

# Enrolment and Student Administration Policy

Approved by: Chief Student and Community Officer

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## Acknowledgement of Country

In the spirit of reconciliation, TAFE NSW acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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## Section 1. TAFE NSW Commitment

TAFE NSW is committed to ensuring that everyone, including people facing disadvantage, can access training and learning.

TAFE NSW is committed to providing accurate and accessible enrolment information, so students can make informed enrolment decisions.

Using this policy will ensure enrolment and student administration practices at TAFE NSW are free of discrimination, meet the requirements for a quality training provider, and provide students with support, information, and awareness to successfully enrol and manage their enrolment at TAFE NSW.

## Section 2. Scope and Audience

This policy applies to all staff, prospective and current students at TAFE NSW.

This policy does not cover topics related to post-enrolment practices like delivery orientation, recognition of prior learning, and student support services available throughout the learning journey.

## Section 3. Policy requirements

### 3.1 Information provided to prospective students before enrolment

3.1.1 TAFE NSW must provide clear, current and accurate information to enable prospective students to make informed decisions about choosing TAFE NSW as a place to learn, and if a specific course is suitable for them.

3.1.2 At a minimum, TAFE NSW provides prospective students the following information:

- a. Unit, subject and course codes and titles
- b. Mode of delivery and delivery location
- c. Duration, schedule and volume of learning for the course
- d. Course entry and completion requirements
- e. Important dates including application and census dates (if applicable)
- f. Work-based learning or practical work placement requirements (if applicable)
- g. Licensing requirements (if applicable)
- h. Details of any third-party delivering education, training or assessment on behalf of TAFE NSW
- i. Fee information including available government subsidies, fee estimates, consumer rights, refund rights, and details of financial support
- j. Any additional costs to students for materials, resources, equipment, and services beyond the course fee
- k. Any technology or equipment requirements
- l. Where applicable, credit transfer and recognition of prior learning information
- m. Training and wellbeing support services available and how to access them.

3.1.3 TAFE NSW publishes this information for students to access and retain prior to their enrolment.

### 3.2 General enrolment requirements

3.2.1 Prospective students looking to enrol at TAFE NSW must meet residency, age, entry, and any applicable cohort specific enrolment requirements. Further suitability criteria and skills assessments may be required to determine suitability of a chosen course.

3.2.2 TAFE NSW reserves the right not to enrol a prospective student if they have been previously suspended or excluded from TAFE NSW. A student may be enrolled after the suspension or exclusion period has expired.

3.2.3 TAFE NSW reserves the right not to enrol a prospective student where a risk assessment is performed, and the level of risk is determined as unacceptable. See [History of Violent Behaviour Disclosure](#).

3.2.4 TAFE NSW reserves the right not to enrol a prospective student where they have outstanding fees.

### 3.2.5 **Residency requirements**

3.2.5.1 TAFE NSW permits enrolment of Australian citizens, Australian Permanent residents, and New Zealand citizens who reside in Australia. Temporary visa holders, including international student visa holders and temporary humanitarian visa holders, may be eligible to enrol at TAFE NSW. Refer to [Section 3.3 Cohort specific enrolment requirements \(Temporary Visa Holders / Onshore International Students\)](#) for further information.

3.2.5.2 Prospective students residing or based offshore, who are not an Australian citizen, Australian permanent resident, or Australian temporary visa holder, cannot enrol at TAFE NSW unless enrolment is part of an offshore program delivered through a third-party agreement.

### 3.2.6 **Minimum age**

3.2.6.1 The minimum age for entry to TAFE NSW is 15 years at the date of enrolment, except:

- when a course has a different minimum age requirement, for example, because of a legal or regulatory requirement
- in exceptional or appropriate circumstances, approved under [TAFE NSW delegation 11.3](#).

3.2.6.2 TAFE NSW has additional cohort specific age requirements for prospective students who are under 18 years of age or who are of school age. For more information, refer to [Section 3.3 Cohort specific entry requirements \(Students under the age of 18, School aged students\)](#).

### 3.2.7 **Course Entry requirements**

3.2.7.1 When entry requirements are specified for a course, they are mandatory for students to have achieved before commencing study. Further information is specified in the [Entry Requirements Policy](#). Where it is identified prior to enrolment, that a prospective student may not meet mandatory requirements TAFE NSW will provide advice to the student and alternative course options.

### 3.2.8 **Additional entry requirements**

3.2.8.1 TAFE NSW may implement additional entry requirements for high demand courses, where enrolment demand exceeds available places or for courses designed to meet specific community/cohort needs.

### 3.2.9 **Completion requirements**

3.2.9.1 Some courses will include the requirement to undertake work placement and to meet employment requirements through external agencies including:

- a. National Police Check
- b. Working with Children Check
- c. Vaccinations
- d. Animal Welfare Check

3.2.9.2 Where it is identified prior to enrolment, that a prospective student may not meet mandatory entry, additional, or completion requirements, TAFE NSW will provide advice to the student and alternative course options.

### 3.2.10 Skills and goal assessment

3.2.10.1 In addition to any entry requirements, TAFE NSW may use an assessment of a prospective student's skills, abilities, and goals to determine course suitability or academic support requirements.

3.2.10.2 Skills assessments may be, but are not limited to, an interview or Language, Literacy, Numeracy and Digital Literacy assessments (LLND). Further information is detailed in the Foundational Skills Policy.

3.2.10.3 Where a prospective student's reading and numeracy levels are assessed in relation to a Vocational Education and Training (VET) Student Loan application, the assessment results will be reported to:

- the student, as soon as practicable
- the Australian Government in the form, manner, and by the time requested by the Australian Government.

## 3.3 Cohort specific enrolment requirements

### 3.3.1 Enrolment requirements: Students under the age of 18

3.3.1.1 Prospective students under the age of 18 years of age must have parental or legal guardian consent to enrol at TAFE NSW and to accept the Smart and Skilled Privacy Notice (where enrolling into a Smart and Skilled course).

3.3.1.2 Prospective onshore international students under 18 years of age must have approved care arrangements in place prior to enrolment. Further information is specified in the International Under 18 Student Welfare Management and Orientation Procedure.

### 3.3.2 Enrolment requirements: School aged students (students under the age of 17)

3.3.2.1 The Education Amendment Act 2009 states that all NSW students must complete at least Year 10 of secondary education or stay at school until they reach 17 years of age, whichever occurs first.

3.3.2.2 Where a student completes Year 10 before reaching 17 years of age, they must continue in school, approved education or training, full time employment or a combination of these until 17 years of age. Participation in approved education or training post Year 10 includes participation in:

- a. A vocational course within the meaning of the Vocational Education and Training Act 2005
- b. an apprenticeship or traineeship within the meaning of the Apprenticeship and Traineeship Amendment Act 2017 No 42.

3.3.2.3 "The completion of Year 10 of secondary education" includes "the completion of education in special circumstances approved by the Minister" Education Amendment Act 2009 Section 21B (5) (d).

3.3.2.4 Compulsory school aged children can participate "in an alternative education program approved by the Minister for children unable, for social, cultural or other reasons, to participate effectively in formal school education" Section 23 (2) (c).

3.3.2.5 A range of programs are available for students who are still at school or who are registered for home-schooling including:

- Participation in school and TAFE co-enrol programs such as Externally delivered Vocational Education & Training (EVET), Youth Engagement Strategy (YES) or Start your Future Educational Pathways Program (EPP).
- Co-enrolment with school in the TAFE Statement in Introduction to Year 10 Study as a pathway to assess a student's suitability before applying and enrolling in a Certificate II qualification (Year 10 equivalent) and leaving school.
- For registered home-schooled students, enrolment in a course that NESA agrees can form part of their home-school program.

### 3.3.3 **Enrolment requirements: Year 10 equivalent study at TAFE NSW**

3.3.3.1 The principal aim is for young people to stay at school at least until they have completed Year 10 of secondary education. In exceptional circumstances, some young people will complete the equivalent of Year 10 of secondary education at TAFE NSW, where the relevant School Principal (or NESA representative in the case of registered home-schooled students) and the Faculty Director or delegate, provide written permission.

3.3.3.2 The Minister has approved vocational courses at Australian Qualifications Framework Certificate II level as meeting the requirements of Section 21B (5) (b) of the Education Amendment Act 2009.

3.3.3.3 Young people who transfer to TAFE NSW for the equivalent of Year 10 require written agreement which involves:

- Collaborative assessment by the school (or the parent/guardian for home-schooled students) and TAFE NSW staff that the student has the ability and skills to study effectively in the TAFE NSW adult environment and that this is the best educational option for the young person.
- Agreement by the student and parent/guardian that the student understands the requirements of study at TAFE NSW and that, once enrolled, students are subject to all TAFE NSW policies, procedures and regulations, including those related to student rights and responsibilities.
- Availability of a suitable AQF vocational Certificate II, with appropriate support.

3.3.3.4 Young people who are seeking to transfer to TAFE NSW to undertake the equivalent of Year 10 must remain enrolled at school or registered for home-schooling until they enrol in a TAFE NSW course.

**3.3.4 Admission requirements: Higher Education courses**

3.3.4.1 The [Higher Education Student Selection and Admission Procedure](#) contains information for prospective students regarding entry requirements and special admissions.

**3.3.5 Enrolment requirements: Apprentices and trainees**

3.3.5.1 Prospective students who want to enrol as an apprentice or trainee require a training contract between the apprentice or trainee, their employer, and TAFE NSW. This contract must be signed and registered with the relevant state or territory training authority they are enrolling from, at the times outlined below.

3.3.5.2 For NSW funded apprenticeships and traineeships, the training contract must be entered, signed, and registered before commencing study.

3.3.5.3 For interstate or territory-funded apprenticeships and traineeships, there are varying timeframes, eligibility requirements and conditions for entering into the training contract. Refer to [Interstate Funding Agreements \(staff only link\)](#) for further information.

3.3.5.4 Additionally, for school-based apprentices and trainees, TAFE NSW prepares a training plan for before enrolment. The plan is developed in consultation with the employer, apprentice or trainee, school, and parent or guardian (if the student is under 18 years of age). The training plan requires endorsement from all parties.

**3.3.6 Enrolment requirements: Temporary visa holder students (excluding Subclass 500 Student Visas in CRICOS courses)**

3.3.6.1 Prospective students holding an Australian temporary visa that permits study must provide either a passport or documentation from the Department of Home Affairs that confirms their current visa status.

3.3.6.2 Depending on course/visa type, TAFE NSW may need to verify a student's visa through the Department of Home Affairs Visa Entitlement Verification Online system (VEVO).

3.3.6.3 Prospective students are eligible to enrol when their visa is current. It is the applicant's responsibility to provide visa documents showing that the visa remains current throughout the training period with TAFE NSW.

3.3.6.4 If a prospective student's visa conditions state a specific study duration (such as 3 months), TAFE NSW can only enrol the student in a course that ends within the visa study duration.

3.3.6.5 If a prospective student's visa has no end date, the student can enrol. However, TAFE NSW accepts no responsibility if the student cannot complete the course because the Department of Home Affairs requires them to leave Australia.

3.3.6.6 If a prospective student's visa has conditions related to 'no work', it is their responsibility to ensure that their chosen course does not have work placement requirements that could breach their visa conditions.

3.3.6.7 If a prospective student's visa has geographical restriction conditions, it is the student's responsibility to enrol in courses that comply with those conditions.

3.3.6.8 Prospective students on a temporary visa that allows them to study may be eligible to enrol in fee-for-service training or where eligible, government subsidised training. This may include NSW Government subsidised Smart and Skilled courses and the Adult Migrant English Program (AMEP).

3.3.7 **Enrolment requirements: Onshore international students (Subclass 500 Student Visas)**

3.3.7.1 Prospective onshore international students must have a student visa to be able to enrol. They must meet student visa requirements as per the Department of Home Affairs requirements.

3.3.7.2 Prospective onshore international students will be assessed for any student visa eligibility requirements at the time of enrolment.

3.3.7.3 Prospective onshore international students must meet the entry requirements for their course.

3.3.7.4 Prospective onshore international students must demonstrate competence in the English language for course entry, meeting the minimum English language requirements set by the Department of Home Affairs for student visa applications. Prospective onshore international students with insufficient English language skills for direct entry to a course can enrol in an intensive English course at TAFE NSW.

3.3.7.5 Prospective onshore international students can enrol in Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered courses in the following scenarios:

- For VET, English Language Intensive Course for Overseas Students (ELICOS) and Foundation studies, where there is a minimum of 20 course contact hours scheduled per week.
- For Higher Education, where there is an accredited full-time study load, and they are enrolled on a fulltime basis.

3.3.7.6 Prospective onshore international students can enrol in secondary training, such as non-nationally recognised (NNR) training, in addition to their CRICOS registered course.

3.3.7.7 Prospective onshore international students must enter into a written agreement with TAFE NSW either with or prior to making any payment. The International Students Management Procedure provides further information.

3.3.8 **Enrolment requirements: Adult Migrant English Program students**

3.3.8.1 Prospective Adult Migrant English Program (AMEP) students must:

- a. Visit a TAFE NSW AMEP Office or teaching section for eligibility assessment and registration
- b. Be registered on the Commonwealth AMEP system to have their visa conditions assessed and be deemed eligible for AMEP enrolment.
- c. Provide a passport or documentation from the Department of Home Affairs which shows details of a current visa.

3.3.9 **Enrolment requirements: TAFE NSW staff**

3.3.9.1 TAFE NSW staff may enrol in courses run by TAFE NSW.

3.3.9.2 Staff must declare any perceived or real conflicts of interest and ensure they abide by the [TAFE NSW Code of Conduct](#).

3.3.9.3 Restrictions may be applied to TAFE NSW staff enrolling in government subsidised, fee-free initiatives.

**3.3.10 Enrolment requirements: Concurrent enrolments**

3.3.10.1 Students at TAFE NSW can study multiple courses at the same time. These are known as concurrent enrolments.

3.3.10.2 When courses are part of government-subsidised contracts or initiatives, formal restrictions may apply to the number of concurrent enrolments or enrolments allowed in or across calendar years.

3.3.10.3 Students are responsible for self-limiting the number of concurrent enrolments that allow for successful progression through studies.

3.3.10.4 TAFE NSW may take action to withdraw any concurrent enrolments that are excessive in accordance with government subsidy rules, or that prevent progress in another course enrolment.

**3.3.11 Enrolment requirements: Repeat enrolment for Vocational Education and Training (VET)**

3.3.11.1 Students may request to repeat a unit of competency for the following reasons:

- repeat attempt for a failed assessment
- repeat enrolment for “Not Competent” unit of competency
- repeat enrolment for successfully completed unit of competency
- repeat enrolment for withdrawn unit of competency
- repeat enrolment of a unit of competency due to lack of engagement from the student.

3.3.11.2 Fees may be applicable for repeating a unit of competency. Refer to [Section 3.8 Fees for repeat enrolments of a unit of competency](#) for further information.

3.3.11.3 Preference is given to enrolling students who have not previously completed the course or unit of competency unless repetition is necessary for licensing or other industry purposes.

3.3.11.4 Students who are Australian Defence Force (ADF) Reserves are entitled to re-enrol into courses that were interrupted by defence service.

3.3.11.5 Students who have previously successfully completed a course or exhausted capped hours cannot access further government subsidies for the same course.

**3.3.12 Scheme Requirements: Work Development Orders (WDO)**

3.3.12.1 Students must be enrolled to apply for the Work Development Order (WDO) scheme.

3.3.12.2 Students will be required to complete a WDO application form and provide documentation to demonstrate that they meet the eligibility criteria of ‘acute economic hardship’ used by TAFE NSW.

3.3.12.3 As a WDO Sponsor, TAFE NSW administers WDO applications in accordance with the Work and Development Order Guidelines from Legal Aid NSW.

3.3.12.4 More information can be found on the TAFE NSW Website - [Study to Pay Fines | Work & Development Orders | TAFE NSW](#).

### **3.4 Student support services to assist with enrolment**

3.4.1.1 TAFE NSW provides free and confidential support services to assist prospective students in exploring their study options. These services aim to help all students, particularly young students, and those facing disadvantage, to access support and enrol at TAFE NSW.

3.4.1.2 TAFE NSW covers the cost of interpreting services for prospective students enquiring about TAFE NSW programs and courses. This includes spoken language and signed language service costs.

#### **3.4.2 Counselling and Career Development services**

3.4.2.1 TAFE NSW provides career development services for all prospective students and can help students:

- clarify career goals
- navigate course and program selection
- overcome obstacles to study
- develop skills for effective career management.

3.4.2.2 Enrolled students also have access to health and wellbeing counselling services. See [Counselling services](#) for more information about services available and contact information, including emergency contact details.

#### **3.4.3 Disability and Access services**

3.4.3.1 TAFE NSW provides disability and access services to support prospective students with disability or individual needs. These services aim to ensure a student's ability to participate in education and training on an equal basis with other students.

3.4.3.2 Disability and Access Services offered by TAFE NSW during enrolment include:

- Guidance on course and program selection
- Assistance with enrolment, in consultation with the student and relevant enrolment areas
- Support with course fee exemption applications
- Facilitating reasonable adjustments.

3.4.3.3 See Students with Disability Policy or our webpage [Disability and access services](#) for more information about available services and contact information.

#### **3.4.4 Aboriginal and Torres Strait Islander services**

3.4.4.1 TAFE NSW provides Aboriginal and Torres Strait Islander support services which assist Aboriginal and Torres Strait Islander students throughout the enrolment journey including course selection, enrolment, and career planning.

3.4.4.2 See [Aboriginal student support](#) for more information about services and facilities available or contact the Aboriginal Education and Engagement team directly at [AESS@tafensw.edu.au](mailto:AESS@tafensw.edu.au).

#### 3.4.5 Multicultural support services

3.4.5.1 TAFE NSW provides multicultural support services to support students from diverse communities. These services provide guidance and support in the following areas:

- a. targeted programs addressing the needs of students whose first language is not English
- b. guidance for various visa holders seeking enrolment at TAFE NSW
- c. advice regarding recognition of qualifications and training gained overseas.

3.4.5.2 See [Multicultural support services](#) for more information about available services and contact information.

### 3.5 Student information to enrol at TAFE NSW

#### 3.5.1 General information to support a student's enrolment

3.5.1.1 Prospective students must provide TAFE NSW with all information required for application, enrolment, and funding requirements of the course. Those who choose not to provide this information will not be able to enrol at TAFE NSW. Information provided is managed in accordance with [Management of student information](#).

3.5.1.2 By accepting the terms and conditions of enrolment, students agree to abide by [TAFE NSW policies and procedures](#).

#### 3.5.2 Unique Student Identifier

3.5.2.1 Prospective students, excluding offshore international students and students enrolling into non-nationally recognised training, must provide a Unique Student Identifier (USI) when enrolling into a TAFE NSW course unless they have evidence of an approved exemption from the Office of the Student Identifiers Registrar.

3.5.2.2 TAFE NSW uses the USI to:

- report training activity data to Training Services NSW
- report training activity and statistical data to National Centre for Vocational Education Research (NCVER) to comply with Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements
- meet legislative requirements to issue completion documents to the student, including a transcript and testamur.

3.5.2.3 Restrictions from accessing state or territory government funded training may apply to students who have a USI exemption.

### 3.5.3 History of Violent Behaviour Disclosure

- 3.5.3.1 TAFE NSW is committed to ensuring a safe and healthy environment for students, staff, third-parties and visitors at all TAFE NSW physical and online locations, and other workplaces and delivery locations associated with TAFE NSW.
- 3.5.3.2 As a condition of enrolment, students have a responsibility to disclose any history of violent behaviour or registration on the Child Protection Register during enrolment. Failure to disclose this information may result in TAFE NSW withdrawing a student's enrolment.
- 3.5.3.3 For this purpose, TAFE NSW defines violent behaviour as any behaviour posing a risk to the physical or psychological safety and wellbeing of others. The TAFE NSW definition of violent behaviour explicitly excludes self-harm (non-suicidal injury) associated with mental health. Please see [definitions](#) for more information.
- 3.5.3.4 The TAFE NSW Management of Students with a History of Violent Behaviour framework includes the undertaking of a risk assessment and, where necessary, the development and implementation of risk management strategies, including, in exceptional circumstances, a determination to exclude a student from enrolment in TAFE NSW.
- 3.5.3.5 All reasonable opportunities to accommodate a student identified with a history of violent behaviour will be considered and explored. A decision can be made to decline a student's enrolment or terminate an existing enrolment where, after a risk assessment is performed, the level of risk is determined as unacceptable.

### 3.6 Applications and offers

#### 3.6.1 Assessing applications: General

- 3.6.1.1 Applications must be made prior to the advertised closing date. Applications submitted after this date will not be considered.
- 3.6.1.2 TAFE NSW assesses applications based on provisions within the Entry Requirements Policy and the [HE Student Selection and Admission Procedure](#) and the information provided by the prospective student and how this meets the identified enrolment requirements.
- 3.6.1.3 Applications are assessed by discipline expert teaching staff and are based on the prospective student's existing skills, training, career goals, workplace access, and experience. Other baseline assessments may be identified from time to time.
- 3.6.1.4 TAFE NSW will scrutinise academic documentation submitted as evidence, to ensure validity and rule out false or fraudulent documentation. For Higher Education, official documentation in languages other than English must be accompanied by an authorised English translation completed by the National Accreditation Authority for Translators and Interpreters.
- 3.6.1.5 TAFE NSW does not use information such as race, sex, sexual orientation, age, nationality, marital status, disability status, gender identity or carer's responsibility when assessing an application, unless it is part of the enrolment requirements.

#### 3.6.2 Assessing applications: Apprentices and trainees

3.6.2.1 Enrolment of applicants in courses related to apprenticeships and traineeships, if required, is prioritised as follows:

- Priority 1: applicants who are employed as an apprentice or trainee with a Training Plan Proposal, or School Based Apprenticeship or Traineeship Notification.
- Priority 2: applicants who are currently unemployed but previously employed as an apprentice or trainee with current registration.
- Priority 3: applicants with trade or industry experience but unrecognised.
- Priority 4: applicants actively seeking an apprenticeship or traineeship.

### 3.6.3 **Assessing applications: Interstate-funded**

3.6.3.1 Enrolment requests for interstate-funded students are received from various channels including Interstate Apprenticeship Network Providers, external interstate contract managers, students directly, and the Interstate Enrolment System. TAFE NSW accepts or rejects interstate-funded students in line with the eligibility criteria, and contract conditions set by each state.

### 3.6.4 **Offers**

3.6.4.1 Applicants who are not offered a place due to the class being full, or who are unsuccessful in meeting enrolment or entry requirements, will receive written notification of the unsuccessful outcome of their application. Where there are grounds for appeal, these may be lodged via the [TAFE NSW Complaints process](#).

3.6.4.2 Successful applicants will be notified in writing and must accept their offer and finalise their enrolment within the provided timeframes, or their place will be forfeited.

3.6.4.3 Offers may be made to more applicants than there are available course places.

## 3.7 **Credit**

### 3.7.1 **Credit: Vocational Education and Training**

3.7.1.1 TAFE NSW is committed to the promotion and practice of providing credit to students who have successfully completed formal study in the same or equivalent unit of competency.

3.7.1.2 Credit for VET is managed under the provisions of the Recognition Policy (VET) and the Credit Transfer Procedures.

### 3.7.2 **Credit: Higher Education**

3.7.2.1 Students enrolling into a TAFE NSW Higher Education program can apply for credit for previous learning to ensure students do not repeat studies previously completed in a different context.

3.7.2.2 The granting of credit into a TAFE NSW Higher Education program can be based on a student having completed previous formal learning (completion of a relevant course of study), informal learning such as relevant workplace training, and/or informal learning such as relevant and current workplace experience.

3.7.2.3 Credit for Higher Education is managed under the provisions of the [Higher Education Qualifications Pathways and Credit Policy](#) and [Procedure](#) and the [Higher Education Student Selection and Admissions Policy](#) and [Procedure](#).

### **3.8 Student fees and costs**

#### **3.8.1 Fees: General**

3.8.1.1 Qualification prices and student fees for government-subsidised training are set by the relevant government and are subject to change. Refer to the [Fees: government subsidised training section](#) of this policy for further information.

3.8.1.2 Fee-for-service fees are determined by TAFE NSW and are reviewed on an annual basis. Refer to the [Fees: fee-for-service training \(non-subsidised\)](#) section of this policy for further information.

3.8.1.3 TAFE NSW publishes Higher Education fees annually on the TAFE NSW website. Refer to the [Fees: Higher Education section](#) of this policy for further information.

3.8.1.4 Other charges (not including [additional costs](#)) that may be incurred during training, such as library fines or application for an embedded qualification, are determined by TAFE NSW.

3.8.1.5 Where a student is approved for a deferral, the deferred fees will be held by TAFE NSW for the agreed period of the deferral. Where there are future dated fee-instalments, these are not required to be paid during the deferral period. Payment of remaining fee instalments will recommence once studies resume. Refer to the [Student deferral](#) section of this policy for further information.

3.8.1.6 Where a student is approved for a deferral, student fees will remain as identified at time of enrolment and will not change during the period of deferral.

#### **3.8.2 Fees: Government-subsidised training**

3.8.2.1 Student eligibility for government-subsidised training is as defined under the relevant government subsidised training conditions (e.g. [Smart and Skilled NSW Contracts and policies for training providers | NSW Government](#)), current at time of enrolment. Students may be required to provide evidence to support their eligibility for government subsidised training.

3.8.2.2 Students must declare that the information they provide on application and enrolment is true, accurate, complete, and not misleading. Inaccurate information provided may result in a fee estimate that is incorrect and additional fees may apply.

3.8.2.3 Where a student provides information on enrolment that cannot be confirmed by TAFE NSW with the state or territory training regulator, the original fee estimate may be incorrect and additional fees may apply.

3.8.2.4 Where a student receives credit or recognition of prior learning, the student fees will be amended as per the government subsidised training conditions, current at time of enrolment.

3.8.2.5 Students who meet eligibility requirements may use a Vocational Education and Training (VET) Student Loan to pay their government-subsidised training fee.

3.8.2.6 Under Smart and Skilled government subsidised training, fees cannot be levied directly to school-based apprentices and trainees.

3.8.2.7 Students may incur additional fees, such as the cost of materials, resources, equipment, and services that will be directly used by a student. For further information, refer to [Additional costs to students' section](#) of this policy.

**3.8.3 Fees: Fee-for-service training (non-subsidised training)**

3.8.3.1 Students who meet eligibility requirements may use a VET Student Loan to pay their fee-for-service training tuition fee, noting this may incur an additional 20% loan application fee. See [VET Student Loan eligibility](#) for more information.

3.8.3.2 There are no exemption or concession rates available for fee-for-service training.

**3.8.4 Fees: Higher Education**

3.8.4.1 TAFE NSW Higher Education students are charged a per-subject fee for the subjects they enrol in each semester. Fee schedules can be found on the [TAFE NSW Website](#).

3.8.4.2 Higher Education students who meet eligibility requirements may use a Commonwealth Higher Education Student Loan to pay their fees, noting this may incur a loan fee.

3.8.4.3 Higher Education students may also incur incidental fees, such as the cost of learning materials, in accordance with the provisions of the [Higher Education Support Act 2003](#).

3.8.4.4 Refer to the [Higher Education Tuition Fees, Payments, HELP, Refund and Review Procedure](#) for further information on fees for Higher Education students.

**3.8.5 Fees: Onshore international**

3.8.5.1 TAFE NSW Course Fees (Tuition Fees) are published on the [TAFE NSW International](#) website.

3.8.5.2 International Students will enter into a written agreement which will list all tuition fees and payment conditions. See International Students Management Policy and International Student Management Procedure for more information.

**3.8.6 Fees: Additional costs to students**

3.8.6.1 Additional costs may be incurred for materials, resources, equipment, and services that will be directly used by a student. These become the physical property of the student during their studies and are retained by the student on completion of training.

3.8.6.2 Students cannot be charged additional costs for learning resources essential to the delivery of training, such as workbooks or student guides, or for learning resources that have been replicated or developed internally by TAFE NSW.

3.8.6.3 Additional costs are directly related to cost recovery for the materials, resources, equipment, and services.

3.8.6.4 Students will be informed prior to enrolment of any additional costs through the TAFE NSW website. Information is also available through Customer Service areas and during course orientation sessions.

3.8.6.5 Student Loans are not available for additional costs.

3.8.6.6 Refer to [Refunds and Recredits](#) for information relating to refunds of additional costs.

3.8.7 **Fees: Repeat enrolments in a unit of competency (second attempt)**

3.8.7.1 The first attempt of a unit of competency is included in the fees charged to the student on enrolment.

3.8.7.2 Subsequent attempts of the same unit, in the same qualification, are considered repeat enrolments and may attract a repeat enrolment fee.

3.8.7.3 For Vocational Education and Training (VET), the repeat enrolment fee is calculated based on the proportion of the unit of competency to the full units in the completion pathway, and the qualification price. The repeat enrolment fee also considers the level of delivery required for the unit of competency.

3.8.7.4 For Higher Education, the repeat enrolment fee is the full tuition fee for that unit.

3.8.7.5 A student who repeats the same unit in a second course is not required to pay a repeat enrolment fee, as this is not deemed a subsequent attempt.

3.8.8 **Fees: Repeat assessments – Vocational Education and Training**

3.8.8.1 Where enrolment is part of a commercial contract or offshore partnership program, fees for repeat assessments are in accordance with the contract.

3.8.8.2 There is no obligation for TAFE NSW to provide a student with more than three attempts at an assessment event within a unit of competency unless prescribed in the training package.

3.8.8.3 Two reassessment events (the second and third attempt) may be granted within the original enrolment period without additional fees charged.

3.8.8.4 Reassessment of the same unit of competency outside of the original enrolment period, in the same course may attract a reassessment fee.

3.8.8.5 A student will not be charged a reassessment fee when the reassessment is the outcome of an assessment appeal that has been found in the student's favour. If the student requires an additional reassessment, beyond the one granted through the appeal process, a fee may apply.

3.8.8.6 Reassessment fees are directly related to recovering the cost of providing the assessment, plus the cost to administer the assessment process.

### 3.9 Student loans

#### 3.9.1 Vocational Education and Training (VET) Student Loan

3.9.1.1 Students who meet the eligibility criteria and are enrolled in a [VET Student Loans approved course](#) can apply to the Australian Government for a VET Student Loan to cover all or part of their course tuition fees, subject to the loan cap for each course.

3.9.1.2 VET Student Loans courses must be:

- Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma
- Listed on the Australian Government [VET Student Loans \(Courses and Loans Caps\) Determination](#), also known as the Australian Government VET Student Loans Approved Courses List
- On scope of registration for TAFE NSW.

3.9.1.3 Students must meet the eligibility requirements and be assessed as academically suitable, prior to applying for a VET Student Loan.

3.9.1.4 To be eligible for a VET Student Loan, a student must be one of the following:

- an Australian citizen
- an eligible permanent humanitarian visa holder and usually reside in Australia
- a Pacific Engagement visa holder and usually reside in Australia (census dates after 1 February 2024)
- a New Zealand citizen on a Special Category Visa (SCV subclass 444) and meet the long-term residency requirements.

3.9.1.5 To be academically suitable for a VET Student Loan, a student must either:

- Provide a copy of their senior secondary certificate of education, awarded by an Australian authority or agency; or an International Baccalaureate Diploma Programme (IB) Diploma
- Provide evidence of attainment of an Australian Qualification Framework qualification at certificate IV or above, this may be a transcript from a previous provider (or a transcript from the national USI register for qualifications attained from 2015) or evidence of an approved Australian Government assessed overseas qualification
- Undertake an approved literacy and numeracy assessment and be competent at Australian Core Skills Framework (ACSF) Exit Level 3 (working at level 4) or above.

3.9.1.6 TAFE NSW will scrutinise academic documentation submitted as evidence, to ensure validity and rule out false or fraudulent documentation.

3.9.1.7 Additional student eligibility requirements include:

- not exceeding Commonwealth lifetime HELP limit (which includes FEE-HELP loans for Higher Education qualifications)
- meeting the Tax File Number (TFN) requirements to enable ongoing loan management through the Australian Tax Office (ATO)
- having a Unique Student Identifier (USI)
- undertaking the course primarily in Australia
- actively participating and progressing through their course of study. That is, meeting the progression and engagement requirement under the VET Student Loans Act 2016.

- application to the Australian Government for a loan by completing the electronic Commonwealth Assistance Form (eCAF)
- providing a Parental Consent Form prior to applying for a VET Student Loan, for any students under 18 years of age.

3.9.1.8 In accordance with [VET Student Loans Act 2016](#), fees must be charged over a minimum of 3 sequential fee periods, spread evenly and proportionately across the full course delivery, with a minimum of one census day in each fee period. Fees may only be incurred in line with delivery of the course and the students' progression through the course.

3.9.1.9 A student intending to take a VET Student Loan must complete their application for a loan (through the Commonwealth eCAF system) or pay for the unit of study by the census date.

3.9.1.10 The Australian Government sets a loan cap on the amount that can be borrowed for each VET Student Loans approved course. If the loan cap determined by the Australian Government is less than the course tuition fees, the difference between the cap and the allowable loan amount (the gap) must be self-paid by the student on or before the census day for the unit of study.

3.9.1.11 Students may request to take a VET Student Loan for any remaining units of study with future census dates, even if they have self-paid part of their course.

3.9.1.12 Students must be provided with a VET Student Loan Fee Notice at least 14 days, but no earlier than 42 days, prior to each census day. The Fee Notice must advise of the student's tuition fees, mandatory self-payments (gap payments where the course fees exceed the Australian Government loan cap) and census days.

3.9.1.13 Students must be provided with a Commonwealth Assistance Notice (CAN) within 28 days of the Census Day. Students have 14 calendar days from the date of the CAN to notify TAFE NSW of any errors on the CAN. If no errors have been identified, TAFE NSW considers this confirmation that the record is correct and will submit the information to the Australian Government.

3.9.1.14 VET Student Loan debt can only be incurred in line with progression through a course. Additional fees cannot be added if a student is not participating and progressing through a course. Any fees charged to a non-genuine student must be reversed as an administrative error.

## 3.9.2 Higher Education Student Loan

3.9.2.1 Students who meet the eligibility criteria and are enrolled in a Higher Education Student Loan approved course can apply to the Australian Government for a Higher Education Student Loan to cover all or part of their course tuition fees.

3.9.2.2 Higher Education Student Loans courses must be:

- undergraduate certificate
- bachelor degree
- associate degree
- higher education diploma
- post graduate course.

3.9.2.3 Undergraduate certificate, bachelor degree, associate degree and Higher Education diploma incurs a 20% loan fee. Post graduate courses do not incur a loan fee.

3.9.2.4 To be eligible for a Higher Education Student Loan, a student must be one of the following:

- an Australian citizen
- an eligible permanent, or former humanitarian visa holder and usually reside in Australia
- a Pacific Engagement visa holder and usually reside in Australia (census dates after 1 February 2024)
- a New Zealand citizen on a Special Category Visa (SCV subclass 444) and meet the long-term residency requirements

3.9.2.5 A student intending to take a Higher Education Student loan must complete their application for a loan (through the Commonwealth eCAF system) or pay for the unit of study by the census date.

3.9.2.6 Additional student eligibility requirements include:

- not exceeding Commonwealth Higher Education Loan Program (HELP) limit
- meeting the Tax File Number (TFN) requirements to enable ongoing loan management through the Australian Tax Office (ATO)
- having a Unique Student Identifier (USI)
- undertaking the course primarily in Australia

3.9.3 Students must be provided with a Commonwealth Assistance Notice (CAN) within 28 days of the Census Day. Students have 14 calendar days from the date of the CAN to notify TAFE NSW of any errors on the CAN. If no errors have been identified, TAFE NSW considers this confirmation that the record is correct and will submit the information to the Australian Government. Census days for Higher Education courses can be found on the [TAFE NSW Website](#).

3.9.4 For further information, refer to [section 3.8.4 Fees: Higher Education](#) and [HE Tuition Fees, Payments, HELP, Refund and Review Procedure](#).

### **3.10 Student payments**

3.10.1.1 Where enrolment is part of a third-party commercial contract or offshore partnership program, payment terms and conditions are in accordance with the contract.

3.10.1.2 Unless eligible for a fee exemption, students are required to pay all applicable fees and any additional costs relevant to their training as determined at enrolment.

3.10.1.3 Fees are payable either at time of enrolment, or by the due dates of the payment schedule.

3.10.1.4 Enrolment in a TAFE NSW course is not complete, and a student's place is not secure until either:

- a. all fees have been paid
- b. a fee exemption has been applied
- c. an instalment plan has been established
- d. a first instalment has been paid, or
- e. a Higher Education Student Loan or VET Student Loan has been established.

3.10.1.5 Before attendance or participation in training, the student must either pay all applicable fees or pay the first instalment of the payment plan.

3.10.1.6 A third-party (e.g. employer or Job Service Provider) may formally agree to payment of fees, additional costs and other charges relating to a student's enrolment. The student remains liable for payment of fees should the third party:

- terminate the agreement
- fail to make payment in accordance with the agreement, or breaches any terms of the agreement
- not nominate the fee, additional charge, or other cost for payment within the agreement.

3.10.1.7 Where an individual or legal entity accepts responsibility for the payment of fees on behalf of the student, they are bound by the terms and conditions of the agreement.

### **3.11 Enrolment confirmation**

3.11.1 A student's enrolment is only effective once the following criteria has been met:

- Online enrolment is completed, or a paper-based enrolment form has been processed in the student management system.
- Fees have been paid, or a fee exemption has been applied, or an instalment plan has been established, or a first instalment has been paid, or a Higher Education Student Loan has been established, or a VET Student Loan has been established.
- An enrolment confirmation/receipt has been issued.

3.11.2 A prospective student is not considered enrolled simply by submitting:

- an expression of interest
- a registration of interest
- a completed paper-based enrolment form
- an application for enrolment, or
- a partial online enrolment.

3.11.3 A student's enrolment will be confirmed in writing and the following will be provided:

- confirmation of course, location and duration of enrolment
- student identification and account information
- information on commencing study
- receipt of payment, student loan information, fee instalment information or confirmation that a fee exemption has been applied
- link to the TAFE NSW Student Guide
- link to TAFE NSW policies.

### **3.12 Overdue fees**

3.12.1 Fees become overdue one day after a fee instalment's due date, or one day after the census date for VET Student Loan or Higher Education courses.

3.12.2 TAFE NSW will notify students of overdue fees in writing, via email.

3.12.3 TAFE NSW may suspend participation and withdraw a student if the applicable fees and any other outstanding charges have not been paid.

3.12.4 Where fees remain unpaid after the due date, TAFE NSW will take all reasonable steps, including recovery action to collect the outstanding fees in line with the Manage Accounts Receivables Policy.

3.12.5 Where a student has overdue fees, TAFE NSW may block a student's access to TAFE NSW services including but not limited to:

- Enrolment in TAFE NSW courses
- Access to Library Services
- Access to academic documents and resources

3.12.6 International students studying on a student visa with overdue fees may have their enrolment suspended or cancelled. This process is managed in accordance with the ESOS National Code through the International Student Management Policy.

### **3.13 Refunds and Recredits**

3.13.1 In certain circumstances, students may be eligible for a full or partial refund or recredit of a loan.

3.13.2 Additional costs are non-refundable after the course start date or logging onto the online learning platform, or provision of equipment or services.

3.13.3 Students who are Australian Defence Force (ADF) Reserves that are forced to withdraw and discontinue from study to undertake full-time service are eligible for a refund of the student fees.

3.13.4 Where the enrolment is part of a commercial contract, offshore third-party program or Institute of Applied Technology (IAT) enrolment, refunds are in accordance with the respective terms and conditions.

3.13.5 Where the enrolment is part of an interstate contract, refund conditions refer to both this policy as well as any special conditions outlined within the interstate contract.

3.13.6 TAFE NSW will make refunds to the student, company or third party who originally made the payment.

#### **3.13.7 Full Refund**

3.13.7.1 A full refund, excluding circumstances under clause 3.13.2, may be available:

- Where TAFE NSW cancels the delivery of training
  - before the course start date
  - after the course start date and where there is no equal and reasonable alternative.
- For self-paced online courses, where the student formally withdraws within 14 business days of enrolment and before logging onto the online learning platform.

- c. For courses more than five days in duration
  - where the student formally withdraws any time before the advertised course start date or
  - where the student enrols after the advertised course start date but formally withdraws within five business days of enrolment and before attending any classes or engaging in training and education activities.
- d. For courses less than five days in duration, where the student formally withdraws at least five business days before the advertised course start date.

**3.13.8 Recredit**

3.13.9 A full refund or recredit may be available to students enrolled in a VET Student Loan or Higher Education course:

- a. Where a student formally withdraws on or before a census date for a subject or unit of study.
- b. Where a student formally withdraws after census date under approved special circumstances.

3.13.9.2 For more information refer to the [VSL Student Review Procedures](#) and [HE Tuition Fees, Payments, HELP, Refund and Review Procedure](#).

**3.13.10 Partial refund**

3.13.11 A partial refund may be available where a student:

- a. has made fee payments against future-dated instalments which were due after the effective date of withdrawal.
- b. Where the student makes a payment more than the confirmed fees, including where the student is determined to be eligible for a fee exemption or concession fee after payment/enrolment.

**3.13.12 Refund Appeals**

3.13.13 Higher Education students or students with a VET Student loan, are entitled to request a review of the decision of an unsuccessful refund or re-credit application. The time limit for applying for a review of the decision is 28 days from the day the student first received notice of the decision. TAFE NSW will inform the student, in writing, of the outcome of the review and provide reasons for making the decision. See [HE Tuition Fees, Payments, HELP, Refund and Review Procedure](#) and [VSL Student Review Procedures](#) for more information.

3.13.14 Students who self-paid (either fee for service, or with government subsidy) follow the [Customer Complaints Policy](#) to request a review of a decision related to an unsuccessful refund application.

**3.13.15 Refunds: Onshore international students**

3.13.15.1 Refer to the International Terms and Conditions located in the [TAFE NSW International Student Application Form](#) for further information on refunds. Details on refunds will also be provided in the written agreement provided to students.

### **3.14 Student withdrawal**

3.14.1 Students considering withdrawing from their studies should contact their teacher, head teacher or course coordinator for support or alternative pathways to continue study. TAFE NSW offers a range of wellbeing and training support services to assist students to continue study.

3.14.1.1 Withdrawal from studies deactivates a TAFE NSW student account which means that email, OneDrive and other platforms are no longer accessible. Students should forward any important emails from their TAFE NSW student account to their personal account and download any important documents stored before withdrawing.

3.14.1.2 Withdrawal from studies will impact a student's eligibility for certain arrangements including travel concession eligibility, Work Development Order arrangement, Services Australia benefits, and student visas. Students are to seek advice accordingly.

3.14.1.3 Where a student has disengaged and is unable to be contacted or has not responded to communication about continuing their studies, TAFE NSW can take action to withdraw an enrolment.

#### **3.14.2 Student withdrawal: Vocational Education and Training courses**

3.14.2.1 Students withdrawing from their studies need to notify TAFE NSW in writing using the appropriate [TAFE NSW Withdrawal Form](#).

3.14.2.2 A withdrawal is effective from the date the student provides formal notification to TAFE NSW of their intention to withdraw.

3.14.2.3 Once the withdrawal has been processed and any outstanding fees paid, students will receive a transcript of results or a Statement of Attainment transcript if applicable. Any attempted or not completed units within the enrolled qualification results in a withdrawn (WN) status.

3.14.2.4 Fees are refunded and recredited in accordance with [Section 3.13 Refunds](#).

#### **3.14.3 Student withdrawal: Year 10 equivalent at TAFE NSW**

3.14.4 TAFE NSW will notify the Department of Education when a student under the age of 17 enrolled in a year 10 equivalent course formally withdraws from or disengages with their studies. This ensures appropriate follow-up with parents/guardians to meet the student's schooling obligations under the Education Amendment Act 2009.

#### **3.14.5 Student withdrawal: External Delivered Vocational Education and Training courses and School Based Apprentices and Trainees courses**

3.14.5.1 External-Delivered Vocational Education and Training (EVET) or School-Based Apprentices and Trainees (SBAT) students considering withdrawing should consult with their school careers advisor or VET coordinator.

- 3.14.5.2 Schools must notify TAFE NSW of withdrawing SBAT students by submitting the appropriate TAFE NSW Withdrawal Form.
- 3.14.5.3 Schools must notify TAFE NSW of withdrawing EVET students by providing either written evidence or system screenshots from the EVET System.
- 3.14.6 **Student withdrawal: Apprentices and trainees**
  - 3.14.6.1 TAFE NSW will notify the relevant body, such as Training Services NSW or interstate government agency, of contract cancellations for apprentices and trainees withdrawing from a course of study that is part of their apprenticeship or traineeship program.
- 3.14.7 **Student withdrawal: Higher Education**
  - 3.14.7.1 Higher Education students withdrawing from a unit or course must formally notify TAFE NSW in writing of their decision to withdraw using the appropriate form.
  - 3.14.7.2 A withdrawal is effective from the date the student provides formal notification to TAFE NSW of their intention to withdrawal.
  - 3.14.7.3 Fees are refunded and recrated in accordance with [Section 3.13 Refunds](#).
  - 3.14.7.4 For further information refer to the [Higher Education Tuition Fees, Payments, Help, Refund and Review Procedure](#) and the [Assessment Procedure](#) for Higher Education.
- 3.14.8 **Student withdrawal: Onshore international**
  - 3.14.8.1 Withdrawing onshore international students must submit the appropriate withdrawal application form along with any relevant documentation – such as medical certificates, learning intervention plans, and letters of request – to the [TAFE NSW International Student Unit](#).
  - 3.14.8.2 TAFE NSW will manage onshore international withdrawal requests in accordance with the ESOS National Code under the provisions of the International Student Management Policy and International Student Management Procedure.
  - 3.14.8.3 TAFE NSW will report onshore international student withdrawals, non-commencements, and cessation of study to the Australian Government in the Provider Registration and International Student Management System (PRISMS).
  - 3.14.8.4 Refer to the [Higher Education Tuition Fees, Payments, Help, Refund and Review Procedure](#) for further information on onshore International Higher Education withdrawals.
- 3.14.9 **Student withdrawal: Offshore international**
  - 3.14.9.1 Offshore international students considering withdrawing should consult with their offshore college advisor or coordinator.
  - 3.14.9.2 Offshore colleges must notify TAFE NSW of withdrawing offshore international students by submitting the appropriate TAFE NSW withdrawal form.
- 3.14.10 **Student withdrawal: Australian Defence Force Reservists**

- 3.14.10.1 Australian Defence Force (ADF) Reservists, facing service-related commitments that negatively impact upon their attendance and assessment performance, may apply in writing if required, for special consideration to withdraw from the course without academic penalty (no fail on record for units being undertaken).
- 3.14.10.2 ADF Reservists that are forced to withdraw and discontinue from study to undertake full-time service are eligible for a refund.
- 3.14.10.3 ADF Reservists are entitled to re-enrol in courses that were interrupted by defence service, subject to course currency.

### **3.15 Student deferral**

- 3.15.1.1 Deferral from studies deactivates a TAFE NSW student account which means that email, OneDrive and other platforms are no longer accessible. Students should forward any important emails from their TAFE NSW student account to their personal account and download any important documents stored before withdrawing.
- 3.15.2 Deferring from studies will impact a student's eligibility for certain arrangements including a student's travel concession eligibility, Work Development Order arrangement, Services Australia benefits and student visas. Students are to seek advice accordingly.

#### **3.15.3 Student deferral: Other full fee-paying courses**

- 3.15.3.1 TAFE NSW may consider deferrals for full fee-paying students in exceptional circumstances, subject to any applicable training contract conditions.
- 3.15.4 **Student deferral: NSW Government subsidised Smart and Skilled training (excluding apprentices and trainees)**
  - 3.15.4.1 Students studying a course that is subsidised by the NSW Government other than apprentices and trainees and who have commenced training, may be able to defer their enrolment for no more than 12 months. For apprentices and trainees, refer instead [3.15.3 Student deferral: Apprenticeships and traineeships](#).
  - 3.15.4.2 Students requesting to defer their studies need to ensure they have no outstanding fees, have been actively engaged in training and learning, have discussed their intention to defer with their teacher or head teacher and submit either:
    - a. A TAFE NSW Deferral Application Form, identifying the deferral period and when they plan to return to study, or
    - b. A VSL Withdrawal and Deferral Application Form if enrolled with a VET Student Loan, identifying the deferral period and when they plan to return to study.

- 3.15.4.3 A deferral may not be available if the qualification is currently or soon to be superseded or obsolete. In cases where a deferral means the student will not complete their training within the Australian Skills Quality Authority (ASQA) identified timeframes, the student is required to withdraw from the old qualification and enrol in the new qualification when returning to study. Alternatively, where a qualification becomes superseded or obsolete while a student is

deferred, transition to the latest qualification may occur in accordance with regulatory requirements when students return to their studies.

- 3.15.4.4 Students receive a transcript of any results achieved after their deferral application is processed and any outstanding fees are finalised. Any attempted or not completed units at the point of deferral results in a withdrawn (WN) result.
- 3.15.4.5 Students who defer their studies are responsible for contacting their head teacher to negotiate the resumption of studies to meet the nominated period of deferral, which may be a 12-month deadline.
- 3.15.4.6 TAFE NSW withdraws and discontinues a student's enrolment if they do not resume studying within the nominated period.

### 3.15.5 **Student deferral: Apprenticeships and traineeships**

- 3.15.5.1 Apprentices and trainees cannot defer their training. However, apprenticeships and traineeships may be suspended for a defined period if there is a sound reason why the student cannot continue their training. Such reasons include a lack of work, sickness, injury, parental leave, travel, study, or personal reasons.
- 3.15.5.2 Mutual agreement between the student and their employer is required for the suspension of the apprenticeship or traineeship. However, there may be exceptional circumstances where mutual agreement is not required.
- 3.15.5.3 An [Application to Suspend an Apprenticeship or Traineeship](#) is to be submitted, ensuring all parties understand their obligations and responsibilities during the suspension.
- 3.15.5.4 Initial suspensions should not exceed 3 months unless the circumstances require a longer suspension. For examples of circumstances requiring a longer suspension refer to [Application to Suspend an Apprenticeship or Traineeship](#).
- 3.15.5.5 Extended consecutive suspensions beyond a total of 6 months for reasons such as lack of work are discouraged. If parties insist on an extended suspension, the matter is to be referred to the Commissioner for Vocational Training.

### 3.15.6 **Student deferral: NSW Government subsidised Skilling for Recovery Job Trainer**

- 3.15.6.1 TAFE NSW may consider deferral requests under the NSW Government's Skilling for Recovery Job Trainer initiative where:
  - a. the request is supported by a medical certificate
  - b. the medical condition prevents the student from continuing training
  - c. the deferral period does not exceed 6 months
  - d. the student commenced training before seeking deferral.

### 3.15.7 **Student deferral: Higher Education courses**

- 3.15.7.1 Higher Education students can defer the commencement of their studies for up to 12 months by submitting the Higher Education deferral form.

- 3.15.7.2 Higher Education students can defer after the commencement of their studies, for a period that still allows them to complete their course within the maximum allowed time.
- 3.15.7.3 Students who defer (interrupt) their studies mid-way through their studies for more than a total of two years may be required to undertake additional study to ensure currency of their learning.
- 3.15.7.4 Refer to the [Higher Education Progression and Exclusion Procedure](#) for further information.

**3.15.8 Student deferral: Onshore international**

- 3.15.8.1 Suspensions and deferrals for international onshore students studying on a student visa are managed in accordance with the ESOS National Code under the provisions of the International Student Management Policy.
- 3.15.8.2 TAFE NSW can defer or suspend the enrolment of an onshore international student studying on a student visa in compassionate or compelling circumstances. Compassionate or compelling circumstances are situations beyond the student's control that impact their course progress or wellbeing and are detailed in the International Student Management Procedure.
- 3.15.8.3 Onshore international students seeking deferral under compassionate or compelling circumstances must submit a written application to TAFE NSW along with the required supporting evidence. The application will be assessed, and a copy of the application and supporting evidence will be retained in the student's file.
- 3.15.8.4 TAFE NSW reports any approved deferrals or suspensions to the Australian Government through PRISMS (Provider Registration and International Student Management System).

## **3.16 Student transfer**

### **3.16.1 Student transfers within TAFE NSW**

- 3.16.1.1 Students seeking to transfer to a different course within TAFE NSW are considered to be withdrawing from their current course and enrolling in the new course. Refer to [Section 3.14 Student withdrawal](#) for further information.
- 3.16.1.2 Students enrolled in a Vocational Education and Training (VET) course can co-enrol or transfer to study the same course at a different campus or online, provided there are available places.
- 3.16.1.3 Students enrolled in a Higher Education course can transfer from one TAFE NSW Higher Education campus to another or co-enrol at two campuses, provided there are available places.
- 3.16.1.4 Onshore international students enrolled in VET or Higher Education who have been issued a Confirmation of Enrolment (CoE) may be able to transfer to TAFE NSW campuses if places are available. Before submitting a transfer request, students should discuss their intention with the International Customer Experience Coordinator or Manager at their current campus.

### **3.16.2 Student transfers to TAFE NSW**

- 3.16.2.1 Students enrolled in EVET courses may transfer from another Registered Training Organisation (RTO), including a school RTO, subject to availability.

**3.16.3 Onshore international student transferring from another registered provider to TAFE NSW**

3.16.3.1 The International Student Transfer of Education Providers Procedure details the requirements and processes related to international students transferring to TAFE NSW from another provider.

3.16.3.2 TAFE NSW does not enrol, nor seek to enrol, an onshore international student requesting transfer from another registered provider's course prior to the student completing six months of their principal course at that provider, except in exceptional conditions which are specified in the International Student Transfer of Education Providers Procedure.

**3.16.4 Onshore international students transferring from TAFE NSW to another registered provider**

3.16.4.1 The International Student Transfer Procedure details the requirements and processes related to international students requesting a transfer from TAFE NSW to another provider.

3.16.4.2 An onshore international student can request a transfer from TAFE NSW to another registered provider, without any conditions, after completing the first six months of their principal course.

3.16.4.3 An onshore international student requesting a transfer from TAFE NSW to another registered provider within the first six months of their course is not allowed, except in specific circumstances, which are detailed in the International Student Transfer Procedure.

**3.17 TAFE NSW changes to courses or student enrolment**

**3.17.1 Changes to Courses**

3.17.1.1 TAFE NSW reserves the rights to, acting reasonably, in its absolute discretion and at any time;

- Run, withdraw and/or cancel the delivery of a Course;
- 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;
- alter the times or dates for the whole or any part of the Course;
- offer a student a new or alternate Course if their enrolled Course has been updated in line with national industry standards; and
- refuse more than one attempt at a Course, qualification, Unit of Competency (UoC) or subject.

3.17.1.2 If any of these Course changes become necessary students will be advised in writing, including alternative arrangements which may be available.

3.17.1.3 In the case of withdrawing or cancelling a CRICOS registered course with active Confirmation of Enrolments (CoE), TAFE NSW will meet its obligations under the ESOS Act, including reporting requirements.

3.17.1.4 TAFE NSW reserves the right to cancel courses for any reason, such as in cases of insufficient enrolment numbers. If TAFE NSW cancels a course, alternative arrangements and any available options will be discussed with the student, including any fee refunds.

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

### 3.17.2 **Changes to student enrolment**

3.17.2.1 TAFE NSW may vary or cancel a student's enrolment in any of the following circumstances:

- a. failing a unit twice
- b. inability to demonstrate academic competency or progression through course work, work placement, or practical work tasks
- c. non-payment of fees
- d. a breach of the Student Code of Conduct Policy
- e. an exclusion based on a History of Violent Behaviour.

3.17.2.2 Where TAFE NSW seeks to vary or cancel the enrolment of an international onshore student studying on a student visa, it will do so in accordance with the ESOS National Code under the provisions of the International Student Management Policy, the Course Progress and Attendance Monitoring for International Students (VET and ELICOS) Policy and the [Higher Education Progression, Exclusion and Graduation Procedure](#).

3.17.2.3 Courses are periodically reviewed and updated to meet industry requirements, which may necessitate transitioning students to new qualifications. If a student is required to transition to a new course (for example, where a course has been superseded by a more current course or qualification), TAFE NSW will consult with the student about any change in enrolment, including any differences in fees and completion dates. If the student is required to undertake gap training or additional training to transition to the new course or qualification, additional fees may apply.

## 3.18 **Student benefits**

### 3.18.1 **Travel concessions**

3.18.1.1 TAFE NSW will verify student eligibility for travel concession with Transport for NSW, in accordance with the [NSW Tertiary Student concessions guidelines](#), and the [NSW School Student Transport Scheme](#).

3.18.1.2 By accepting the terms and conditions of enrolment, students agree that TAFE NSW will share basic student information with Transport for NSW to facilitate the travel concession process.

### 3.18.2 **TAFECard**

3.18.2.1 TAFE NSW will provide all students, by request, with a TAFECard (TAFE NSW Identification Card).

3.18.2.2 TAFECards are used to:

- use library facilities such as photocopying and printing
- sit exams on campus
- access onsite parking and support travel concession eligibility (if applicable)
- access secure areas such as computer labs.

- 3.18.2.3 TAFE Cards contain a student's legal name, student number and photograph. As per [C2021-06 Identity and Full-face Coverings for NSW Public Sector Agencies](#), students who wear a face covering may be requested to remove the face covering to establish identity. Where a student chooses not to remove a face covering, the student may be denied being issued a TAFE Card.
- 3.18.2.4 The student's first TAFE Card is free, however if it is lost, stolen or damaged, a fee applies to have it replaced.

### **3.19 Management of student information**

- 3.19.1 TAFE NSW collects, stores, uses, and discloses personal information in strict adherence to all legislative and regulatory requirements. This is managed under the TAFE NSW [Privacy Policy](#) and in accordance with the [National VET Data Policy](#). Student should refer to [Appendix 1](#) for the National VET Data Privacy Notice.
- 3.19.2 TAFE NSW staff verify the identity of the student before granting access to their personal information. Students wearing face coverings may be asked to temporarily remove them for identity verification purposes.
- 3.19.3 A student who has been the victim of identity theft must still verify their identity for any request to access their personal information or records.

#### **3.19.4 Student access to their personal information**

- 3.19.4.1 Students have the right to request access to their personal information held by TAFE NSW, unless:
  - a. TAFE NSW is legally mandated or permitted to deny access; and
  - b. Personal information is bound by a duty of confidentiality to a party other than the student.
- 3.19.4.2 TAFE NSW excludes personal information about other students or individuals and confidential details about TAFE NSW or third parties before providing information to the requesting student. Screenshots of information appearing on corporate systems are never shared with students.
- 3.19.4.3 For detailed information, refer to the [Privacy Policy](#).

#### **3.19.5 Student updates to their personal information**

- 3.19.5.1 Students are responsible for ensuring the accuracy, relevance, completeness, and truthfulness of their personal information.
- 3.19.5.2 Students can request amendments or corrections to their personal information or records, including preferred given name, gender identity, pronouns, contact numbers and personal email, through their Student Portal or for offshore international students through their offshore college advisor or coordinator.
- 3.19.5.3 For updates to critical details such as legal name, date of birth, or visa sub-class or status, students must submit a written request, accompanied by acceptable evidence.

3.19.5.4 Where the student has a Unique Student Identifier (USI), changes to a student's name or date of birth can only be made after the details have been updated in the Unique Student Identifier (USI) Registry.

3.19.5.5 Students have the option to display a preferred given name on their TAFE NSW student email and IT systems. A student's legal name is displayed on their TAFEcard, testamurs, certificates, and other official documents.

3.19.5.6 Onshore international students must provide TAFE NSW with changes to current residential address, mobile number, and email address within 7 days of the change.

3.19.5.7 Onshore international students must advise TAFE NSW of any changes to their visa status as soon as practicable.

### **3.19.6 TAFE NSW staff access to student personal information**

3.19.6.1 TAFE NSW staff can only access student personal information required to perform their official duties and responsibilities in supporting the student's enrolment, education and training.

3.19.6.2 Only authorised TAFE NSW staff are permitted to create, access, and amend student personal information, using the appropriate system with restricted access and input controls.

3.19.6.3 TAFE NSW staff who have access to student personal information ensure that the information is kept secure, treated confidentially, and protected from unauthorised access or misuse.

3.19.6.4 For detailed information, refer to the [Privacy Policy](#).

### **3.19.7 Third party requests for student personal information**

3.19.7.1 TAFE NSW will only disclose a student's personal information to a third party without the consent of the student in cases identified in the [Privacy Policy](#) and under the requirements of the National VET Data Policy.

## **3.20 Academic documents**

### **3.20.1 False and fraudulent academic documents**

3.20.1.1 TAFE NSW staff are to be vigilant in scrutinising academic documents, especially when:

- assessing applications or enrolments for prospective students
- verifying qualifications for credit or recognition of prior learning by students
- verifying documents as authentic for a third party.

3.20.1.2 If the authenticity of academic documents is in question, TAFE NSW will verify documents with the issuing authority or organisation. This includes documents that claim to be issued by TAFE NSW.

### **3.20.2 Issuing VET and Higher Education academic documents**

3.20.2.1 Graduates of VET and Higher Education Australian Qualifications Framework (AQF) programs are issued a testamur and a transcript (record of results) upon completing all compulsory course

requirements, meeting all financial obligations, and providing a valid Unique Student Identifier (USI) or a USI exemption.

- 3.20.2.2 Students who complete part of an AQF qualification are issued a transcript (record of results). VET students who complete part of an AQF qualification are also issued a Statement of Attainment transcript.
- 3.20.2.3 TAFE NSW issues transcripts, testamurs, and certificates directly to students. TAFE NSW does not issue these to any employer or third party, except for offshore international students and students enrolled through correctional facilities. By request, employers of registered Apprentices and Trainees can be issued an Employer Report, which is issued directly to the employer.
- 3.20.2.4 Academic documents, except Higher Education testamurs, are issued within 30 calendar days of the student being assessed as meeting completion requirements, provided that all financial obligations are met, and provided a valid USI or a USI exemption. Higher Education testamurs are issued at the time of graduation.
- 3.20.2.5 TAFE NSW prints testamurs and transcripts on template documents with embedded security features. This is to ensure authenticity and prevent fraudulent production.
- 3.20.2.6 Academic documents are exclusively issued in hard copy. TAFE NSW does not issue academic documents to students or other parties as 'soft copy' or electronic versions.
- 3.20.2.7 TAFE NSW maintains a register of all AQF qualifications it is authorised to issue as a provider.
- 3.20.2.8 TAFE NSW maintains a register of all AQF qualifications issued. Current and past students can access relevant information by request.
- 3.20.2.9 TAFE NSW does not include a Student Identifier on academic documents, consistent with the Student Identifiers Act 2014.
- 3.20.2.10 TAFE NSW retains records of qualifications and Statements of Attainment issued for 30 years.

### 3.20.3 **Issuing Non-Nationally Recognised (non-AQF) documents**

- 3.20.3.1 TAFE NSW may issue TAFE Attendance Certificates and transcripts (whichever are applicable) to students who complete courses that are not nationally recognised under the Australian Qualifications Framework.
- 3.20.3.2 TAFE Attendance Certificates are produced at the end of training, are individually numbered, and have additional security features. TAFE NSW notifies students when their certificate is available for mailing or collection.
- 3.20.3.3 For some TAFE NSW courses, digital certificates or badges may be issued upon completion of a non-nationally recognised course.

### 3.20.4 **Replacement of academic documents**

- 3.20.4.1 Graduates are responsible for ensuring that original academic documents are not shared with others and are stored with care like any other legal document. Graduates may choose to provide copies or scans of academic documents to other parties as needed.

3.20.4.2 Graduates can apply for a replacement testamur or transcript due to error, damage, loss, theft, or a change of name. They must provide relevant supporting evidence, which may include a statutory declaration.

3.20.4.3 Graduates will need to pay a fee for a replacement testamur unless they have not received their original testamur within one year of the date of issue. In exceptional circumstances, the fee may be waived under TAFE NSW delegation.

**3.20.5 Revocation of academic documentation**

3.20.5.1 TAFE NSW may revoke academic documentation if it is determined that:

- It was obtained through fraudulent, dishonest, or misleading conduct, including breaches of academic integrity, or
- It was awarded in error, and the student is not eligible for the qualification.

## Section 4. Responsibilities

Position	Responsibility
TAFE NSW	<ul style="list-style-type: none"> <li>- Ensure clear, current, full, and accurate course and enrolment information is available to current and prospective students.</li> <li>- Offer information on credit transfer, recognition of prior learning, and support services.</li> <li>- Provide student support services, including translating and interpreting, career development services, disability support, Aboriginal and Torres Strait Islander services, and multicultural support services.</li> <li>- Ensure the collection, storage, use, and disclosure of personal information adheres to legislative and regulatory requirements.</li> <li>- Notify students of course changes and outline alternative arrangements and options.</li> <li>- Provide students with a VET Student Loan Fee Notice and a Commonwealth Assistance Notice (CAN) within specified timelines.</li> <li>- Issue written confirmation of enrolment including course details, student identification (TAFECard), payment information, and links to relevant guides and policies.</li> <li>- Undertake History of Violent Behaviour risk assessment processes.</li> <li>- Evaluate enrolment applications based on the provided information, existing skills, training, career goals, workplace access, and experience.</li> <li>- Verify academic documentation for authenticity through application processes.</li> <li>- Process withdrawal applications and relevant documentation for onshore international students.</li> <li>- Ensure compliance with visa requirements and report to relevant authorities as required.</li> </ul>

Position	Responsibility
Prospective students/students	<ul style="list-style-type: none"> <li>- Provide all required information for application, enrolment, and funding.</li> <li>- Provide evidence to support eligibility for government-subsidised training if required.</li> <li>- Disclose any history of violent behaviour or registration on the Child Protection Register and engage in the risk assessment process if required.</li> <li>- Provide a Unique Student Identifier (USI) or evidence of a USI exemption.</li> <li>- For temporary visa holders, provide passport and visa documentation.</li> <li>- Accept relevant terms and conditions on enrolment.</li> <li>- For onshore international students, demonstrate English competence and meet visa requirements.</li> <li>- Pay all applicable fees and additional costs at the time of enrolment or by the due dates of an instalment payment schedule.</li> <li>- Notify TAFE NSW in writing using the appropriate withdrawal form to withdraw from studies.</li> <li>- Be liable for fee instalments due up to the effective date of withdrawal.</li> </ul>
Parents or legal guardians (for students under 18)	<ul style="list-style-type: none"> <li>- Give consent for enrolment of students under the age of 18.</li> <li>- Participate in developing and endorsing training plans for school-based apprentices and trainees.</li> <li>- Engage in application processes for students coming to TAFE to undertake their Year 10 equivalent or to enrol in the HSC.</li> </ul>
Schools	<ul style="list-style-type: none"> <li>- Notify TAFE NSW of withdrawing School-Based Apprentices and Trainees (SBAT) students using the appropriate withdrawal form.</li> <li>- Notify TAFE NSW of withdrawing External-Delivered Vocational Education and Training (EVET) students with written evidence or system screenshots from the EVET System.</li> <li>- Guide and support young people through TAFE NSW training options.</li> </ul>
Employers (for apprentices and trainees)	<ul style="list-style-type: none"> <li>- Sign and register training contracts with TAFE NSW and the apprentice or trainee.</li> </ul>

## Section 5. Monitoring

The use, effectiveness and efficiency of this policy is reviewed through the following:

- Customer complaints and ministerial correspondence
- Internal audit and risk management processes
- Monitoring and reporting on effectiveness of the policy and associated procedures for continuous improvement

- Review of policy content every 3 years or where legislative, regulatory or contractual changes require an update to the policy.

TAFE NSW will monitor and review its application and offers process periodically to ensure it is free of discriminatory practices.

## Section 6. Where to get help

Students can seek further information from their Teacher, Head Teacher, Course Coordinator or Customer Service Representatives.

Staff can seek clarification or assistance on the application of this policy from the Manager Student Administration and Information Management – Student and Campus Services Branch.

If a person is not satisfied with a decision under this policy, they may make a formal complaint. Refer to the [Customer Complaints Policy](#) for further information.

## Section 7. Governance information

Governance	Details
Legislation, regulations, and standards	<p>This policy is governed by:</p> <ul style="list-style-type: none"> <li>- Age Discrimination Act 2004</li> <li>- Anti-Discrimination Act 1977</li> <li>- Apprenticeship and Traineeship Act 2001</li> <li>- Australian Qualification Framework</li> <li>- C2021-06 Identity and Full-face Coverings for NSW Public Sector Agencies</li> <li>- Defence Reserve Service (Protection) Act 2001</li> <li>- Disability Discrimination Act 1992</li> <li>- Disability Inclusion Act 2014</li> <li>- Disability Standards for Education 2005</li> <li>- Education Act 1990</li> <li>- Education Services for Overseas Students (ESOS) Act 2000</li> <li>- Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023</li> <li>- Higher Education Standards Framework (Threshold Standards) 2021</li> <li>- Higher Education Support (OS-HELP) Guidelines 2023</li> <li>- Higher Education Support Act (HESA) 2003</li> <li>- Higher Education Support Amendment (Startup Year) Guidelines 2023</li> <li>- M2021-04 Language Services Provision in Multicultural NSW</li> <li>- Managing Apprentices &amp; Trainees</li> <li>- Multicultural NSW Act 2000</li> <li>- National Code of Practice for Providers of Education and Training to Overseas Students 2018</li> </ul>

Governance	Details
	<ul style="list-style-type: none"> <li>- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025</li> <li>- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025</li> <li>- National VET Data Policy</li> <li>- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020</li> <li>- Privacy and Personal Information Protection (PPIP) Act 1998</li> <li>- Sex Discrimination Act 1984</li> <li>- Student Identifiers Act 2014</li> <li>- VET Student Loan Rules 2016</li> <li>- VET Student Loans Act 2016</li> <li>- Work and Development Order (WDO) sponsors</li> </ul>
Related Procedures	<p>This policy should be read together with the following:</p> <ul style="list-style-type: none"> <li>- Centrelink Confirmation eServices Procedures Manual</li> <li>- Course Completion Procedure</li> <li>- Enrolment Funding Source</li> <li>- Enrolment of Students Under 17 to Undertake Equivalent Year 10 at TAFE Procedure</li> <li>- Entry and Selection for Courses Attached to Vocational Training Orders Implementation Guidelines</li> <li>- False and Fraudulent Student Academic Documents Procedure</li> <li>- Higher Education Degree Conferal &amp; Graduation Procedure</li> <li>- Higher Education Progression, Exclusion and Graduation Procedure</li> <li>- Higher Education Qualification Pathways and Credit Procedure</li> <li>- Higher Education Qualification Pathways and Credit Procedure</li> <li>- Higher Education Selection and Admissions Procedure</li> <li>- Higher Education Tuition Fees, Payments, HELP, Refunds and Review Procedure</li> <li>- International Student Management Procedure</li> <li>- International Student Transfer of Education Providers Procedure</li> <li>- Joint Testamur Procedure</li> <li>- Manage Enrolment of an Apprentice or Trainee</li> <li>- Manage Student Enrolment Across Multiple Cost Centres in OneEBS Procedure</li> <li>- Manage Student Transfer in OneEBS Procedure</li> <li>- Management of Students with a History of Violent Behaviour Procedure</li> <li>- Managing Credit Transfer Procedure</li> <li>- Managing Student Unit Outcomes Withdrawn Procedure</li> </ul>

Governance	Details
	<ul style="list-style-type: none"> <li>- Process Student Withdrawals (VSL &amp; HE)</li> <li>- Release of Student Personal Information Procedure</li> <li>- Repeat Enrolment (Second Attempt) of a Unit of Competency Procedure</li> <li>- Smart and Skilled Fee Free Scholarships Procedure</li> <li>- Student Academic Document Issue Procedure</li> <li>- Student Guide</li> <li>- Student Name Changes Procedure</li> <li>- Student Work Placement Procedure</li> <li>- Student Record Status Maintenance Manual</li> <li>- Student with Disability Implementation and Reasonable Adjustment</li> <li>- Visa Holders Procedure</li> <li>- Unique Student Identifier (USI) Procedure</li> <li>- Work and Development Orders Guideline</li> </ul>
Related policies	<p>This policy is to be read together with:</p> <ul style="list-style-type: none"> <li>- Assessment Policy</li> <li>- Complaint Management Policy</li> <li>- Course Progress and Attendance Monitoring for International Students (VET and ELICOS) Policy</li> <li>- Entry Requirements Policy</li> <li>- Foundation Skills Policy</li> <li>- Higher Education Degree Conferral &amp; Graduation Policy</li> <li>- Higher Education Progression, Exclusion and Graduation Policy</li> <li>- Higher Education Qualification Pathways and Credit Policy</li> <li>- Higher Education Qualification Pathways and Credit Policy</li> <li>- Higher Education Selection and Admissions Policy</li> <li>- Higher Education Tuition Fees, Payments, HELP, Refunds and Review Policy</li> <li>- International Student Management Policy</li> <li>- Manage Accounts Receivable Policy</li> <li>- Privacy Policy</li> <li>- Recognition (VET) Policy</li> <li>- Student Conduct Policy</li> <li>- Students with Disability Policy</li> </ul>
Accountable Officer	Chief Student and Community Officer
Responsible Officer	Executive Director, Student and Campus Services
Content Manager number	PROJ25/347
Next review date	26/06/2028

## Section 8. Definitions

Word	Meaning
Academic documents	The collective terms of documents that TAFE NSW issues to show achieved learning outcomes. This includes transcripts, testamurs and statements of attainment.
Additional costs	Personal costs to students, over and above the Student Fee, where the student chooses to purchase from TAFE NSW. For example, essential equipment and other items, or a non-essential item, or an alternative form of access to an essential item or service of the training.
Additional entry requirements	Refers to additional qualifications, knowledge, skills, and experience for entry into a course above the standard entry requirements.
Application	A method of enrolment that includes meeting set criteria/conditions to ascertain the prospective student's suitability for the course and eligibility for enrolment.
AQF qualification	An AQF qualification is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
Attendance certificate	Refers to a particular document issued to students who complete courses that are not nationally recognised under the Australian Qualifications Framework.
Australian Qualifications Framework (AQF)	The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. It defines the qualification levels issued by schools, vocational education and training providers and higher education institutions.
Badges	Refers to digital badges awarded to students upon successful completion of select non-nationally recognised courses.

Word	Meaning
Census Date	<p>As specified in the TAFE NSW Higher Education academic calendar but no less than the 20% into the duration of a semester.</p> <p>The date by which:</p> <ul style="list-style-type: none"> <li>- a student intending to access a Higher Education Student Loan needs to have submitted their request.</li> <li>- the absolute deadline for a student who chooses to pay their tuition fees upfront.</li> <li>- the date which a student must formally withdraw from a subject without incurring a Higher Education Student debt; or</li> <li>- the date which a student who has paid their tuition fees up front must formally withdraw from a subject to be eligible to apply for a refund.</li> </ul>
Commencement of training	Means the first date of class or first-time class materials are accessed online for fully online courses.
Compulsory schooling requirements	A student of compulsory school age is required to be enrolled in a school or registered for home schooling, unless the child is participating in alternative education programs as approved by the Minister or has an exemption from attending school. Refer to the <a href="#">Education Act 1990</a> for further information.
Concession fee	A discounted Student Fee for a student who is enrolled into government subsidised training, typically based on being in receipt of a specified Australian Government welfare benefit or allowance.
Course	An education or training program offered by TAFE NSW. Includes VET courses from certificate 1 to advanced diploma, Higher Education courses from Diploma to doctoral degree, as well as short courses and micro skill courses.
Credit	Term assigned for the recognition of equivalence in content and learning outcomes of previous formal learning completed at TAFE NSW or another RTO/Higher Education Provider.
Deferral	The temporary postponement of commencement of study for Higher Education or a pause in commenced study for VET.
Effective date of withdrawal	Effective date of withdrawal is the date the student provides formal notification to TAFE of their decision to withdraw.
Enrol	Officially registered and completed all requirements to be a student of a course.

Word	Meaning
Enrolment requirements	Enrolment requirements are the criteria that a prospective student needs to be able to meet to enrol at TAFE NSW. Enrolment requirements include residency, age, entry, and cohort specific requirements.
Entry requirements	Entry requirements are the qualifications, knowledge, skills, and/or experience necessary for students to enrol in a course. Entry requirements may include licensing or regulatory prerequisites or align with industry recognised standards.
Experiencing disadvantage	Experiencing disadvantage includes but is not limited to disability, serious or chronic illness, interrupted education, lack of support for study, serious personal problems, and serious family responsibilities.
Fee	Any fee or charge imposed by TAFE NSW
Fee exemption	An exemption from paying the student fee in accordance with relevant state or territory eligibility criteria. Or for fee for service, an approved fee exemption under TAFE NSW delegation.
Fee-for-service training	Training for which there is no subsidy, and all the cost is borne by the student or a person or organisation on behalf of the student.
Graduate	A graduate is a person who has been awarded a qualification by an authorised issuing organisation.
Higher Education Student Loan	Assists eligible students with their student contribution or tuition fees from a university or other higher education provider.
History of Violent Behaviour	For the purpose of this policy, any act of violence that has occurred in the past ten (10) years. Persons who are registered on the 'Child Protection Register' are considered current and the 10-year time limit does not apply. Notwithstanding the above, TAFE NSW has discretion to apply this Policy to persons where any act of violence has occurred outside the 10-year period.  Violent Behaviour includes but is not limited to, any behaviour that seriously interferes with the physical or psychological welfare of a person for example, stalking, bullying, threats to commit violence, aggressive or abusive speech or behaviour, offensive, aggressive or abusive language directed to students and staff.
Onshore international student	A student who has an Australian Student Visa (subclass 500).
JobTrainer	Skilling for Recovery is the NSW initiative for the delivery of JobTrainer funding in NSW.
Student	Person enrolled in a course.

Word	Meaning
Student benefits	Advantages, services, activities, or facilities that support and enhance the TAFE NSW student experience, gained through being a student.
Student fee	The Student Fee is the amount paid by a student for enrolling into and undertaking training with TAFE NSW. The amount of the Student Fee is subject to whether the training being delivered is government subsidised training or fee-for-service training.
Mature-age entry	Mature-age applicants must be at least 21 years of age in their first year of study.
Nationally recognised training	An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia under the AQF.
Non-nationally recognised training	Refers to a program of structured training or instruction that does not lead to the attainment of a formal qualification or award under the AQF.
Offer	When an applicant is offered a place in course requiring an application process.
Offshore	A TAFE NSW or third-party delivery location outside of Australia.
Offshore international student	A student who is enrolled with TAFE NSW through an 'Offshore' Partnership program.
Prospective student	Students who are considering or in the process of enrolling.
Qualification	A qualification is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
Reasonable Adjustment	The provision of resources, measures or actions taken enabling students with disability to enrol and participate in a course or program on an equal basis with other students.  Reasonable adjustments may include early enrolment, adjustment to the enrolment process and venues, early confirmation of acceptance and facilitation of reasonable adjustment planning.
Recognition of prior learning (RPL)	A form of assessment of a student's current competence. RPL is a process of giving students credit for skills, knowledge and/or experience gained through working and learning. RPL uses evidence from formal and non-formal learning. RPL is conducted with the same rigour as any other form of assessment.

Word	Meaning
Registered Training Organisations (RTO)	<p>Registered training organisations (RTOs) deliver nationally recognised training in the Vocational Education and Training sector. To deliver this training, they need to be approved by the Australian Skills and Quality Authority (ASQA).</p> <p>RTOs are the only organisations in the Australian VET system authorised to:</p> <ul style="list-style-type: none"> <li>- deliver and assess nationally recognised training</li> <li>- issue nationally recognised qualifications and statements of attainment</li> <li>- apply for government funding to provide VET services.</li> </ul>
Risk Assessment	To consider all identified or changed risks, in order to produce valid input for decision making in the evaluation steps. Risk analysis involves consideration of the sources of risk and their potential consequences, the probability that these consequences may occur in the educational environment, an assessment of the nature and level of risk, and risk control and management measures.
School aged student	School aged student is a student who is either under the age of 17 or has not completed Year 10 as per <a href="#">Education Act 1990</a> compulsory school age clause.
Additional entry requirements	Suitability criteria refers to additional qualifications, knowledge, skills, and experience for entry into a course.
Skilling for Recovery	Program to provide fee free training to help job seekers retrain or up-skill as well as support school leavers to enter the workforce for the first time.
Specific cohort of students	Refers to groups of students who share the same enrolment attributes, e.g. School-Based Apprentices and Trainees, Onshore International Students, Higher Education Students etc.

Word	Meaning
State and Territory Training Authority	<p>State and Territory Training Authorities are government departments responsible for apprenticeships and traineeships within their states or territories. This includes overseeing training contracts and Group Training Organisations and providing information and support throughout the apprenticeship process.</p> <p>The following are examples of state or territory training authorities:</p> <ul style="list-style-type: none"> <li>- Training Services NSW</li> <li>- Skills Canberra</li> <li>- Queensland Department of Employment, Small Business and Training</li> <li>- Victoria Department of Jobs, Skills, Industry and Regions</li> <li>- Skills Tasmania, Department of State Growth</li> <li>- Northern Territory Department of Industry, Tourism and Trade.</li> </ul>
Statement of Attainment	An official document issued when an individual does not meet the requirements for an Approved Qualification as defined in a Training Package or an accredited course, but has completed one or more units from a VET qualification or an accredited course; or a Training Package identified skill set.
Subsidised training	Training costs are borne by students and State and/or Australian Governments. Entry requirements are established by government including applicability of concession fee or fee exemption. Where the student pays a proportion of the course costs as a 'Student Fee' or is granted a fee exemption, with the government paying a 'subsidy' to TAFE NSW for the balance of the course cost.
Temporary Visa Holder	A person holding a temporary visa issued by the Department of Home Affairs. Some temporary visas allow the holder to study.
Testamur	A testamur is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate' or 'transcript of academic record'.
Transcript	A transcript is a record of all learning of a course student is enrolled and is issued by an authorised issuing organisation. In Australia this may also be referred to as a 'record of results', 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'
Unique Student Identifier (USI)	A reference number made up of 10 numbers and letters. A USI creates a government authenticated record of a student's education and training achievements.

Word	Meaning
VET Student Loan (VSL)	The VET Student Loans (VSL) program assists eligible students pay tuition fees for approved higher-level (diploma and above) vocational education and training (VET) courses, when studying at VET Student Loans approved course providers. The program is designed to provide financial support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment.
Visa Entitlement Verification Online system (VEVO).	Visa Entitlement Verification Online system (VEVO) is an online system which allows visa holders, employers, education providers and other organisations to check visa conditions.

## Section 9. Document history

No.	Effective	Approved by	Amendment
1	26/06/2025	Chief Student and Community Officer	<p>New Policy. Policy was consolidated from previous policies:</p> <ul style="list-style-type: none"> <li>- Access to Government Subsidised Training in TAFE NSW Policy</li> <li>- Additional Costs to Students Policy</li> <li>- Approval to Undertake the Equivalent of Year 10 of Secondary Education at TAFE NSW Policy</li> <li>- Attendance Certificates Security Policy</li> <li>- Consumer Protection Policy</li> <li>- Enrolment Policy</li> <li>- Entry and provision for young people under 17 years of age Policy</li> <li>- Entry and Selection for Courses Attached to Vocational Training Orders Policy</li> <li>- Fee for Service Policy</li> <li>- Interpreting Policy</li> <li>- Interpreting Policy Guidelines Auslan</li> <li>- Interpreting Policy Guidelines Spoken English</li> <li>- Management of Students with a History of Violent Behaviour Policy</li> <li>- Outstanding Fees Policy</li> </ul>

No.	Effective	Approved by	Amendment
			<ul style="list-style-type: none"> <li>- Release of Student Information Policy</li> <li>- Student Documentation Issuing Australian Qualifications Framework Qualifications Documents Policy</li> <li>- Student Fees and Refund Policy</li> <li>- Student Reservist Support Policy</li> <li>- Student Selection Policy</li> </ul>

## Section 10. Appendix 1- National VET Data- 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.

### 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.

### 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.

Where TAFE NSW has an agreement in place to deliver courses and services with a third-party overseas, we may disclose personal information with the third-party and will notify you of the country where the recipients are located.

### 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
- 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](http://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 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 (via email at [privacy@tafensw.edu.au](mailto:privacy@tafensw.edu.au))
- correct your personal information (contact us on 131 601 or via [Contact us](#))
- make a [complaint](#) about how your personal information has been handled
- ask a question about this Privacy Notice [Contact us](#).

See [TAFE NSW](#) and TAFE NSW [Privacy Policy](#).