

# Student Guide 2025







TAFE NSW acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to the Elders; past, present and emerging of all Nations.

# Contents

<b>Welcome to TAFE NSW</b>	<b>4</b>	<b>Helplines and urgent support</b>	<b>16</b>
<b>Academic calendar</b>	<b>5</b>	Support in a crisis	16
<b>Digital tools and platforms</b>	<b>5</b>	Support for domestic abuse and family violence	16
Student account	5	<b>Achieve your study goals</b>	<b>17</b>
Activate your student account	5	Access the state-wide library service	17
Create a new password	5	Scholarships	17
Get help with your account	5	WorldSkills competition	17
Log in to your student account	6	Participate and attend training	17
Access an old account	6	If you're not participating	18
Update your account details	6	Copyright and fair use	18
Access your account when your course ends	6	<b>Assessments and exams</b>	<b>19</b>
Office 365 Education	6	Support during exams	19
LinkedIn Learning	6	What to bring to an exam	19
Technology support	6	What not to bring to an exam	19
<b>Stay cybersafe</b>	<b>7</b>	Final or formal examinations	19
Using multi-factor authentication	7	<b>Retaking a Unit or Assessment</b>	<b>20</b>
Acceptable use of information technology	7	Retaking a unit after two attempts	20
<b>Your TAFECard</b>	<b>8</b>	<b>Fees and payments</b>	<b>20</b>
Getting your TAFECard	8	Having trouble paying	20
<b>Travel to campus</b>	<b>8</b>	Outstanding fees	20
Travel concessions	8	Refunds	21
Keep your belongings safe	8	Partial refund	21
<b>Experience your campus</b>	<b>9</b>	<b>Get your results</b>	<b>21</b>
Eat, shop and discover on campus	9	Reviews and appeals	21
Children's Centres	9	What is the review or appeal process	21
<b>Stay safe on campus</b>	<b>9</b>	<b>Changes to your study</b>	<b>22</b>
Emergency and first aid	9	Credit transfer	22
Report safety concerns or injury	10	Recognition of prior learning	22
Working with hazardous substances	10	Defer your study	22
If you're unwell	10	Apply for deferral	22
Chronic medical conditions	10	<b>Changes to your course</b>	<b>22</b>
Make your campus a SafeZone	11	What happens when course details change	22
<b>Update your details</b>	<b>11</b>	Higher education students	22
Your preferred name	11	<b>Withdraw from study</b>	<b>23</b>
When your details change	11	How to withdraw	23
<b>Disability and Access support services</b>	<b>12</b>	Getting a refund after you withdraw	23
Who can use disability and access services	12	Results after you withdraw	23
How we can help	12	<b>Your rights and responsibilities</b>	<b>24</b>
<b>Multicultural student support services</b>	<b>13</b>	Your rights	24
Translation and interpreter services	13	Your responsibilities	24
Document translation	13	Your right to privacy	24
<b>Aboriginal and/or Torres Strait Islander support</b>	<b>14</b>	Animal welfare standards	24
Mob supporting mob	14	<b>Safe learning environment</b>	<b>25</b>
Culturally safe spaces	14	Harassment	25
Commitment to Aboriginal and/or		Discrimination	25
Torres Strait Islander Peoples	14	Violence	25
<b>Mental health and wellbeing</b>	<b>15</b>	Report violence, harassment and discrimination	25
<b>Counselling and career support</b>	<b>15</b>	<b>Share your feedback</b>	<b>25</b>
Jobs Connect	15	<b>Consumer protection</b>	<b>26</b>
		Customer complaints and feedback	26
		Report a problem or concern	26
		<b>Complete your course or study</b>	<b>26</b>
		<b>Connect with us</b>	<b>26</b>





## Welcome to TAFE NSW

You've chosen to study with one of Australia's top vocational education training providers and we're so glad to have you. Our nationally recognised courses give you practical skills to help you make a real difference and kickstart a successful career.

We're committed to making TAFE NSW a safe and welcoming place for all students, including Aboriginal and/or Torres Strait Islander students, those from diverse cultural backgrounds, LGBTIQ+ students and students with a disability. Whether you're learning online or on campus, we want you to have the support and respect you need to succeed.

So, get involved, connect with others, and don't forget to have fun along the way.

## Student Guide

Keep this Student Guide close, as it's filled with handy information about:

- achieving your study goals
- accessing our systems and services
- your rights and responsibilities and so much more

You'll get more information on study essentials and your course during orientation and on your first day of class.

### International students

To find out more about study options, term dates and fees, read the [TAFE NSW International Student Guide](#).

## Academic calendar

Your academic calendar helps you plan and keep track of your studies.

Save the link to your calendar to keep on top of course dates, holidays and what's happening year-round:

- [View our Academic Calendar 2025](#)

## Digital tools and platforms

While you're a student with us, you can use free wi-fi on campus, and have access to a range of platforms and systems to help with your studies, such as:

- TAFE NSW Student Portal
- TAFE NSW Learning Management systems
- Your student account
- Moodle/TAFE Digital Campus
- Online Learning System (OLS)
- Microsoft Office 365 products
- Autodesk
- Adobe Creative Cloud
- TAFE Virtual Desktop

Visit our [Technology for Learning](#) page for guidance on using our platforms and systems. If you need help connecting to wi-fi on campus, visit our [wi-fi support](#) page.

## Student account

You can access your TAFE NSW email and Student Portal using your student account. You'll also use your student account to log in to class and library computers, and access eResources to support your study.

Your Student Portal holds important information about your enrolment, fees, payments, and results.

### Activate your student account

It's easy to activate your student account. To do this:

1. Find the **Welcome to TAFE NSW** email we sent you when you enrolled
2. Select the account activation link in the email
3. Enter the **user ID** provided in the email
4. Enter your **temporary password** we emailed when you enrolled

### Create a new password

You'll be asked to create a new password when you activate your account. If you need help, select **see password requirements** on your screen.

### Get help with your account

Read the below guides for account help:

- [Password reset guide](#)
- [Account unlock guide](#)

If you can't log in, we're here to help. Call us on **131 601** or visit your [local Student Administration Office](#).





## Log in to your student account

Once you've activated your account, you can log in. If you're accessing your account from a TAFE NSW computer or connecting to our wi-fi from a personal device, type your full email address in the username field.

For example:

- **Use this:**  
firstname.lastname1@studytafensw.edu.au
- **Not this:**  
firstname.lastname1

## Access an old account

Your account may still be active if you've studied with us before. To check if you've got an existing account, try to log in with your old details.

## Update your account details

It's easy to update your personal email address and password from the Student Portal. To do this:

1. Log in to your Student Portal and select your account name at the top of the screen.
2. Select **My Details** or **Change Password** to update your information.

## Access your account when your course ends

Update your password when prompted to use your student account for 180 days after you complete your course and access:

- Student Portal
- Office 365 programs
- Moodle

After 180 days, you'll have access to your Student Portal and Office 365 Outlook for another 2 years. You'll need to continue to update your password when prompted to keep access to your account.

If you withdraw from your course, you'll lose access to your TAFE NSW account and systems.

## Office 365 Education

While you study, you can access the Microsoft Office 365 Education package for free on up to 5 devices. To get started:

1. Go to the [Microsoft Office website](#).
2. Enter your TAFE NSW email address.



## LinkedIn Learning

Your student account gives you access to free training videos and courses taught by industry experts on LinkedIn Learning.

To access LinkedIn Learning:

1. Log in to your student account.
2. Go to the **Resources and Information** section.
3. Select **LinkedIn Learning**.

For more information visit the [LinkedIn Learning LibGuide](#).

## Technology support

If you're having trouble with your tech, our Student Technology Service Desk is here to help. They can support you to:

- Access virtual classrooms
- Install and use Office 365 products and free tools like Teams and Adobe Connect
- Access your TAFE NSW email account in Outlook online or via the mobile app
- Access and use the TAFE NSW Virtual Desktop
- Link your TAFECard to our printers
- Set up multi-factor authentication (MFA) to help keep your account secure

For help with technology, call us on **131 601** and follow the prompts.



## Stay cybersafe

Cyber security is everyone's responsibility. To protect your information from cyber-attacks, we have enabled multi-factor authentication (MFA). When your log in is used, multi-factor authentication helps make sure it's you.

### Using multi-factor authentication

Using multi-factor authentication is as simple as clicking a notification sent to your mobile phone. We strongly encourage you to add this additional protection to your account to keep your identity safe.

To find out more, view our [multi-factor authentication guide](#).

### Acceptable use of information technology

We are committed to your privacy as well as the protection and proper use of our technology.

We need to keep our networks safe from inappropriate content. This means we check how our assets and digital records are being used. This can include email, internet and network. If there's behaviour or action that doesn't fit with our guidelines, we might need to step in.

To find out more, read the [Acceptable Use of Information and Technology policy](#).





## Your TAFECard

Your TAFECard is your student ID. You'll use your TAFECard to access our library facilities, sit exams on campus and more. Your TAFECard is valid for the duration of your enrolment. Each time you study with us, we'll reactivate it, so keep it safe.

Read more about your [TAFECard](#) or watch [our video](#).

### Getting your TAFECard

Getting your TAFECard is easy. Just visit your local [Student Administration Office](#), where we'll take your picture and print your card on the spot. If your card gets lost or damaged, you can pay a \$20 replacement fee to get a new one.

If you can't make it in person, call us on **131 601** and we'll sort it out for you.



## Travel to campus

We have over 130 campus locations across NSW. Learn about your [local campus](#).

### Travel concessions

As a TAFE NSW student, you could be eligible for concession or free travel through the NSW Government.

We'll email you information about how to apply for a travel concession after you enrol. If you're an International student, apprentice, or trainee, you can read more about your eligibility on [Transport for NSW's Tertiary or TAFE Student page](#).

For more information visit [Transport for NSW](#) or the [NSW Department of Education website](#).

### Keep your belongings safe

We do our best to maintain a safe environment on campus. We have parking, bike racks and lockers available at some locations, however, we can't take responsibility for any loss or damage to your personal items including your vehicle. So, we ask you to please take good care of your belongings and be careful where you park.

To find out about the facilities available at your campus, visit your local [Student Administration Office](#) or call us on **131 601**.



## Experience your campus

Many of our locations have shops, restaurants and activities to get involved in.

### Eat, shop and discover on campus

Check out everything your campus has to offer. Depending on your location, you may find:

- Bookshops, cafés and restaurants
- Galleries, exhibition spaces, gyms and sporting spaces
- Lunchtime competitions, barbeques, and events like live music and theatre performances
- Student hair salons, beauty salons and massage clinics

To see the range of facilities available at your campus, [find your location on our website](#).

### Children's Centres

We have 15 licensed Children's Centres that provide long day care for children from 6 weeks old to 6 years. You don't have to be a TAFE NSW student to apply for a childcare place.

Spaces are limited, so get your application in early to secure your spot.

Read more about our [Children's Centre facilities](#) and how to apply.

## Stay safe on campus

If there's an immediate risk of harm, call **Triple Zero (000)**. Trained operators will support you through any situation.

We're committed to making sure all students, employees and visitors are always safe.

We do this by getting rid of or minimising hazards. We always aim for zero-harm.

Work health and safety laws require that you:

- Take care of yourself
- Not do anything to impact the health, safety and wellbeing of others

Remember to always get permission to enter classrooms or workshops, and let us know about any safety concerns you might have.

### Emergency and first aid

During orientation, we'll brief you on what to do in an emergency or if you need first aid. All our locations are well prepared with emergency plans, trained first aid staff and first aid equipment.

### Students with a disability

If you need help during an evacuation, let us know. Get in touch with a [Disability Teacher Consultant](#).





## Report safety concerns or injury

Let's work together to create a safe learning space for everyone.

We encourage you to report injuries, illness, incidents and safety hazards to your teacher, so they can notify the Work Health Safety Hotline.

For more information on reporting safety concerns:

- Read our [Work Health Safety policy](#)
- View the [Work Health Safety guide](#)
- Visit [SafeWork NSW](#)

## Working with hazardous substances

If you're working with hazardous substances in class, your teacher will give clear instructions on how to handle them safely.

## If you're unwell

If you feel unwell, stay home and avoid close contact with others.

Help keep your campus safe by:

- Washing your hands regularly to maintain good hygiene
- Monitoring your symptoms and contacting a medical professional if you require assistance
- Staying home until you feel well

If you have assessment items or exams due, contact your teacher as soon as possible.

## Chronic medical conditions

If you have an ongoing medical condition or chronic illness such as epilepsy, asthma or diabetes, please let your teachers know so they have the information they need to help you in an emergency.

Our Disability Teacher Consultants can also help you put together a Health Care Management Plan that can be shared with relevant staff.

Contact your [local Disability Teacher Consultant](#).

## Anaphylaxis

If you are at risk of anaphylaxis, you must carry your own adrenaline auto-injector 'EpiPen' when you're on campus or attending any TAFE NSW activities, events, excursions, or work placements. Some TAFE NSW locations have backup EpiPens.

You can check if your campus has backup EpiPens by contacting your nearest First Aid Officer on campus. Find the First Aid officer by following the on-campus signage or ask your teacher.

## Prescription drugs

Prescription and over-the-counter medication may affect your judgment or make it unsafe for you to do some tasks including:

- Operating machinery
- Handling hazardous materials
- Participating in activities that require intense concentration and responsible decision making

It's important to understand how your medication can impact you and to let your teacher know. This helps keep everyone safe.

We understand this information is sensitive and we treat it as such. For more details on how your personal information is collected and used go to our [privacy page](#) or email the TAFE NSW Privacy Officer at [privacy@tafensw.edu.au](mailto:privacy@tafensw.edu.au).





## Make your campus a SafeZone

SafeZone is a free app for Android and iPhone to help keep you safe on campus. You can use the app to:

- Call **Triple Zero (000)**
- Connect with the TAFE NSW Security Control Room and share your location if needed
- Ask for non-critical first aid
- Ask for help if you're locked in a building or carpark
- Ask for assistance in an unsafe situation
- Request security and emergency updates from chosen campus locations
- Use check in timers to send automatic security alerts –if you do not respond when the timer expires, SafeZone will alert security to contact you

SafeZone will only share your location when you raise an alert or check in on campus. The app requires very little data and won't drain your battery. To find out more, watch our [SafeZone video](#).

Download and create an account for your safety and peace of mind.



Remember, if there's an immediate risk of harm or danger, call **Triple Zero (000)**. Trained operators will support you through any situation.

## Update your details

### Your preferred name

Your preferred name is what you choose to use in your student email and tools like Microsoft Teams. We'll still use your legal name on your TAFECard, testamurs, certificates and other official documents.

If you gave us your preferred name when you enrolled, we'll use this when setting up your account. If you've studied with us before, you'll need to let us know your preferred name so we can update your username.

If you'd like to add or change your preferred name, just give us a call on **131 601**.

### When your details change

Let us know when your personal details change. This includes changes to your:

- phone number, email address or postal address
- legal name or preferred name
- visa status

To update your personal details, you may need to provide evidence of the changes, and make the same changes to your [USI profile](#). Call us on **131 601** and we'll help you get it sorted.

# Disability and Access support services

You have the right to a safe, respectful and accessible environment.

We are committed to ensuring that learners with disability receive access, support and equal opportunities while learning.

We can provide:

- Guidance on choosing the right course for you
- Assistance with enrolling and applying for fee exemptions
- An individual education plan that identifies any adjustments or support for your learning and assessments

Find out more by visiting our [Disability Support Services page](#).

## Who can use disability and access services

We're here to support all students with disability as best we can. This may include support for:

- Blind or low vision
- Deaf or Hard of Hearing
- Physical and/or chronic medical conditions
- Intellectual disability
- Mental health conditions e.g. anxiety
- Neurodivergent (e.g. ADHD, Autism)

## How we can help

Our Disability Teacher Consultants provide a range of educational support and services to assist learners. These may include:

- Access to sign language interpreters, note-takers or disability assistants
- Access to ergonomic equipment and assistive technology, such as Read&Write software
- Developing an individual education plan that addresses your needs, including any classroom support and assessment adjustments you might need

We can also provide information regarding NDIS/ personal care workers on campus.

To connect with our Disability Teacher Consultants:

- find your local [Disability Teacher Consultant](#)
- call **131 601** and select the option for Counselling and Disability Services, or
- ask your teacher or a customer service officer to connect you to a Disability Teacher Consultant.







## Multicultural student support services

We aim to create a safe and welcoming environment free from racism and harassment. We're passionate about supporting students from culturally and linguistically diverse backgrounds to achieve their study goals.

We provide support for multicultural students including:

- Help with English language skills through the following programs:
  - Adult Migrant English Program (AMEP)
  - Skills for Education and Employment (SEE)
  - English for Speakers of other Languages (ESOL)
  - Skillmax and English for Employment (EFE)
- General education, employability and computer skills
- Cultural and Linguistic Diversity (CALD) Coordinators
- Information on courses and services at TAFE NSW
- Advice for visa holders including Temporary Visa Holders (TVH)
- Information on using your overseas qualification in Australia
- Prayer, reflection and meditation spaces
- Referrals to internal or external services
- Counselling, career and disability support

For more information, watch [our video](#), visit our [multicultural student support page](#) or call us on **131 601**.

### Translation and interpreter services

To speak to a phone interpreter immediately:

- Call the National Translating and Interpreting Service on **131 450**
- Ask the operator to call **131 601**

The Multicultural NSW Language Services Unit also offers face-to-face interpreters who can support you 24 hours a day, 7 days a week.

To book an interpreter call multicultural NSW on **(02) 8255 6767** or email [contact@multicultural.nsw.gov.au](mailto:contact@multicultural.nsw.gov.au).

### Document translation

If you need a document translated, you can:

- Book a document translation at your [local Service NSW Centre](#), or
- apply for the free translating service from the [Australian Government Department of Home Affairs](#). You'll need an eligible visa from the past 2 years to access this service.



## Aboriginal and/or Torres Strait Islander support

We're proud to create a supportive environment for our Aboriginal and Torres Strait Islander students. We're committed to helping you achieve your educational and employment goals, and will be with you every step of the way.

### Mob supporting mob

At many of our locations, you'll find our warm and welcoming Aboriginal Student Support Officers here to assist you in a culturally safe and respectful way. They can:

- Offer guidance on your studies and career planning
- Help you transition to employment or by connecting you with employers and offering training in employability and job-seeking skills
- Help you find and apply for scholarships, Work Development Orders, incidental payments, and other grants
- Communicate with your teachers about cultural commitments that may impact your studies
- Connect you with other Aboriginal and Torres Strait Islander students on your campus

Find out more about how we can help by contacting us on **02 7929 1048** or [aboriginal.services@tafensw.edu.au](mailto:aboriginal.services@tafensw.edu.au).

### Culturally safe spaces

We understand the importance of a culturally safe environment where you can connect with your peers. Many of our campuses offer:

- Aboriginal study centres
- Yarning circles
- Connected learning centres
- Aboriginal learning spaces

Read more about our [Aboriginal and/or Torres Strait Islander support services](#) or contact us for more information on **02 7929 1048** or [aboriginal.services@tafensw.edu.au](mailto:aboriginal.services@tafensw.edu.au).

### Commitment to Aboriginal and/or Torres Strait Islander Peoples

TAFE NSW is committed to delivering education, skills, and employment initiatives to enhance the lives of Aboriginal and/or Torres Strait Islander peoples.

Through our Reconciliation Action Plan and Closing the Gap Partnership Agreement, we establish partnerships in the community to develop educational opportunities, direct employment, sustainable skills and economic development opportunities.

Read more about our [Reconciliation Action Plan](#) or the [Closing the Gap Partnership Agreement](#).

If you have a question about our Reconciliation Action Plan or want more information, contact us at [reconciliation@tafensw.edu.au](mailto:reconciliation@tafensw.edu.au).





## Mental health and wellbeing

If you are experiencing a non-urgent mental health or wellbeing concern, seek professional help from a general practitioner (GP) or your local [TAFE NSW Counsellor](#).

## Counselling and career support

We understand that sometimes personal issues can affect your mental health and make it harder to learn. That's why TAFE NSW offers free counselling for current enrolled students.

Our qualified counsellors will take the time to listen to your needs. You can talk confidentially\* about your situation and your privacy will be respected. We'll work with you to come up with strategies to help you.

You can talk to us about:

- Mental health and wellbeing
- Educational issues, study management and personal matters impacting your study
- Career pathways and job readiness
- Accessing other services, including government support, accommodation services, financial support services, and domestic violence support services

Find out more by watching our [Counselling Services](#) video and [Education and Career Counselling](#) video, or by visiting our [Counselling Services](#) webpage.

To speak to one of our Counsellors, call **131 601** and follow the prompts. Counselling services may be offered in one-to-one sessions on campus, on the phone or online.

### Jobs Connect

It's never too early to get job ready.

Finding a job can be overwhelming, so our Jobs Connect team is here to help you get the job you want. By getting involved with Jobs Connect, you can:

- Learn what employers are looking for during the recruitment process
- Search job opportunities
- Build your job application and polish your interview skills
- Connect with employers through organised events and activities

To access resources, job opportunities, register for events and more, visit our [Jobs Connect page](#).

\*Counselling is confidential, except when there's a risk of harm to self, others, or where information is required to be released by law.

# Helplines and urgent support

If there's an immediate risk of harm, call **Triple Zero (000)**. Trained operators will support you through any situation.

## Support in a crisis

If you feel unsafe or need urgent support for mental health, help is available via crisis lines that operate 24 hours a day, 7 days a week.

### The Mental Health Line

Call **1800 011 511**

The Mental Health line is a state-wide, 24-hour telephone service. Speak to a mental health professional and be directed to care in your local area.

### The Suicide Call Back Service

Call **1300 659 467**

The Suicide Call Back Service provides crisis counselling to people at risk and carers.

### Lifeline Crisis Support

Call **13 11 14**

The Lifeline Crisis Support line offers telephone crisis support and crisis counselling services.

### Aboriginal and Torres Strait Islander Support

Call **13 92 76**

13YARN is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. Talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

## Support for domestic abuse and family violence

Domestic and family violence can impact anyone, of any gender, religion or profession. Violence can be emotional, psychological, physical, verbal, social, sexual, financial or a mixture of these. If you, or someone you know is experiencing domestic or family violence, help is available.



### NSW Domestic Violence Line

Call **1800 65 64 63**

The NSW Domestic Violence hotline is a statewide crisis counselling and referral service for anyone who identifies as female.

### MensLine Australia

Call **1300 78 99 78**

Mensline Australia is a telephone and online counselling service for all Australian men.

### 1800RESPECT

Call **1800 737 732**

1800RESPECT is a national sexual assault, family and domestic violence counselling line for anyone who's experienced, or at risk of family and domestic violence or sexual assault.

### QLife

Call **1800 184 527**

QLife is a nationwide, anonymous LGBTQIA+ peer support and referral service. QLife is available from 3 pm until midnight, 7 days a week.





## Achieve your study goals

Whether you prefer to work individually or in a small group, we offer online and in-person support to suit your needs.

We can help with:

- Digital literacy and technology
- Communication and speaking or English as a second language
- Reading required for your course
- Understanding and writing course notes
- Taking part in assignments and assessments
- Science, math and numeracy

To find out what's available at your location, call **131 601**.

## Access the state-wide library service

Enjoy access to the latest digital and print resources through our state-wide library service. As a TAFE NSW student, you'll have access to:

- Individual study spaces and social spaces for group work
- Computers, photocopying, printing and scanning services
- Thousands of books and journals, magazines and other resources
- Personalised face-to-face and online assistance

Find out more about our libraries

- visit [Library Services](#), or
- chat to a librarian online via our [“Ask a librarian”](#) services

## Scholarships

At TAFE NSW you get the chance to explore your talent and fulfil your potential. Every year, hundreds of students are awarded scholarships across a wide range of course areas. Make this your year to be rewarded.

Read more about [scholarships](#) and talk to your teacher about what's right for you.

### International students

Check out our website for [international scholarship opportunities](#).

## WorldSkills competition

Getting involved in a WorldSkills Australia competition is a great opportunity to showcase your skills and talents in Australia and around the world. These regional, national and international skill-based competitions are designed by industry experts to help you:

- Assess your knowledge
- Challenge yourself
- Improve your employability

Read more about [WorldSkills Australia](#) or talk to your teacher to find out if you're eligible.

## Participate and attend training

You need to participate and engage in your training and assessments to progress in your course. We understand that things can happen that are out of your control, so talk to your teacher as soon as possible if:

- You're sick
- You're unable to complete an assessment, or
- You've missed an assessment due to unforeseen circumstances



Participating means you:

- Submit your assessments
- Attend classes, online units, practical sessions, exams and tests
- Contact your teacher or learner support when you need assistance
- Access activities and pages in the learning management system or Moodle
- Apply for Recognition of Prior Learning where appropriate

## If you're not participating

If you are not participating in your studies regularly, we'll check in to see if you need support and if you'd like to continue your studies. If we can't contact you, we may withdraw you from your course.

If you're a TVET or SBAT student and are not participating in your studies, we'll contact your school. This may impact your HSC.

## Academic integrity

When it comes to your academic conduct, honesty is the best policy. You must always act responsibly and with integrity. It is a breach of academic integrity to:

- Copy someone else's work or idea and pretend it's yours
- Alter test results or transcripts
- Share your assignments on file-sharing sites or in other ways
- Take part in cheating, bribery, contract cheating, impersonation, collusion or any other dishonest practice
- Use generative artificial intelligence (AI) tools in an inappropriate way

Visit our website to find out more about [Academic Integrity](#) and [using generative AI](#).

If you're suspected of a breach of integrity, we will contact you to discuss it.

Read our [Student Conduct and Discipline policy](#) to learn more about how we manage breaches.

You can request a review of breach decisions by submitting an appeal within 20 business days of receiving your outcome letter. Find out more and access the [academic integrity appeal form](#).

## Copyright and fair use

Copyright infringement happens when something protected by copyright is copied without permission. So, what's safe to use and what can't you copy?

Here's what you need to know:

- Course materials, like presentations and assessments, are protected by copyright laws
- You're not allowed to share course material in person or online without our written permission
- You may make a copy of material only if your use is for the purpose of research or study.

For more information on copyright and fair dealing, read our [Copyright Basics](#) guide, or go to the [Smart Copying website](#).





## Assessments and exams

Assessments and exams can be stressful, but we're here to help you plan and succeed. On the first day of class, we'll give you a guide with useful information about:

- What you'll need to do to be successful in your course
- Your assessments and exam schedule
- Exam aids - these are special items you'll be allowed to take into an exam

If you have a question about assessments or exams, the best person to talk to is your teacher.

### Support during exams

If you're a student with disability and need support with assessments, talk to a Disability Teacher Consultant. This includes exam modifications and help with your study. If your needs change, don't forget to let them know.

Book an appointment with a [Disability Teacher Consultant](#).

### What to bring to an exam

To prepare for your exam, it's a good idea to bring:

- Pencils
- Pens
- Erasers
- Rulers
- Highlighters
- Exam aids (where appropriate)

### What not to bring to an exam

- Writing paper – we'll provide all the paper for you
- Electronic devices, including electronic dictionaries, mobile phones and smart watches, unless they are approved exam aids

### Final or formal examinations

If your course has a final or formal exam, your teacher will give you more information. Final or formal exams happen outside of normal class time and must be taken at the assigned location.

For more information on assessments and exams, check out [Every Student's Guide to Assessment in TAFE NSW](#).

## Retaking a Unit or Assessment

If you can't finish or pass a unit or assessment needed for your qualification, you can re-enrol in that unit. There will be a separate fee for any second or further attempts. Speak to your Head Teacher to find out more about your options.

If you received a disability fee exemption for your enrolment, this also applies to your second attempt at a unit. Separate fees may apply for any further attempts.

### Retaking a unit after two attempts

If you fail a unit twice and want to try again, you must write to your Head Teacher explaining why you should be re-enrolled. If approved and the course is still current, your teacher will guide you on what to study. There will be separate fees for your third attempt.

If you are not approved to re-enrol in a unit after two failed attempts, TAFE NSW will end your enrolment but will discuss support and further study options with you. If the unit or course is no longer current, your Head Teacher will let you know your options, which may include new study requirements and/or fees.

#### Higher Education Students

If you fail a subject more than once, the [TAFE NSW Higher Education Student Progression and Exclusion procedure](#) applies.



## Fees and payments

How much you need to pay depends on your course and your personal circumstances. We'll let you know how much your course will cost when you enrol.

If you're applying for a fee exemption or concession, you'll need to let us know when you first enrol. You'll also need to give evidence of your eligibility. We can't consider fee exemption or concession applications after you complete your training or leave your course.

### International students

You can find your fees and payment information on the terms and conditions you signed when you applied.

To pay your fees, go to your Student Portal, or call us on **131 601**. For many courses, we'll send fee reminders to the personal email address you provided when you enrolled.

For more information read our [Student Fees and Refund policy](#).

### Having trouble paying

If you're having trouble paying your fees, please let us know. We can help you understand your options.

### Outstanding fees

When you enrol, you agree to pay all fees and charges by their due date. You're responsible for outstanding fees, even if a parent, guardian, employer, sponsor or other party has agreed to pay them for you.

If your fees are outstanding for:

- 30 days or more, we will contact you for payment
- 90 days or more, the outstanding payment will be referred for debt collection.

You will need to pay any outstanding fees or fee instalments to continue your course, access training materials and services, and receive your testamur or transcript.

For more information about your fees, read the [fee information on our website](#) or the [Smart and Skilled Fee Administration policy](#).





## Refunds

You could be entitled to a refund if you:

- Enrolled in a course that has been cancelled
- Were granted a Smart and Skilled fee exemption after you paid the Smart & Skilled fee (conditions apply)
- Withdraw from your course in writing before it begins OR for short courses that run for less than 1 week, 5 days before study begins

## Partial refund

You could be entitled to a partial refund if you:

- Overpaid your fee or become eligible for a concession
- Withdraw from your course after it begins - remember to withdraw in writing
- Were granted credit transfer or recognition of prior learning after you paid the full Smart and Skilled student fee

We will process your refund using the same method you used to make the payment.

For the most up-to-date information, visit our [withdrawal and refund page](#) or read our [Student Fees and Refund policy](#).

## Get your results

During your studies, the results you've received will be available on the Student Hub. All results are reported to the USI registry and will be available on your USI record. When you complete your course, we'll send you an email to confirm your postal address. Once confirmed, you won't need to come to campus, as we'll post your transcript and testamur. The transcript will show your course, units of competency and results.

If you need your transcript posted to you before you've completed your course, contact us on **131 601**.

## Reviews and appeals

Your assessments and results need to be fair, accurate and take your circumstances into account. You can ask us to review:

- The results of an assessment
- How the assessment was carried out
- The results of a recognition of prior learning application

## What is the review or appeal process

You can appeal within 14 days of the assessment or receiving your results.

To do this:

- Send a complete Assessment Appeals form to your Head Teacher, or
- Email a complete Assessment Appeals form to [assessmentappeals@tafensw.edu.au](mailto:assessmentappeals@tafensw.edu.au)

For more information about appeals, read our [Assessment Appeals policy](#).

# Changes to your study

## Credit transfer

You may be able to finish your course earlier by transferring credits from your previous studies. You can apply for a credit transfer for Vocational Education and Training (VET) courses.

If your previous training was completed with a registered training organisation (RTO) other than TAFE NSW, we'll need to verify this using your USI or by contacting the organisation.

Read more about [credit transfer at TAFE NSW](#).

## Recognition of prior learning

Recognition of Prior Learning (RPL) is where we recognise the skills, knowledge and experience you already have, related to your qualification.

If you are awarded RPL, you may be eligible for a partial fee reduction and could receive your qualification faster.

Read more about [RPL at TAFE NSW](#).

## Defer your study

We understand things don't always go to plan. If your circumstances change, or your study gets disrupted, you may be able to defer your studies. This means, you can postpone your studies for up to 12 months. How long you can defer, depends on:

- The type of fee subsidy you received and
- If you are deferring for a special reason, like a medical condition

When you defer your study, all outstanding fees must be paid.

Read the [deferral application form](#) for terms and conditions.

## Apply for deferral

To apply for a deferral, you'll need to chat with your teacher and submit a [deferral application form](#).

Find out more about [deferring from your course](#).

### Higher education students

If you're a higher education student, the policies around deferral are different. For more details on deferring from your course, read the:

- [Higher Education Student Selection and Admissions procedure](#)
- [Higher Education Student Progression and Exclusion procedure](#)

# Changes to your course

Independent organisations regularly review courses to make sure they're up-to-date with industry standards. As a result, we may need to make changes to a course or part of a course which could impact your:

- Qualification
- Units of competency and
- Assessment requirements

If this happens, we may:

- Transition you to a new or alternate course
- Cancel the delivery of a course
- Change the location, fees, times, or dates for a course

## What happens when course details change

We'll let you know if there are any changes to your course or studies. If necessary, we'll provide alternative study arrangements. We are not liable for any loss, expense, or inconvenience caused by changes to your course, but we will do our best to support you through the change.

To learn more, visit the [Australian Skills Quality Authority website](#).







## Withdraw from study

Withdrawing from your course is a big decision. Before you withdraw, please make sure it's the right choice for you. Your teacher can help you find support services and look at options so you can continue your studies.

For up-to-date information on withdrawing from your course and whether you're eligible for a refund, read the terms and conditions on your withdrawal application form.

### How to withdraw

If you decide to end your studies, you must notify us in writing. To do this:

- Complete a [withdrawal form](#)
- Submit your completed form to your teacher, [local Student Administration Office](#) or via our [online form](#).

Depending on your type of enrolment, you may need to follow a different process to withdraw from your course.

- **TVET or SBAT Students** – speak to your school careers advisor or coordinator
- **VET Student Loans Students** – complete a [VET Student Loans Withdrawal & Deferral Application Form](#). Submit your completed form to your teacher, [local Student Administration Office](#) or via our [online form](#)
- **International students** – talk to your Customer Experience Coordinator before withdrawing. If you reduce your course load or suspend your studies, it may impact your Student Visa
- **Domestic higher education students** – ask your Course Coordinator to sign your completed [Withdrawal and Interruption Application Form](#)

### Getting a refund after you withdraw

Whether you're eligible for a refund depends on:

- How you enrolled
- What you're studying and
- The date you submitted your request to withdraw

You may be eligible for a refund OR reversal of your student loan if you:

- Overpaid
- Are enrolled in a course that was cancelled by TAFE NSW
- Notify your campus in writing that you're withdrawing from your course 5 days before the start date (for courses less than 1 week in duration)

#### Important dates

The census date or fee instalment date is the last day you can withdraw from a course without being liable for further course fees. If you request to withdraw after the census or fee instalment date, you remain liable for the fee, and any student loans will only be reversed under special circumstances.

Find out more by reading our [withdrawal and refund fact sheet](#).

### Results after you withdraw

We'll send you a transcript with your results for any completed units once all your payments are finalised.

If you decide to enrol with us again in the future, your eligibility for subsidised course fees, concessions fees or fee exemptions will be reassessed. You may also apply for credit for units you previously completed if they form part of the latest course.

## Your rights and responsibilities

When you enrol with TAFE NSW, you agree to follow TAFE NSW policies and procedures and accept your rights and responsibilities as a student.

To learn more about your rights and responsibilities, watch our video.

### Your rights

As a student, some of your rights include to:

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment, free of discrimination and harassment
- Have access to counselling
- Have your TAFE NSW records and personal information kept in a confidential, secure and professional manner
- Receive information about your course, the assessment requirements and procedures
- Lodge a complaint or suggestion for improvement without fear of victimisation or retribution, and more

For a full list of your rights as a student, visit our rights and responsibilities page.

### Your responsibilities

As a student, some of your responsibilities include:

- Treat all staff, students and the general public with respect, fairness and courtesy
- Pay all student fees and charges associated with your enrolment by the due dates
- Be punctual and regular in your attendance
- Contribute equally to any group assessments which receive a group mark
- Provide true, accurate and complete information to TAFE NSW, and more

As a student, you must not:

- Disrupt your class
- Harass students, teachers, or any TAFE NSW staff member
- Damage property
- Take illicit drugs on campus
- Cheat in examinations
- Or otherwise act in a way contrary to the good conduct expected by TAFE NSW

For a full list of your responsibilities as a student, visit our rights and responsibilities page.

If you're undertaking work placement as part of your course, you can read about your responsibilities on our work placement page.

### Your right to privacy

We respect your personal information. To find out how your personal information is collected and used go to our privacy page or email the TAFE NSW Privacy Officer at [privacy@tafensw.edu.au](mailto:privacy@tafensw.edu.au).

To access your personal information, go to your Student Portal or call **131 601**.

### Animal welfare standards

To meet industry and animal welfare standards, we use a quality assurance process to track the care of animals used for teaching. Penalties apply for animal cruelty and unauthorised use of animals.

If your class uses live animals/animal tissues to help with your learning, you must:

- Treat animals humanely and with care and respect
- Follow directions to make sure animals are free from discomfort, pain, fear or stress
- Make good use of the learning opportunity and consider why and how you're using animals or their tissues

If you think an animal used for teaching at TAFE NSW is being mistreated or used inappropriately, please notify your teacher or Head Teacher immediately

For more information, read our Animal Welfare policy.



# Safe learning environment

You have the right to learn in a safe environment. Bullying, discrimination, harassment and violence are behaviours that breach student policies and the law.

## Harassment

Harassment is any form of behaviour that creates a hostile environment. It may be unwanted behaviour towards another person, offensive behaviour or behaviour that makes someone feel humiliated or intimidated.

## Discrimination

Discrimination is when someone is treated unfairly or less favourably because of their:

- Disability or medical condition
- Marital, domestic or relationship status
- Race, age, gender identity, sex or sexual orientation
- Caring responsibilities (including pregnancy and breastfeeding)

## Violence

Violence is not restricted to physical acts. It includes any behaviour that seriously interferes with the physical or psychological welfare of a person. This may include:

- Stalking, the threat of violence, aggressive or abusive language or behaviour, with or without contact
- Bullying including the use of racist, sexist and homophobic language in any form in person or online
- Sexual abuse or sexual behaviour that could cause physical or psychological harm
- Physical damage to property or the environment that may cause the fear of harm
- Incidents leading to a reasonable conclusion that a student's behaviour impacts the safety of others

If you feel you are being discriminated against or harassed, ask the person to stop and remind them that discrimination and harassment are not accepted at TAFE NSW.

If you don't feel you can do this, you can seek advice and support from a [TAFE NSW Counsellor](#), who will help you if you need to make a complaint.



## Report violence, harassment and discrimination

We take reports of violence, harassment and discrimination very seriously. To help create a safe environment, we need you to:

- Report any acts of violence, harassment and discrimination to a teacher, counsellor or using our [online complaint form](#)
- Let your counsellor or your Head Teacher know if have a child-related offence, or if you have carried out violence or conducted violent behaviour in the last 10 years. This is so we can do a risk assessment for risk within the learning environment

For more information, keep up-to-date with our [TAFE NSW policies](#).

If you need help reporting discrimination, violence or harassment call us on **131 601**.

## Share your feedback

Your feedback is important. It helps us meet your needs and deliver the best learning experience possible.

You can share your experience and feedback through surveys as you progress through your studies and engage with support services. If you receive an invitation from us, please don't hold back. We'll use your feedback to make improvements where we can.

To make your feedback count, remember to:

- Be specific, constructive and fair
- Provide actionable suggestions

Surveys will be sent from [feedback@tafensw.edu.au](mailto:feedback@tafensw.edu.au) to the email address you enrolled with.



## Consumer protection

As a TAFE NSW student, you have a right to:

- review and correct any personal information we hold about you
- access information about our feedback and complaints handling process
- expect your education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements

### Customer complaints and feedback

The TAFE NSW customer complaints and feedback policy was developed in line with ASQA and Smart and Skilled requirements.

This policy:

- is clear and accessible
- sets out the students' rights to consumer protection
- sets out how we will manage and respond to queries, complaints and allegations. This includes any queries, complaints or allegations involving the conduct of any member of our staff or our subcontractors.
- sets out how we will ensure timeliness of our investigation and responses
- identifies our dedicated consumer protection officer and their contact details.

### Report a problem or concern

You can report a problem or concern to any TAFE NSW employee, or by completing our online complaint form. Your concern will be recorded and dealt with quickly and confidentially.

To find out more, visit our [complaints and feedback page](#) or read our [customer complaints and feedback policy](#). If you're unable to resolve your complaint or are not satisfied with the response, you can email [consumerprotection@tafensw.edu.au](mailto:consumerprotection@tafensw.edu.au) or discuss your concerns with an external body.

## Complete your course or study

Your TAFE NSW journey doesn't have to end here. Make an impact and launch a successful career through lifelong learning.

To find your next course, search [tafensw.edu.au](https://tafensw.edu.au).

## Connect with us

