

Enrolment Form

TAFE NSW Student ID	Unique Student Identifier (USI)	USI exemption
International Student Number	Campus Location	
Course Name	Course Code	
Local Offering (Cal-Occ Code) (office use)		
Fee Type	Fee Amount	Fund/Funding Source

Have you previously enrolled in TAFE NSW?	Yes	No	If Yes, at what location did you study?
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Are you a TAFE NSW staff member?	Yes	No
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Student details

Your results and TAFEcard will be issued with your legal name(s)/details provided below and must match the information of your USI.

*Indicates mandatory field

Single name only (Tick this box if you have one name only. Write your single name in the 'Family name' section)

Title: (Mr/Ms/Miss/Dr/Hon/Prof/Rev)

*Family name (same as for USI)

*First name (same as for USI)

*Middle name

Preferred Given Name

*Date of Birth

*Gender Female Male Indeterminate/Intersex/Unspecified/Non-Binary

Gender Identity (optional) Female Male Non-Binary Unspecified Different term

Prefer not to answer

Preferred Pronouns (optional) she, her, hers he, him, his they, them, theirs ze, zir, zirs Prefer not to answer

*Mobile phone

*Email Address

*Home phone

Work Phone

Preferred method of contact

Residential address

Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home.

*Home Address *Suburb *State

*Postcode *Country of Home address

Postal address, if different from above *Suburb *State

*Postcode *Country of Postal Address

International Address *(for Offshore students)*

Country of International address

Emergency Contact Information

*Emergency contact name

*Relationship to student

*Contact phone number

Contact email address

Citizenship and residency

*In which country were you born?

* Do you reside in Australia? Yes No

*Please indicate your citizenship or residency status. I am:

Australian citizen New Zealand citizen Australian Permanent Resident

Permanent Humanitarian Visa and my visa sub-class is

Partner of Humanitarian Visa

Bridging Humanitarian Visa

Pacific Engagement Visa

Temporary Entrant (Australian Temporary Visa) and my visa sub-class is and the expiry date is

Other – holder of visa subclass 100 309 801 820 – and my partner holds a Permanent Humanitarian Visa

Other – Offshore student (no Australian residency or visa)

Aboriginal & Torres Strait Islander

*Are you of Australian Aboriginal and/or Torres Strait Islander descent? (Documentary evidence of community identification may be required)

Yes, Aboriginal Yes, Torres Strait Islander Aboriginal and Torres Strait Islander No

Disability

*Do you consider yourself to have a disability, impairment or longer-term condition? Yes No

Neurological condition Intellectual Learning

Vision Medical conditions Other (specify below)

Hearing/Deafness Acquired Brain Impairment

Physical Mental Illness

Do you require training support and/or assistance for this disability, impairment or long-term condition from a Teacher/Consultant?

Yes No (You can schedule an appointment to discuss your training support needs/assistance)

Education

1. Are you currently a Registered Home-Schooled Student? Yes Registration number No
2. Are you still enrolled in secondary or senior secondary education? Yes NESA student No No
3. In which year did you complete this school level?
4. What is your highest completed school level?
If you are currently enrolled in secondary education, the *Highest school level completed* refers to the highest school level you have completed and not the level you are currently undertaking. For example, if you are currently in Year 10 the *Highest school level completed* is Year 9.

Year 12 or equivalent	Year 10 or equivalent	Year 8 or equivalent
Year 11 or equivalent	Year 9 or equivalent	Never attended school

Previous qualifications achieved

Have you successfully completed any of the following qualifications? Yes No

If yes, then please enter the appropriate location number in the applicable boxes

Bachelor degree or Higher Degree

Advanced Diploma or Associate Degree

Diploma (or Associate Diploma)

Certificate IV (or Advanced Certificate/Technician)

Certificate III (or Trade Certificate)

Certificate II

Certificate I

Other education (including certificates or overseas qualifications not listed here)

Location Numbers

1 – Overseas 2 – TAFE NSW 3 – Adult & Community Education (ACE) 4 – Other Training Provider

5 – HSC VET Course

6 – Higher Education

7 - University

Language and cultural diversity

1. If you were not born in Australia, what year did you first arrive in Australia

2. Do you speak a language other than English at Home?

No, English only

Yes, I speak

3. How well do you speak English? Very Well Well Not Well Not at all

4. Do you require help with English? No Yes

Study reason

Which best describes your main reason for studying? (Mandatory)

To get a job

I want extra skills for my job

To develop my existing business

To get into another course of study

To start my own business

For personal interest or self-development

To try a different career

To get skills for community/volunteer work

To get a better job or promotion

Other reasons

It is a requirement of my job

Employment

Of the following categories, which BEST describes your current Employment status? Place a CROSS (X) in one box only

Full-time employee

Part-time employee

Self-employed – not employing others

Self-employed – employing others

Employed – unpaid worker in a family business

Unemployed – seeking full-time work

Unemployed – seeking part-time work

Not employed – not seeking employment

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week)

Are you serving or have served in the Australian Defence Force? Yes No

Third Party Payment

Do you intend to pay using a third party? Yes No
You may receive further information on this option

Long Term Unemployed?

Yes

No

Long term unemployed is where a person has been unemployed for 12 months or more.

Employment Service Provider (ESP)

ESP Client ID

ESP Client Referral ID

Work in NSW

I am a non-resident of New South Wales, but I am employed and my work location is predominately within New South Wales.

Out-of-home care

I am aged 15-17 years and currently in out-of-home care

I am aged 18-30 years and previously in out-of-home care

I am aged 15 and over and able to disclose (self-declare) that I meet the domestic and family violence definition as detailed at [About domestic and family violence | Communities and Justice](#)

Welfare/Benefit

Not a welfare recipient

Welfare Recipient

CRN

Eligible benefits are the Age Pension, Austudy, Carer Payment, Disability Support Pension, JobSeeker Payment, Farm Household Allowance, Family Tax Benefit Part A (maximum rate only), Parenting Payment (Single), Special Benefit and Youth Allowance.

Dependent Child of Welfare Recipient

Dependent Spouse/partner of welfare recipient

Veteran Recipient

DVA No.

Eligible benefits include Veterans' Affairs Pensions.

Dependant Child of Veteran

Dependent Spouse/Partner of Veteran

Do you have a history of violent behaviour?

Yes

No

This includes but is not limited to physical acts, threats, harassment, stalking, emotional abuse or any behaviour compromising another person's physical or psychological safety. If you select Yes we'll contact you. The information you share will help us manage and assess any risk of harm to you and other students and staff. Please see [Management of Students with a History of Violent Behaviour](#) information on this enrolment form

Student Fee Information

The Student Fee for NSW government subsidised training depends on your entitlement and eligibility, including prior qualifications. Your fee is estimated at time of enrolment, with supporting evidence as required.

Eligibility to a Concession Fee or Fee Exemption, from 1 January 2017, can be reviewed after enrolment and during your enrolment in this course of study. Requests for a Student fee exemption or concession cannot be considered following course withdrawal or course completion.

When you enrol in a government subsidised course you are required to pay the Smart and Skilled student fee unless you qualify for a fee exemption or fee concession. Please see the [Smart and Skilled Fee Administration Policy](#) for full Smart and Skilled fee details and requirements under this program. The [Smart and Skilled Consumer Protection Strategy](#) outlines the consumer protection measures required for Smart and Skilled training or you may call 1300 772 104 for assistance.

TAFE NSW Student Declaration

By enrolling in any course or program with TAFE NSW I acknowledge and agree to the following:

- All information provided with this enrolment is true, accurate, complete and not misleading in any way and I will provide evidence when requested to support my declarations. I will promptly inform TAFE NSW of any changes. If any of that information is incorrect, incomplete, false or misleading, including not disclosing a history of violent behaviour, TAFE NSW may cancel this enrolment.
- I have read the section titled [Management of Risk of Harm to Students and Staff](#) in the TAFE NSW Terms and Conditions. I also acknowledge that it is a condition of my enrolment to advise the Campus Manager, a TAFE Counsellor, or my Head Teacher if I have a history of violent behaviour.
- I have been informed of, accessed or been provided with sufficient information to understand all the requirements and applicable [terms and conditions](#) of my enrolment, including [student rights and responsibilities](#), the fees and charges associated with my course, and the TAFE NSW Enrolment and Student Administration Policy at <https://www.tafensw.edu.au/about/policies-and-procedures>.
- I agree to pay all the student fees and charges associated with my enrolment by the due date(s), otherwise TAFE NSW may suspend or cancel this enrolment, refer the outstanding debt to a debt collection agency and will withhold my award/results for any completed course until all outstanding amounts are paid.

- I am liable for all outstanding fees, whether or not another person (e.g. my employer, sponsor, parent or guardian or any other organisation or entity) has agreed to pay them on my behalf.
- I will comply with all applicable TAFE NSW policies, procedures, rules and lawful instructions relating to my enrolment, including [student conduct and disciplinary policy](#).
- I consent to TAFE NSW collecting, storing, using and disclosing my personal information in accordance with [TAFE NSW's Privacy Statement](#), including disclosing my personal information to other Government departments and agencies or as permitted by law, including the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002 and the [National Vet Data Policy Privacy Notice](#).
- I consent and authorise TAFE NSW and Services Australia (Centrelink) for the release of information on the status of my Centrelink entitlement solely to confirm and validate my eligibility for fee exemption or fee concession on enrolment into NSW Government subsidised training and/or identified TAFE NSW courses.
- I understand and consent that to support a Credit Transfer application, TAFE NSW will request verification of my Academic Record with the issuing Provider to ensure the achievement of competency and currency of the training and equally, TAFE NSW will verify authenticity of a TAFE issued Academic Record when requested by another Provider in accordance with the Standards for Registered Training Organisations (RTOs).
- I have been made aware of any Third Party arrangements related to this enrolment.
- I do not have a concurrent enrolment into the same qualification and/or the same units of competency for the same or other qualification.
- I understand and agree that under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, TAFE NSW is required to collect Personal Information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive Personal Information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).
- My Personal Information (including the Personal Information contained on my enrolment form and my training activity data) may be used or disclosed by TAFE NSW for statistical, regulatory and research purposes. TAFE NSW may share my Personal Information with third parties for these reasons, including:
 - my school, if I'm a secondary student doing VET or a school-based apprenticeship or traineeship
 - my employer, if I am an apprentice or trainee
 - Government departments and authorised agencies, including the NSW Department of Education
 - NCVER
 - organisations running student surveys, including the NSW Department of Education
 - approved researchers.
- NCVER may use or share my Personal Information for these purposes:
 - Issuing VET Statements of Attainment or Qualifications and updating Authenticated VET Transcripts.
 - Supporting education research and statistics, including surveys.
 - Helping understand how the VET market works, to guide policy and workforce planning.
 - Managing VET programs, including regulation, monitoring and evaluation.
- I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. I may opt out of the survey at the time of being contacted. NCVER will collect, keep, use and share my Personal Information under the Privacy Act 1988 (Cth), the VET Data Policy and its own policies and protocols, including those on the [NCVER website](#).
- The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.
- The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.
- I also acknowledge and agree that the Department may contact me by telephone, email or post, during or after I have ceased subsidised training with TAFE NSW for the purposes of evaluating and assessing my subsidised training.
- I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

Note: if under 18 years of age at the time of giving consent, then the consent of your guardian is required.

Student Signature

Date

I am the parent or legal guardian of the student. I understand the TAFE NSW Privacy Statement and consent to this enrolment in accordance with the Terms and Conditions outlined on this Enrolment Form.

Parent/Guardian Name

Parent/Guardian Signature

Date

If the student is under 18 years of age

Direct Marketing/Surveys

I agree to receive surveys from NSW Government departments and other approved agencies about my training quality and study and work outcomes.

Note: You may opt-out by contacting us on 131 601. See [Privacy and Marketing](#) for more information.

Student Privacy Statement

Information collected by TAFE NSW (the New South Wales TAFE Commission) during a student's enrolment and attendance will be used for the purposes of student record administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys. Student information will be held securely and disposed of securely when no longer needed.

The information may be disclosed when required by law and to government departments and agencies, including for example to Services Australia (Centrelink), the Department of Veterans' Affairs, the NSW Department of Education, the Department of Home Affairs, Transport for NSW, the Australian Skills Quality Authority, the Tertiary Education Quality and Standards Agency, the Universities Admissions Centre, the Board of Studies Teaching and Education Standards NSW. To meet the requirements of Registered Training Organisations under the Apprenticeships and Traineeships Act 2001, apprentice and trainee information is provided to employers, Australian Apprenticeship Centres and Training Services NSW (or the relevant State Training Authority). To comply with the National Vocational Education and Training Regulator (Data Provision Requirement) Instrument 2020, student information is provided to the National Centre for Vocational Education Research.

While the provision of the information requested on enrolment is not required by law, it is a requirement of TAFE NSW and your enrolment will not be accepted if it is not provided. You may correct your personal details by contacting us on 131 601 or via your TAFE NSW customer service centre or by using the TAFE NSW Student Portal.

Authorisation by Teaching Section/Contracted Program Representative

Is this enrolment part of:

- | | |
|-------------------------|--|
| a formal apprenticeship | a contractual arrangement with another party |
| a formal traineeship | neither |

On the above student information, I authorise the enrolment to proceed. I verify that the student has completed the enrolment form including the compulsory Student Statistics questions and student signature. Note: Student Services will verify the eligibility for the relevant funding and follow up with Parents/Guardians approval for under 18s where required. The time stamp/signature against the active enrolment in the Student Management System is the digital signature of these verifications.

Teaching Section/Contracted Program Representative Name

Teaching Section/Contracted Program Representative Signature

Date

Enrolment Terms and Conditions

These terms and conditions apply to the provision of Courses by TAFE NSW. By applying to enrol, or enrolling, in a Course, you accept and agree to these terms and conditions.

1. Course Enrolment and Requirements

- 1.1 You acknowledge that certain Courses may have eligibility and/or application requirements. If you do not meet these requirements, you will not be able to enrol or participate in the Course.
- 1.2 Each Course has an individual course information outline, which contains details on fees, duration, eligibility and/or application requirements, assessments, and other details regarding work placement and materials needed. This information can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/>. Whilst TAFE NSW will endeavour to ensure that all Courses are accurately described on the website, TAFE NSW reserves the right to make changes at any time and for any reason to the fees, date(s), delivery mode, or location(s) of Courses or classes. TAFE NSW will provide notification of such changes as soon as possible.
- 1.3 If you are under 18 years of age when you commence a Course, you must obtain written consent from your parental or legal guardian to enrol and participate in a Course.

2. Your obligations

- 2.1 By applying to enrol in, enrolling or participating in, a Course, you acknowledge and agree that you:
 - (a) have read and understood the Course requirements, including any eligibility requirements;
 - (b) will provide correct, accurate and complete information to TAFE NSW at all times;
 - (c) will promptly notify TAFE NSW of any change to the information or documents that you have provided as part of your enrolment in a Course, including your contact details;
 - (d) must act honestly and treat others with respect, fairness and courtesy at all times;
 - (e) must not engage in any inappropriate behaviour which may offend, embarrass, threaten or harm others;
 - (f) will pay for the repair and replacement of any TAFE NSW equipment and facilities damaged or lost by you while in your possession or use; and
 - (g) will comply with all applicable laws and lawful directions of TAFE NSW personnel.
- 2.2 You acknowledge and agree that TAFE NSW may record your participation in a Course as necessary to deliver the Course.
- 2.3 If you breach any of your obligations, including any applicable policy and procedure:
 - (a) TAFE NSW may suspend or cancel your enrolment in a Course and there may be no refund of the Fees; and/or
 - (b) you may be subject to other disciplinary action determined by TAFE NSW, which may include TAFE NSW withholding your award or certificate.

3. Assessments and Certificates

- 3.1 You may be required to undertake assessments as part of a Course.
- 3.2 Subject to the successful completion of all Course requirements (including any assessments) within the prescribed time period for completion and the Fees being paid in full, you will be issued with an appropriate credential and/or certificate for the Course.

4. Fees and Payment

General

- 4.1 You acknowledge and agree that:
 - (a) by enrolling in a Course, you agree to pay all applicable Fees and any other associated charges that may apply and which are advised to you;
 - (b) your enrolment in a Course is not complete and you are not entitled to attend class and/or participate in training until you have paid all relevant Fees, which may include the relevant student fee or instalment fee, and TAFE NSW is satisfied that you meet all of the Course eligibility or application requirements;
 - (c) TAFE NSW may suspend your participation in the Course and/or withdraw or withhold any award or certificate issued for a Course, if the applicable Fees and any other outstanding charges have not been paid in full. TAFE NSW may also block your access to enrolment, training and training materials if any applicable Fees and any other outstanding charges have not been paid in full;
 - (d) TAFE NSW will not accept cash for payment of Fees. Please contact a TAFE NSW campus to discuss payment options should no appropriate options be available to you during enrolment;
 - (e) you will follow all information and instructions provided you regarding how to pay your Fees, including instructions in relation to how to make payments by credit/debit card, BPAY or Third Party payment. If any steps are required to be taken to make payment via BPAY or Third Party payment, such as making manual BPAY payments by a due date, it is your responsibility to ensure that these payments are made and received by TAFE NSW by the due date.
 - (f) all Fees and charges are continuously reviewed and are subject to change, including if your eligibility for a fee subsidy or fee exemption is not accepted or confirmed by TAFE NSW; and
 - (g) if you have outstanding Fees or charges that remain unpaid by the due date, TAFE NSW may also refer your outstanding Fees for debt recovery action.
- 4.2 Any Fees for a Course are the fees payable for the first attempt at the Course which you have enrolled in, including any individual unit of competency in a Course. Additional costs may apply for second or repeat attempts at a unit of competency in a Course.
- 4.3 Further information regarding Fees can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/study/fees/paying-fees>

What happens if your eligibility for a fee subsidy or fee exemption is not confirmed?

- 4.4 During the enrolment process, you have provided answers to certain questions that may make you eligible for a fee subsidy or fee exemption. Based on your answers to the enrolment questions, TAFE NSW provides you with a Course Fee Estimate. If you have provided certain information for a fee subsidy or exemption, and this information is incorrect, or TAFE NSW is unable to confirm your eligibility for a fee subsidy or exemption, your Fees for the Course may change.
- 4.5 TAFE NSW reserves its rights to change your Fees, including increasing the Fees, in accordance with 4.3 above. If this occurs, TAFE NSW will contact you to discuss your options. These options may include:
 - (a) Agreeing to and making payment of any increase in Fees; or
 - (b) Withdrawing from the Course.

Additional Charges

- 4.6 In addition to your Course Fees, your Course may have additional fees and charges for essential equipment and items, such as course specific equipment (for example, chef knives), licence fees, optional charges for additional items, or additional learning materials such as textbooks.
- 4.7 Your Course Fees do not include any additional charges as outlined above. If you wish to learn more about any additional charges that may apply to your Course, go to <https://www.tafensw.edu.au> or contact TAFE NSW on 131 601.

VET Student Loans and FEE-HELP

- 4.8 If you are enrolled at TAFE NSW in a Course with a VET Student Loan or a higher education Course with a FEE-HELP student loan, there are separate fee, fee refund and fee amendment conditions that may apply to your enrolment at TAFE NSW. Please go to the website at <https://www.tafensw.edu.au/study/fees>, and click on either VET Student Loans or FEE-HELP to learn more.

International Students and Temporary Visa Holders

- 4.9 If you are an International Student or Temporary Visa Holder, separate fee, fee refund, fee amendment and other conditions may apply to your enrolment at TAFE NSW. Please go to the website at <https://www.tafensw.edu.au/international> for further information.

Third Party Payment

- 4.10 During the enrolment process at TAFE NSW, you have the option to select 'Third Party Payment' when selecting how to pay your Fees. This option should only be selected if you have an agreement between yourself and a Third Party, such as your nominated employer, for the Third Party to pay for your Course Fees.
- 4.11 If you choose the Third Party Payment option, you will be prompted to complete a Third Party Agreement Form, which will be a signed agreement between TAFE NSW, your nominated Third Party, and you. This form must be signed by the Third Party and you and returned to TAFE NSW in the time stipulated to you during the enrolment process.
- 4.12 Please review the terms and conditions of the Third Party Agreement Form closely. By entering into a Third Party Agreement, you are agreeing that:
 - (a) If the Third Party terminates the agreement, fails to make payment in accordance with the agreement or breaches any terms of the agreement, you are liable for any unpaid Fees payable for the Course (including any future payments or instalments); and

- (b) If you fail to make payment of any Fees by the due date, TAFE NSW may suspend or cancel your enrolment and may withhold any award/results for any Course. Any outstanding Fees may be referred to a debt collection agency if they remain unpaid.

Credit Transfer and Recognition of Prior Learning

- 4.13 Subject to certain conditions, you may be eligible for either a Credit Transfer or Recognition of Prior Learning (RPL) for any previous Courses you have completed, or skills experience and learning you have achieved. Further information regarding Credit Transfers and Recognition of Prior Learning can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/study/enrol-apply/recognition-and-credit-transfer>

5. Withdrawals and Refunds

Withdrawals

- 5.1 If you wish to withdraw from or cancel your enrolment in a Course, you must notify TAFE NSW in writing by submitting a completed Withdrawal Application Form. The Withdrawal Application Form can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/study/fees/refunds-and-withdrawal>.
- 5.2 If you do not demonstrate participation and/or attendance in your Course on a regular basis, TAFE NSW may contact you to determine your status regarding continuing with the Course or withdrawing from the Course. If no response is received, TAFE NSW reserves the right to withdraw you from your enrolment.

Refunds

- 5.3 If you withdraw from your Course, or your Course is cancelled by TAFE NSW, you may be eligible for a refund of Fees paid to TAFE NSW. TAFE NSW will process refunds in accordance with the TAFE NSW Enrolment and Student Administration Policy . A copy of the policy can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/about/policies-and-procedures/>.
- 5.4 In accordance with the TAFE NSW Enrolment and Student Administration Policy you may receive a refund if you withdraw from your Course, or your Course is cancelled by TAFE NSW, if the following circumstances apply:
- (a) If TAFE NSW cancels your Course, the Fees will be refunded;
 - (b) If you make a payment more than the Fees for the Course, or you are determined to be eligible for a fee concession or exemption after making a full fee payment, any amount overpaid will be refunded to you;
 - (c) If you withdraw from a Course before the start date of the course:
 - (d) If the Course length is less than one (1) week in duration, you must formally withdraw from the Course five (5) business days before the start date to be eligible for a refund; or
 - (e) If the Course length is greater than one (1) week duration, any Fees will be refunded.
 - (f) If you withdraw from a Course after the start date of the Course:
 - (g) Any instalment fees paid and due at the date of withdrawal from the Course are non-refundable; and
 - (h) A partial refund will be available where you have made fee payments against future-dated instalments due after the date of withdrawal.

6. Changes to Courses, or cancellations or rescheduling by TAFE NSW

- 6.1 TAFE NSW reserves the rights to, acting reasonably, in its absolute discretion and at any time:
- (a) run, withdraw and/or cancel the delivery of a Course;
 - (b) offer and run a Course at a location or delivery pattern other than that advertised, including changing the Course location or changing the delivery pattern to online if required;
 - (c) alter the times or dates for the whole or any part of the Course;
 - (d) offer you a new or alternate Course if the Course has been updated in line with national industry standards; and
 - (e) refuse more than one attempt at a Course or qualification, or assessment event within a Unit of Competency (UoC).

If any of these Course changes become necessary you will be advised, including alternative arrangements which may be available for you.

To the extent permitted by law, TAFE NSW will not be liable for any costs, expenses, losses or damages suffered or incurred by you arising from or in connection with the cancellation or rescheduling of a Course.

7. Policies and Procedures

- 7.1 It is a condition of your enrolment and participation in a Course that you comply with all applicable TAFE NSW policies and procedures which are published or advised to you from time to time, including but not limited to the following policies:
- (a) Acceptable Use of Technology Policy;
 - (b) Student Conduct and Discipline;
 - (c) Academic Integrity Policy; and
 - (d) Management of Students with a History of Violent Behaviour Policy.
- 7.2 A list of TAFE NSW policies and procedures can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/about/policies-and-procedures>. Any reference to 'student' in those policies and procedures are taken to be a reference to you.

8. Management of Students with a History of Violent Behaviour Policy

- 8.1 TAFE NSW is committed to ensuring a safe and healthy working and learning environment for staff, students and visitors at all TAFE NSW locations, both physical and online, and all other workplaces across the organisation, in accordance with its legislative obligations.
- 8.2 As a condition of enrolment, you have a responsibility to declare to TAFE NSW any history of violent behaviour in accordance with the Management of Students with a History of Violent Behaviour Policy. A copy of the policy can be found on the TAFE NSW website at: <https://www.tafensw.edu.au/about/policies-and-procedures>. Under this policy, violence is defined as any behaviour which poses a risk to the physical or psychological safety and wellbeing of others. This includes but is not limited to threats of violence, physical violence, aggressive or abusive behaviour or speech, and/or conviction for criminal offences in relation to violent acts.
- 8.3 During the enrolment process, you will be asked to declare if you have a history of violence in accordance with the policy. It is a condition of your enrolment that you notify TAFE NSW during or prior to enrolment of any history of violence. Following a notification of a history of violence, TAFE

NSW will carry out a risk assessment, and if necessary, will put in measures and provide support to management any risk. TAFE NSW reserves its rights to take any necessary action in accordance with the Management of Students with a History of Violent Behaviour Policy, including declining enrolment or excluding students if it is determined that the risk is too high.

9. Privacy and Marketing

- 9.1 TAFE NSW is committed to protecting your privacy in accordance with all applicable privacy laws, including the Privacy and Personal Information Protections Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW).
- 9.2 You acknowledge and agree that any personal information collected by TAFE NSW in connection with your enrolment or participation in a Course will be managed in accordance with TAFE NSW's Privacy Policy or as otherwise permitted by law. A copy of TAFE NSW's Privacy Policy is available at www.tafensw.edu.au/privacy.
- 9.3 You consent to TAFE NSW using your personal information so that TAFE NSW and its third party service providers can promote and market products, services and special offers, and advise you of news and industry updates, events, education programs, competitions and other information that may be of interest to you. This marketing may be carried out in a variety of ways (including by email, SMS/MMS and social media) and may continue after you cease being enrolled in a Course, unless you opt out by using any included unsubscribe function, or by notifying TAFE NSW through the website, <https://www.tafensw.edu.au>, or by contacting TAFE NSW on 131 601.

10. Intellectual Property

- 10.1 All intellectual property rights in any Course Materials provided to you as part of undertaking a Course are owned by TAFE NSW, its licensors and/or any third party identified as such in the Course Materials.
- 10.2 Except as otherwise permitted by law, you must not copy, reproduce, distribute or communicate any part of the Course Materials to any third party without the prior written consent of TAFE NSW.

11. Consumer Protection and Complaints

- 11.1 As a TAFE NSW student, you have the right to:
 - (a) expect your education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements;
 - (b) be informed about personal information that is collected about you and the right to review and correct that information; and
 - (c) Access information about TAFE NSW's feedback and complaints handling process.
- 11.2 If you have any issues in relation to TAFE NSW or a TAFE NSW course, it is recommended that you first speak with your teacher or a staff member at your study location, to see if the issue can be resolved.
- 11.3 If it is not possible or practical to resolve the issue by speaking to your teacher or a staff member, you can submit a complaint online to TAFE NSW in accordance with TAFE NSW's Customer Complaints Policy. A copy of the policy, and a link to the online complaint form, can be found on TAFE NSW's website at: <https://www.tafensw.edu.au/about/complaints-feedback>.
- 11.4 If you are not satisfied with the outcome of your complaint, you may request an internal review. If you are still not satisfied with the outcome, you may lodge a complaint with the NSW Ombudsman at www.ombo.nsw.gov.au.

12. General

- 12.1 These terms and conditions are governed by the laws of New South Wales, Australia and the parties submit to the non-exclusive jurisdiction of the courts of that place.
- 12.2 To the extent permitted by law, TAFE NSW will not be liable for any costs, expenses, losses or damages incurred by you arising from or in connection with your enrolment or participation in a Course at TAFE NSW.
- 12.3 TAFE NSW will not be liable for any delay or failure to deliver the Course to the extent that it is caused by an event outside of its reasonable control.
- 12.4 These terms and conditions may be amended or replaced by TAFE NSW from time to time, in its sole discretion. If these terms and conditions are amended or replaced, TAFE NSW will take such steps as are reasonable in the circumstances to bring this to your attention, however your continuing enrolment and participation in the Course will indicate your agreement to the amended or replaced terms and conditions.

13. Definitions

Business Day means any day that is not a Saturday, Sunday or public holiday in the jurisdiction where the Course will be delivered.

Course means any course offered by TAFE NSW.

Course Fee Estimate means an estimation of the Fees payable for a Course when completing the enrolment process. This amount is calculated based on your answers to the enrolment questions, and includes any applicable subsidies and exemptions that may be available to you. The Course Fee Estimate may change if your eligibility for a subsidy or exemption cannot be confirmed.

Course Materials means all content and material used to deliver a Course, including any handouts, workbooks, assessments, videos or other training and educational materials.

Fees mean any fees and charges that are payable to enrol and participate in a TAFE NSW Course, as published or advised to you from time to time.

TAFE NSW means the Technical and Further Education Commission (ABN 89 755 348 137).

Third Party means an external additional party, such as an employer or external business, who has agreed to pay your Fees for your Course at TAFE NSW.

TAFE NSW National Vet Data Policy Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide personal information to us we may not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

TAFE NSW Enrolment Form, November 2025

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (**NVETR Act**)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (**NCVER**). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (**Privacy Act**) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (**DEWR**), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation;
- facilitation of statistics and research relating to education, including surveys and data linkage; and
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact TAFE NSW's Privacy Officer using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact TAFE NSW to:

- request access to your personal information;
- correct your personal information;
- make a complaint about how your personal information has been handled; and
- ask a question about this Privacy Notice

If you wish to access or amend your personal information held by TAFE NSW, you should contact TAFE NSW as follows:

- TAFE NSW students can access their contact details and other information related to their enrolment through My LEARNER PORTAL (which can be accessed via TAFE NSW website or by contacting Student Services on 131 601 or via the Student Services page.
- TAFE NSW counselling clients can access their counselling records held by TAFE NSW by phoning the Counselling Administration Team on 131 601. Further information can be found on the Counselling Career Development Services website.
- Other individuals can access their personal information by contacting the relevant area within TAFE NSW that they normally interact with (for example, their current teacher).

Otherwise, please contact TAFE NSW's Privacy Officer by email at privacy@tafensw.edu.au