPE	11
ASSESSMENTS AND EXAMS	12
MISSING OR LATE ASSESSMENTS	12
FINAL/FORMAL EXAMINATIONS	13
PLAGIARISM AND FRAUD	14
REPEAT OR RESIT A UNIT OF COMPETENCY OR ASSESSMENT	15
PATHWAYS TO FURTHER STUDY	15
CREDIT TRANSFER AGREEMENTS	15
TERTIARY PREPARATION CERTIFICATE	16
TAFE NSW HIGHER EDUCATION	16
DURING YOUR STUDY	16
FEES AND PAYMENT	17
CONSUMER PROTECTION	18
RIGHTS AND RESPONSIBILITIES	20
WHEN YOU ENROL WITH TAFE NSW	20
STUDENT RIGHTS AND RESPONSIBILITIES	20
TAFE NSW RIGHTS AND RESPONSIBILITIES	22
MANAGEMENT OF RISK OF HARM TO STUDENTS AND STAFF	22
WORK PLACEMENTS AND CERTIFICATES OF INSURANCE	22
HARASSMENT AND DISCRIMINATION	23
STUDENT CONDUCT	24
COMPLAINTS	25

SUPPORTING YOUR EDUCATION

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

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

LIBRARIES

Our state-wide [library network](#) provides access to the latest digital and print resources, and is run by professional library staff who can help you with research and support with your studies. Facilities include:

- Individual, group study and social spaces
- Access to computers
- Photocopying and printing

COUNSELLING AND CAREERS

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

DISABILITY SERVICES

If you have a disability or medical condition – whether it is physical or psychiatric, temporary or permanent – we may be able to offer you a range of [disability support services](#) to assist you with your enrolment as well as your education and training. Let us know what your needs are as soon as possible so we can offer support that's right for you.

Disabilities services supports people with a disability to have access, support and equal opportunities when studying at TAFE, and this may include:

- In class support
- Tutorial support
- Assessment adjustments
- Modified learning materials
- Adaptive and assistive technology

Reasonable adjustment for students with a disability

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

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

- Teaching materials are appropriate to the needs of the student.
- Course learning activities are sufficiently flexible for the student to be able to participate.
- Study materials are available in an appropriate format for the student.
- Teaching strategies are adjusted to meet the learning needs of the student.
- Assessment procedures are adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.

Students with a disability should register with a Disabilities Services Teacher/Consultant who will provide support and/or organise assistance during your study.

ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT

TAFE NSW recognises the importance of identity and connection to Country. Our training and education is designed to help you reach your goals.

We welcome and encourage [Aboriginal and Torres Strait Islander people](#) to enrol in TAFE NSW courses, and we support all students to get the most out of education and training. From music and film, to Aboriginal languages and cultures – our courses are taught in small, friendly groups with personalised support.

TAFE NSW offers you a wide range of learning opportunities that will help you achieve your dreams.

MULTICULTURAL SERVICES

We ensure that participation, completions and pathways to vocational education and employment are tailored to best serve people from Culturally and Linguistically Diverse (CALD) backgrounds. Support may include:

- Direct support to students with language difficulties and referral to existing internal services such as counselling, libraries and course information
- 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
- Guidance on the use of interpreters and bilingual services

Our Multicultural Community Engagement Officers can advise on suitable course selection, multicultural policies, translation and interpreting services, recognition of overseas qualifications, temporary residents eligibility to study TAFE NSW courses and referral to community support agencies.

HELP WITH LEARNING

Sometimes you may need help with a particular subject or skill. Perhaps maths isn't your strong point? Or maybe you find it hard to express ideas in writing for essays or exam answers?

We can offer you tutorials and other forms of learner support.

Learner support may help you with:

- Literacy
- Numeracy
- English as a second language
- Maths
- Science
- Computing skills
- Communication skills

Depending on your needs, we offer learner support:

- At drop-in centres
- In small groups
- With a team teacher
- As one-to-one tuition
- Via the internet

We can also provide [specialised support](#) if you have a disability or if English is not your first language.

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

AWARDS AND SCHOLARSHIPS

There is a number of [scholarships](#) available to TAFE NSW students, across a range of study areas. Scholarships include:

- Aboriginal Post Enrolment Scholarships
- Bega Valley Shire Council Tertiary Scholarships
- Diploma of Nursing (Enrolled Nursing) Scholarships
- Foodstorm Scholarship for Catering and Technological Innovation
- Jobs of Tomorrow Scholarships
- Sisters of Charity Foundation Scholarship 2018
- The Trevor Drayton Scholarship
- Vision Australian Further Education Bursary

Ask your teachers for details on scholarships or sponsored prizes and awards which may be available in your area of study

WORLD SKILLS

WorldSkills Australia is a skills competition including 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 achieved medals at the National WorldSkills competitions. Competitions are a great way to improve your skills, compare yourself against others in the field, and get noticed at work or school. They highlight your skills level, willingness to learn, dedication to your job/studies and your courage to have a go.

To participate or for more information about competitions, speak to your teacher or visit [WorldSkills](#)

ON CAMPUS

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

STUDENT ASSOCIATIONS

At many TAFE NSW campuses, [student associations](#) provide facilities, services and activities for members. These not-for-profit and non-political organisations are dedicated to making campus life better for you. Membership is voluntary.

STUDENT PORTAL

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

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

How to activate your student email account:

1. Upon enrolment you will receive a username and temporary password
2. Go to <https://my.tafensw.edu.au/> to access the Student Portal
3. Log on using your username and temporary password
4. Reset your password and set up your secret questions and answers to maximise security and assist you if you forget your password
5. Allow up to 24 hours for the password to reset

When you have access to your student email account you will be able to:

- Access to class computers
- Access to TAFE Library
- Access to important course emails
- Access online learning course
- View your current and past enrolment details, study details and subject results
- View notifications of your next schedule fee payments as well as a history of your fee payments

YOUR DEVICES AND IT

TAFE NSW learning environments have internet connections and wi-fi. TAFE NSW reserves the right to monitor and record all usage of its computer networks, and to take disciplinary action when breaches of expected behaviour occur. [Use of services](#)

Logins

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

Free access to Lynda.com

Lynda.com is an online library featuring course and instructional videos. The videos are taught by recognised industry experts and cover the latest in technology, creative, and business skills.

Access is available via the [Student Portal](#)

If you need any help, please talk to your teacher, local librarian or the customer service team.

Free access to Office 365 Education

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

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

Office 365 Education is available via the [Student Portal](#)

Social media

Stay in the loop with the TAFE NSW social media pages to find out about events, industry news, student achievements and important announcements.

LIKE, FOLLOW and JOIN in the conversation on the pages below:

- [Facebook.com/TAFENSW](https://www.facebook.com/TAFENSW)
- [Twitter.com/tafensw](https://twitter.com/tafensw)
- [Linkedin.com/school/tafe-nsw](https://www.linkedin.com/school/tafe-nsw)
- [Instagram.com/tafensw](https://www.instagram.com/tafensw)
- [SnapChat](#)

PUBLIC TRANSPORT AND CONCESSIONS

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

Click here for [information on public transport](#) to and from your campus.

TAFECARD

A TAFEcard is the TAFE NSW student identification card. You must get a TAFEcard – it contains your photograph, name and student number, and:

- Records membership of the library and student association
- Gives you access to parking, photocopying facilities and secure areas such as computer labs
- Is required for you to be able to sit an examination

How to get your TAFEcard?

The TAFEcard is a compulsory form of identification at TAFE NSW. Please visit your TAFE NSW campus to have your photo taken for your TAFEcard. If you are studying online, we will contact you to explain how to get your TAFE Card.

You will be issued with one TAFEcard regardless of how many courses you enrol in. It is valid while you are enrolled and can be used at any TAFE NSW campus. Please don't discard your TAFEcard as it is valid for future courses.

A replacement fee of \$20 applies to lost/stolen or damaged cards.

AUTHORITY TO PUBLISH

You may be asked to sign an Authority to Publish form by teaching or related TAFE NSW staff while you are studying with us. The Authority to Publish form is an agreement that means TAFE NSW is able to quote you or use your photo in promotional and marketing material.

If you sign this form it means that you agree to the following:

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

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

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

CHILDCARE SERVICES

There are [childcare centres](#) at some TAFE NSW locations. Limited places may be available to children under the age of six whose parents are enrolled in a TAFE NSW course.

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. Come in and check out student bands, lunchtime art exhibitions, discount barbecues, competitions, theatre performances and much more.

PARKING AND PERSONAL PROPERTY

If you bring property and or park on a TAFE NSW campus, you do so at your own risk. Some campuses have parking available for students, however, no responsibility will be accepted for loss and/or damage to private property or vehicles brought to a TAFE NSW campus.

ANIMAL CARE POLICY

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

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

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



ABOUT YOUR STUDY

From short courses to degrees, TAFE NSW courses can help you reach your career goals. Courses are recognised and valued everywhere.

PARTICIPATION

During the first week of each unit/subject in your course, you will be provided with:

- An outline of the subject
- Special health and safety requirements
- The student assessment guide for the units/subjects you are studying
- Standard of conduct and behaviour requirements

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

If you are sick, unable to attend class, complete an assessment or have missed an assessment due to uncontrollable 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/subject level if an online student, practical sessions, exam, test or learner support
 - Submitted an application for recognition of prior learning (RPL)
 - Accessed activities or pages in the learning management system or Moodle website
 - Submitted assessments
 - Contacted your teaching section for support and assistance
- If you wish to transfer to another college, you must discuss this with your teacher.

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

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

WHAT TO DO IF YOUR DETAILS CHANGE

Always contact us if your circumstances or [contact details](#) change, including phone, email, address, name and Centrelink 'circumstances'. Any change could have an impact on fees, how you receive your qualification, and support you get while you study.

You may need to present evidence, and you may need to also make the same changes to your [USI profile](#).

UNIQUE STUDENT IDENTIFIER (USI)

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.

Please note that Higher Education students do not need a USI.

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

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

See the TAFE NSW website "[What is a Unique Student Identifier?](#)"

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

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

MEDICAL CONDITIONS

If you have an ongoing medical condition such as epilepsy or diabetes it is important to make your teachers aware of this in case you require sudden assistance.

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

Anaphylaxis

If you are at risk of anaphylaxis you must carry your own adrenaline auto injector (‘Epi-Pen’) whilst on campus or whilst attending any TAFE NSW activities such as events, excursions or work placement.

TAFE NSW campuses provide ‘back up’ Epi-Pens in case of emergency.

For access to your nearest first aid officer, contact your teacher or Administration at your campus.

Prescription drugs

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

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

WORK HEALTH AND SAFETY (WHS)

TAFE NSW has a duty to ensure the health, safety and welfare of all employees, students, other workers and visitors attending our campuses. At enrolment you will be informed of any course requirement that you will need to provide, e.g. protective clothing and equipment (PPE). Closed-in footwear should be worn on campus. During an orientation session at your first attendance, you will be given information on what to do in case of an emergency or if you are injured and require first aid. All campuses 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 of needing transportation by ambulance, the cost will be the responsibility of the person being transported. You will be provided with instruction and training on work health and safety relevant to your course.

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

For further information about work, health and safety, visit a TAFE NSW library, ask your teacher, or visit the WorkCover Authority website on workcover.nsw.gov.au

COURSE REQUIREMENTS - SAFE HANDLING OF VOLATILE SUBSTANCES AND PPE

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

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

ASSESSMENTS AND EXAMS

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

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

If you have a permanent or temporary disability which may affect your ability to undertake assessments, sit an examination, or finish it in the required time, contact the Campus Teacher/Consultant for students with disabilities, who will determine if you qualify for special concessions (e.g. a modified examination). If the nature and/or degree of the disability changes after the granting of a concession, the Campus Manager must be informed BEFORE the examination or assessment event.

Examination aids permitted to be used for each examination are shown in the Student Assessment Guide/Student Handbook. 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. The campus/college will provide writing paper in the examination room.

Electronic dictionaries/devices, including mobile phones, are NOT permitted for use.

You will receive a copy of the Student Assessment Guide/Student Handbook at your first attendance/participation and it is your responsibility to read the Student Assessment Guide/s provided by your teachers and you must sign a statement and/or acknowledge receipt to confirm that you have received and understood the assessment procedure relating to your qualification/ units of competency.

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

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

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

VET students 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.

MISSING OR LATE ASSESSMENT

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

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

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

Where possible, you should provide evidence to support what you say - for example, a medical certificate. 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.

If you have a permanent or temporary disability which may affect your ability to sit an assessment, or finish it in the required time, speak to your teacher and contact the Campus Teacher/Consultant for students with disabilities, who will determine if you qualify for special concessions (e.g. a modified examination). If the nature and/or degree of the disability changes after the granting of a concession, the teacher must be informed BEFORE the assessment.



FINAL/FORMAL EXAMINATIONS

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

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

Examination timetable

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

If circumstances arise which prevent you from attending the correct campus you **MUST** seek approval **IN WRITING** from both your campus of enrolment and the campus 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 campus of subject enrolment. If you are a TAFE Digital or Block Release student you should notify your enrolment campus of the location where you wish to sit your examination.

Clash of exams

If you have two examinations scheduled for the same time and date, give **WRITTEN** notification to your Campus Manager who will arrange for you to sit one of the examinations earlier, or later, in the day. (Please give reasonable notice to ensure there is sufficient time for these arrangements to be made.) You will be supervised during breaks between the two examinations.

On the day of the examination

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

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

Mobile telephones and iPods and other communication devices must be switched off.

Under **NO** circumstances can they be used in the examination room.

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

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

During the examination

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

At all times follow directions given by the supervisor. Failure to comply with such directions will be considered a serious breach of discipline and could result in a fail result for the examination.

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

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

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

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

If the question paper is not restricted (restricted papers have a yellow cover), or does not require the answers to be written on it, you may take it with you when leaving the room.

Behaviour during assessments and examinations

You are entitled to sit for your assessments and/or examination 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 can be told to leave the assessment location or examination room, and may be failed in the assessment/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 situation, including an examination. 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 campus for a specific period of time. Charges may be laid by the police.

Missed examinations

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

Exam/Assessment results

Following your examinations and/or assessments, your results will be determined and checked before being made available via the Student Portal. You will also be issued a Transcript of Academic record, (your Units and their results), at the end of Semester 1 and Semester 2 each year, without charge.

The transcript is posted to the address identified when you enrolled, unless you amend the address by advising your college or you change these details via the Student Portal.

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

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

Appeals

Information relating to assessment appeals can be found in the Student Guide for your qualification and the Student Assessment Guides for the units of competency you will study.

You will receive this information at your first class.

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

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

If you wish to request a review of your results, contact your teacher or head teacher.

If they are unavailable, contact a Customer Service Centre officer, at the college where the result was recorded, within 14 days of receiving your results.

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

The process for appeals on assessment matters must address and record any complaints or concerns expressed by students. Such complaints or concerns might relate to misinformation provided by a member of TAFE NSW staff – for example, inadequate or inaccurate provision of information in relation to assessment requirements, the provision of inappropriate learning materials or refusal to respond appropriately to a student's concerns. The appeal process is simple and direct and ensures that students are readily able to register honest concerns. Should you wish to appeal the decision, you will be supplied with the relevant Assessment Policy – TAFE NSW, which is also available on the TAFE NSW website.

PLAGIARISM AND FRAUD

Plagiarism is taking the ideas or writings of others and presenting them as if they were your own work without acknowledging the original author. Plagiarism is a form of fraud and entails violating the property of someone else. It is a breach of student conduct and will be managed under the Student Discipline Policy [internal anchor to Breach of student conduct – student discipline]

Copyright infringement

A copyright owner is entitled to take legal action against a person who infringes copyright. Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by copyright. Many works can only be used with the prior written permission of the author. Unless otherwise permitted by the Copyright Act 1968, making a copy of another person's published work is an infringement of

copyright. However, within the Act, you are permitted to make a copy of published work for the purpose of research or study. This is called fair dealing. A reasonable guide to fair dealing would be:

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

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

- smartcopying.edu.au
- copyright.org.au
- Your college librarian can also provide information on copyright

AVOIDING COPYRIGHT INFRINGEMENT

You must:

- Never plagiarise information
- Respect the intellectual property and copyright of owners and authors of work, including works, ideas and graphics etc 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

REPEAT OR RE-SIT 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/subject and paying a fee. Discuss the options available to you with your teacher or head teacher.

Failure in a Unit of Competency (on two occasions)

If you wish to re-enrol in a unit/subject after receiving two 'Fail' results in that unit within a three-year period,

you are required to submit a request in writing to your head teacher showing cause as to why you should be re-enrolled.

Where this original unit/subject is no longer current, your Head Teacher will discuss the available options to complete your qualification/course of study.

Your student fee (or fee exemption) only covers your first attempt at a unit of competency.

PATHWAYS TO FURTHER STUDY

TVET

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

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

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

Degree Programs

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

CREDIT TRANSFER AGREEMENTS

Credit Transfer is a form of recognition for previous study based on formal arrangements which have been negotiated between TAFE NSW and higher education providers. Credit Transfer can significantly reduce the time it takes to complete a degree and can take various forms including specified, unspecified and block credits. Currently we have agreements with more than 20 Australian universities and higher education providers. To apply for credit transfer to a TAFE NSW degree program or other degree program, speak to your teacher. TAFE NSW diplomas and advance diplomas offer credit in TAFE NSW degree programs and some partnership programs.

TERTIARY PREPARATION CERTIFICATE

The Certificate IV in Tertiary Preparation (TPC) is suitable for people who may not have had the opportunity to qualify for university entry through traditional study pathways such as the Higher School Certificate (HSC). The TPC will help develop a broad range of skills necessary to gain entry to and succeed in tertiary education and employment. The TPC is considered equivalent to the HSC.

TAFE NSW HIGHER EDUCATION

TAFE NSW offers a number of degree courses and higher education options. These courses have strong links with employers, providing both the practical skills and theoretical knowledge to land a job faster and succeed in your chosen career.

For more information on your degree options visit [TAFE NSW Degrees](#)

For more information on [Recognition of Prior Learning \(RPL\)](#) and [Credit Transfer](#)

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



DURING YOUR STUDY

Withdrawals

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

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

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

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

You may still be liable for payment of your course fees, so it is important to let your teacher know as soon as possible.

Deferring your study

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

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

- Discuss and notify your teacher or head teacher
- Read thoroughly, then complete and submit a TAFE NSW application to withdraw, identifying that you are deferring your studies, the period you wish to defer and when you will return to study

When your application has been processed you will receive a Transcript of Results achieved (if any). Any unit/s or subject/s attempted /not completed within your enrolled qualification will record a withdrawn (WN) result, and the student fee or fee exemption covers this first attempt at these Unit/s.

When you return to study after your deferment, you will need to pay an additional fee for the second attempt at these Unit/s.

If studies are not resumed within the maximum 12-month period, you will be withdrawn and your study will be discontinued in this course.

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

Discontinuing your study

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

- Notify your teacher or head teacher
- Read thoroughly, complete and submit a TAFE NSW [application to withdraw](#), identifying that you are discontinuing your studies.

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

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

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

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

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

TAFE NSW reserves the right to:

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

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

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

FEES AND PAYMENT

A fee applies for most TAFE NSW courses and must be paid at enrolment and before your first participation / attendance at class. The amount you pay depends on the type of course you study and on your personal circumstances.

Please ensure you have paid your fees, or your fee instalment, by the due date, or you won't be allowed to start or continue your course, nor have access to training materials and services, and you will not be issued a transcript or testamur.

You will need to pay your fees (or the first fee instalment) before attending classes and they must be paid in full in order for you to receive your qualification and testamur.

Payments are made by cheque, EFTPOS, money order, BPAY (using TAFE Fee Statement) or credit card (MasterCard or Visa) through the Student Portal or by phoning the Customer Service Centre. We do not accept cash.

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

Registered NSW Apprentices and New Entrant Trainees accessing the Smart and Skilled subsidised training are eligible for the capped qualification fee.

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

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

Help with fees

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

[VET Student Loan](#). The VSL program allows eligible students to repay their tuition loan fees for approved diplomas or advanced diplomas.

[FEE HELP](#). FEE HELP is a higher education student loan that also helps students to repay their tuition loan fees for any of the TAFE NSW Higher Education programs.

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

- Essential equipment and other items that become your property for example, protective clothing, chef knives, licence fees
- An optional charge for an item that is not essential for you to complete your training, for example the campus may provide florist students with standard flowers however if you would like to use exotic flowers you would need to purchase the exotic flowers
- An optional charge of an alternative form of access to an item or service that is an essential component of the training. For example, a textbook required for the qualification is made available online. If you prefer the textbook as a hardcopy you will need to purchase the textbook
- 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.

Smart and Skilled eligibility status for a Concession Fee or Fee Exemption

For government-subsidised training commenced from 1 January 2017, and where you are enrolled under Smart and Skilled conditions, you may be eligible for a fee exemption or fee concession if you did not declare your disability or concession status or identity as an Aboriginal or Torres Strait Islander (ATSI) at time of enrolment. You should contact your teacher/ Head Teacher, or Customer Service of your enrolment location.

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

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

Refunds

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

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

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

- Where you withdraw from your study after the start of your course and you have pre-paid on future fee instalments, you may be eligible for a refund of the pre-paid fee instalments
- Where you have paid the full Smart and Skilled student fee but then receive Youth Allowance or Austudy, within two weeks of the course start date and become eligible for a concession fee, your student fee (and future fee instalments) will be amended
- Where you have paid the full Smart and Skilled student fee and you have been granted Credit Transfer or Recognition of Prior Learning after commencing your study, your fee (and future fee instalments) will be amended

See [TAFE NSW Student Fees and Refund Policy](#).

CONSUMER PROTECTION

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

As a TAFE NSW student you have a right to:

- Expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirement.
- Expect that the higher education programs will be accredited by and are delivered to the requirements of the Tertiary Education Quality and Standards Agency (TEQSA)
- Be informed about personal information that is collected about you and the right to review and correct that information
- Access to TAFE NSW feedback and complaints handling process

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

- Providing true, accurate and complete information to TAFE NSW
- Behaving in a responsible and ethical manner

There are designated Consumer Protection Officers within TAFE NSW to assist you. See the [TAFE NSW Consumer Protection Policy](#).

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

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

TAFE NSW welcomes feedback made via the [online feedback form](#). You may also submit your complaint on a Suggestion or Complaints Form, available from teaching and administration staff, or online via your TAFE Region website while TAFE NSW is in the process of implementing a One TAFE approach to complaints management.

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

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



RIGHTS AND RESPONSIBILITIES

Know your 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 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/understanding of the following Student Privacy Statement, Smart & Skilled Consent and your consent to access information held by the Department of Human Services (Centrelink).

These are detailed at ["Know your Rights and Responsibilities"](#) 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 be granted a fee exemption), you agree to follow TAFE NSW policies and procedures and that you will abide by these conditions. It is also a declaration that all the information you have provided is true and correct.

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

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

You can appeal against certain penalties. Your penalty might then be reduced, removed, or increased – refer to Student Conduct – Student Discipline.

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 (CT) 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 discipline
- Discontinue your studies, advising by the appropriate notification process
- Lodge a complaint or suggestion for improvement without fear of victimisation or retribution



As a student, you have responsibility to:

- Treat all staff, students and the general public with respect, fairness and courtesy
- Be punctual and regular in your attendance
- Submit assessment tasks by the due date or ask for an extension of 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 non-slip footwear as the wearing of thongs or walking barefoot is not permitted on campus for safety reasons
- Use protective equipment where required and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety or environmental concerns to your teacher and/or Customer Service staff immediately

As a student, you must not:

- At enrolment, withhold or misinform TAFE NSW of your previous training qualifications in relation to your eligibility for any Smart and Skilled training subsidised by the NSW Government
- Plagiarise, collude or cheat in any assessment event or examination
- Illegally copy software licensed to TAFE NSW
- 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 or through any social media
- Use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or exams
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Damage, steal, modify, misuse, waste or pollute TAFE NSW property
- Be under the influence of alcohol or illegal drugs in the learning environment

Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public - including SMS messaging or any form of cyber bullying.



TAFE NSW RIGHTS AND RESPONSIBILITIES

TAFE NSW has the responsibility to:

- Support you in learning, studying, and developing skills in a safe and healthy learning environment
- Safeguard the welfare of children, young people and other vulnerable people who may come into contact with our students during workplace components of a course, visits to industry and in simulated workplace settings
- Do our best to help you complete your course
- Advise you of changes to fees, course delivery, timetable and location and of any alternative arrangements available to you
- Make changes to course delivery, timetable and location 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 Counsellor should a student request it in relation to making this declaration
- Maintain and be compliant with the Standards for Registered Training Organisation (RTOs) and the requirements of the Australian Skills Quality Authority (ASQA)
- Be compliant with relevant Commonwealth and State legislation and regulations



MANAGEMENT OF RISK OF 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 behaviour that may suggest that you could pose a potential risk of any type to TAFE NSW students, staff and/or visitors, it is a condition of your enrolment to advise the Campus Manager, a TAFE NSW Counsellor or your Head Teacher prior to your first class.

For these purposes, 'violence' is not restricted to physical acts. It includes any behaviour in the last 10 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 don't 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 a simulated workplace environment.

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

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

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

Students who have committed a breach of student discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course where successful completion of work placement is required.

There are TAFE NSW courses that have a compulsory work placement component. For more information, go to <https://www.tafensw.edu.au/get-started-at-tafe-nsw/rights-and-responsibilities/student-responsibilities-in-work-placement>

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 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 don't feel you can do this, you can seek advice and support from a TAFE counsellor, who will help you if you need to make a complaint.

The behaviour may constitute a breach of the Student 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 that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist or sexist joke to have a "dig" at someone - and therefore to harass them
- Offensive gestures
- Ignoring, isolating or segregating a person or group
- Referring to a person who is transgender by their previous name or gender, or calling them "it"
- Staring at or leering in a sexual manner
- Sexual or physical contact, such as grabbing, kissing or touching
- Intrusive questions about sexual activity
- Unwelcome wolf whistling
- Repeated sexual invitations when the person has refused a similar invitation before

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 not sure 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, and to not engage in conduct that impairs the reasonable freedom of any person (whether or not a student) to pursue his or her studies, research or work in TAFE NSW or on the premises or online/digital platforms, or to participate on the activities or, or associated with TAFE NSW, or is 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 Discipline Policy you should feel comfortable to report it.

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

Breach of student conduct – Student Discipline

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

- Assault or threaten to assault a person or incite another person to assault or threaten any person
- Behaviour that involves a breach of the law
- Engage in any offensive conduct
- Sexual behaviour that could cause offence or harm to others
- Consume alcohol otherwise than in an area where it is permitted, be under the influence of alcohol, supply alcohol to a person under 18 years, or consume alcohol if you are under 18 years of age
- Smoke on campus, including e-cigarettes, in an area other than a designated 'smoking area', or sell/supply cigarettes to a person under 18 years on campus or during TAFE NSW activities
- Remove, damage or use any property of TAFE NSW without the authority of TAFE NSW or a member of staff
- Obstruct a member of staff in the performance of the staff member's duties
- Refuse to give full and accurate particulars of your identity in response to a direction to do so by a member of staff
- Provide false or inaccurate information or fail to produce evidence of your residency status to TAFE NSW when required
- Disobey or disregard 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
- Enter premises of TAFE NSW, or fail to leave a part of TAFE NSW premises, contrary to a direction given by a member of staff
- Commit or engage in any dishonest or unfair act including plagiarism in relation to an examination, assignment or other form of academic assessment
- Falsify, or attempt to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment
- Provide false or inaccurate information to officers of TAFE NSW at the time of enrolment or at any time
- Engage in behaviour that amounts to unlawful harassment or discrimination of another student or students or member of staff
- Encourage, aid or assist another student to commit a breach of student discipline and to disobey or disregard a reasonable instruction, order or direction of a member and when this is directly to ensure the health, safety or welfare of any person
- Make 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
- Prepare, write, distribute and/or have in possession (by any means) material adversely targeting individuals or particular groups
- Generating graffiti in relation to TAFE NSW property and adversely targeting individuals or particular groups
- Aggressive, abusive, threatening, bullying or intimidating behaviour or language directed to staff, students or others
- Use electronic means of communication, or telecommunications to adversely target, harass or bully individuals or particular groups
- Misuse of a TAFECard
- Fail to pay any mandatory fee, charge or penalty owing to TAFE NSW
- Fail to return any borrowed TAFE NSW equipment or resource within the specified period of time
- Fail to advise the Campus Manager, TAFE Counsellor, Head Teacher, designated officer or delegate before attending your first class of any history of violent behaviour
- Unauthorised use or misuse of TAFE NSW computers or computer systems including misuse of the TAFE NSW student user logins
- Dangerous driving on or near TAFE NSW premises
- Fail to comply with a provision of this Policy or with an order or direction given under such a provision
- Fail to comply with an order made on a minor breach of discipline

The designated officer and/or campus manager dealing with an alleged breach of discipline will assess the situation, including holding discussions with the

student, staff and others involved with/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 of discipline did occur and a penalty is imposed, the student can lodge an appeal against the penalty.

Penalties for breaches of student conduct – student discipline

- Where a designated officer is satisfied that a student has committed a breach of discipline, any of the following penalties may be applied:
- Reprimand
- Requirement to attend counselling at a specified time and place
- Pay a fine not exceeding \$200, within a specified time
- Payment of compensation by student for damage or loss of property
- Use of specified facilities or equipment only in accordance with certain conditions (for a period not exceeding 12 months)
- Exclusion from either part or whole campus for up to 30 days or 80 hours of actual class time (whichever greater)
- Exclusion of online access to any resource of TAFE NSW for up to 30 days or 80 hours of actual class time (whichever greater)
- Exclusion from one or more examinations
- Denied the right to borrow Library Resources or use any services from any or all of the libraries operated by TAFE NSW, for a specific period of time
- Issue of testamur, result notice or employer report be delayed until student has complied with the order.
- May be excluded from any or all TAFE NSW establishments, or excluded from TAFE NSW

Penalties for breaches of student illicit drug use

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

- Being under the influence of an illicit drug on campus
- Use, possess or supply a prohibited/illicit drug or substance (this is also against the law)
- Use of a phone or computer to communicate about the supply of a prohibited drug (this is also against the law)

COMPLAINTS

During your time studying with TAFE NSW, you might have a concern about your course, your teachers, other TAFE NSW employees or TAFE NSW policies and procedures.

If you do have a complaint, we recommend you talk to someone as soon as the situation arises. This way, it won't escalate unnecessarily into a bigger problem. Most concerns can be solved by talking to a staff member at your local campus, because they know your situation and can respond to your concerns promptly.

You may submit your complaint on a Suggestion or Complaints Form, available from teaching and administration staff, or our [online complaints TAFE NSW Complaints Form](#).

Complaints to TAFE NSW are managed in accordance with the [TAFE NSW Complaint Management Policy](#)





TAFE^{NSW}

BE
AMBITIOUS

Disclaimer: Information is correct as of December 2017.