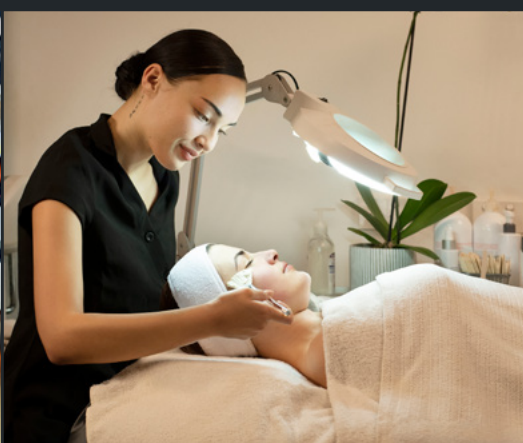


Student Guide 2024





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.

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Welcome to TAFE NSW

You're in good hands with one of Australia's leading providers of vocational education and training. Our nationally recognised courses give you the practical skills to create a life changing impact and launch a successful career. Whether you're studying online or on campus, remember to get involved, connect and have a good time.

Student guide

Use this guide to find out what being a student at TAFE NSW is all about. Keep the Student Guide close to learn how to achieve your study goals, access systems and services, understand your rights and responsibilities, and more.

You'll also get study essentials and course information 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:

- [VET academic calendar](#)
- [Degrees calendar](#)



Digital tools and platforms

While you're studying, you have access to the internet on campus and a range of learning platforms, such as:

- your student account
- Moodle/TAFE Digital Campus
- Online Learning System (OLS)
- Microsoft Office 365
- Adobe Creative Cloud
- Autodesk

Student account

Your student account gives you access to your Learner Portal, TAFE NSW email and useful tools and resources, such as class and library computers and eResources to support your course work.

Learner portal

Your learner portal has all your course essentials, like your enrolment information, fees, payments and results.

To get to your learner portal, go to your **Student Account** and select **Learner Portal**.

Activate your student account

It's easy to activate your Student Account. To do this:

1. Select the account activation link in the **Welcome to TAFE** email you received when you enrolled.
2. Enter the **User ID** provided in the email.
3. Enter your **temporary password**. Your temporary password was sent in a separate email when you enrolled.

Create a new password

When you activate your account, you'll be prompted to create a new password. If you need help, select **see password requirements**.

Log in to your student account

Once your account is activated, 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

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

Access your account when your course ends

To keep your account active when your course ends, update your password when prompted.

If you keep your password up to date you'll have access to your portal, Office 365 resources and Moodle for 180 days.

After 180 days, you'll have access to the portal and Office 365 Outlook for 2 years.



Update your account details

It's easy to update your email and password from your account. To do this:

1. Select your account name at the top of the screen.
2. Select **My Details** or **Change Password** to update your information.

Get help with your account

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

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 training videos and courses taught by industry experts.
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 need help accessing or using your learning tools, our Library Services team offer tech support, online or in person. They can help you:

- access virtual classrooms
- install and use Office 365 products and free tools like Teams and Adobe Connect Rooms
- access your TAFE NSW email account in Outlook online or the mobile app

To learn more and get tech support:

- register for a [Library event](#), or
- chat with a [Librarian](#).

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.

Use 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 and the protection and proper use of our technology. To keep our networks safe from inappropriate content, we may keep an eye on our assets and digital records. This can include email, internet and network use. If there's behaviour or action that doesn't align with guidelines, we might need to step in.

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



Your TAFEcard

All students will need a TAFEcard. Your TAFEcard tells us who you are and proves you're a student. Your card is valid for the length of your enrolment.

You will use your card to:

- sit exams on campus
- access onsite parking and travel concessions (if eligible)
- use library facilities such as photocopying and printing, or access secure areas such as computer labs.



Get or replace your TAFEcard

Visit your local Student Administration Office to get your TAFEcard. We'll take your picture and give you a new card or reactivate your existing one.

Keep your TAFEcard safe. If your TAFEcard gets lost or damaged, the replacement fee is \$20.

To get or replace a TAFEcard, find your local [Student Administration Office](#) or call us on **131 601**.

Travel to campus

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

Travel concessions

If you're studying in New South Wales or taking part in an apprenticeship or traineeship, you might be eligible for subsidised or concession travel through the NSW Government.

For more information:

- visit [Transport for NSW](#) or
- [NSW Department of Education](#).

Parking and bike racks

Parking, bicycle racks and lockers are available at some locations.

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

Keep your belongings safe

While we do our best to maintain a safe environment, we can't take responsibility for any loss or damage to your personal items or vehicle.

Please take good care of your belongings and park smart.



Experience your campus

Many of our TAFE NSW locations have shops, restaurants and activities to experience and explore.

Eat, shop and discover on campus

Discover what's available at your campus. Depending on your location, you may find:

- bookshops, cafés and restaurants
- galleries, exhibition spaces, gyms and sporting spaces
- lunchtime competitions, barbeques and events like student band 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](#).

Childcare and children's centres

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

To find out more, contact your local [Children's Centre](#).

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 the health, safety and wellbeing of all students, employees and visitors. By eliminating or minimising hazards and striving for zero-harm, we keep everyone safe.

Work health and safety laws require that you:

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

To be safe, always get permission to enter classrooms or workshops and let us know about any safety concerns.

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 so we can support you. Get in touch with our [disability support team](#).

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 library guide](#)
- visit [SafeWork NSW](#)

Working with hazardous substances

If you're working with hazardous substances, we'll give you clear instructions on how to handle them safely. Your health and safety are important, so please use substances and protective gear as instructed. You'll need your protective clothing and gear to enter class.

When you're sick or unwell

If you test positive to COVID-19 It's important to keep everyone safe, especially those who are at high risk of severe illness. If you attended a campus in the previous 48 hours and test positive to COVID-19, follow NSW Government advice and let your teacher know so they can report it to the TAFE NSW Work Health Safety Hotline.

You can keep our campus safe by following these steps:

- wash your hands regularly to maintain good hygiene
- stay at home if you're unwell or have COVID-19 symptoms and do a Rapid Antigen Test
- stay 1.5 meters away from others where possible or wear a mask as recommended by NSW Health

For the latest COVID-19 advice, visit [NSW Health](#).

Chronic medical conditions

If you have an ongoing medical condition or chronic illness like epilepsy, asthma or diabetes, it's important your teachers are aware and have the information they need to help you in an emergency. Our disabilities consultants can support you to develop a Health Care Management Plan that can be shared with relevant staff.

Contact a [local teacher consultant](#).

Anaphylaxis

If you are at risk of anaphylaxis, you must carry your own adrenaline auto-injector 'EpiPen' while on campus or attending any TAFE NSW activities, events, excursions, or work placements. Some TAFE NSW locations have backup EpiPens. To check if your campus has backup EpiPens contact your nearest First Aid Officer on campus. To do this, follow the instructions on campus signage or ask your teacher.



Prescription drugs

Prescription and over-the-counter medication can impact your judgment or make it unsafe for you to do some tasks. This may include operating machinery, handling hazardous materials, or participating in activities that require intense concentration and responsible decision making. It's important to understand how your medication can impact you, and let your teacher know. Doing this will help keep everyone safe.

For more information 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.



Make your campus a SafeZone

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

SafeZone is a free safety application for Android and iPhone. Download and sign up for more safety and peace of mind on campus. Use the app to:

- 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.

Get SafeZone

SafeZone requires very little data and won't drain your battery. When you download SafeZone, you will be asked to:

- register for an account
- complete the sign-up process.

To find out more, watch our [SafeZone video](#).

Update your details

Your preferred name

Your preferred name is used 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 information automatically.

If you'd like to add or change your preferred name we can help, call **131 601**.

When your details change

Please let us know when your personal details change. Including changes to your:

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

Keep your details up to date:

- complete a [change of personal details form](#)
- update your USI – your USI must match the details you give us. Go to [USI website](#).

Access disability services

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

We provide:

- accessible and inclusive services
- resources for equitable access
- accessible and inclusive physical environments for full participation.

Find out more in our [Disability Inclusion Action Plan](#).

Who can access disability services

We are committed to supporting all students. This includes students who:

- are blind, have low vision, are deaf or hard of hearing
- have a chronic medical condition, physical disability, difficulty with mobility or fine motor skills
- have an intellectual disability, mental health condition or have autism, ADHD or dyslexia
- have an acquired brain injury.

Disability support

We have a range of support, tools and programs for your study. You can ask our Disability Teacher Consultants to help you:

- access sign language interpreters, note-takers or disability assistants
- access ergonomic equipment and assistive technology such as Read&Write software
- create an Individual Education plan for support and assessment modifications.

We can also support you to have an NDIS or personal care worker on campus.

Book an appointment with our Disability Teacher Consultants:

- use our online selection tool to find your [local Disability Teacher Consultants](#) or
- call **131 601** and select the option for **Counselling and Disability Services**.

Multicultural support services

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

We provide support for multicultural students including:

- Language skill programs including
 - Adult Migrant English Program (AMEP)
 - Skills for Education and Employment (SEE)
 - English for Speakers of other Languages (ESOL)
- Information on relevant courses and services at TAFE NSW
- Advice on eligibility of visa holders including Temporary Visa Holders (TVH)
- Information on overseas qualifications recognition and training
- Access to Prayer, Reflection and Meditation spaces
- Referrals to internal or external services
- Counselling, disability support, and library services at TAFE NSW

For more information, visit our [multicultural student support page](#), call us on 131 601 or visit your local [Student Administration office](#).

Translation and interpreter services

To access immediate phone interpreters:

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

The Multicultural NSW Language Services Unit offers face-to-face interpreters who can support you.

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



Document translation

If you need a document translated, there are a few options available:

- book a document translation at your [local Service NSW Centre](#), or
- If you have an eligible visa from the past 2 years, apply for the free translating service from the [Australian Government Department of Home Affairs](#).

Aboriginal and/or Torres Strait Islander Support

We're committed to culturally safe support services. If you need help enrolling, need support with your assignments or just want to have a yarn, please reach out.

Mob supporting mob

We have Aboriginal Student Support Officers at many of our locations at TAFE NSW. Aboriginal Student Support Officers can help you:

- access study support and help you plan your career
- access financial assistance and fee exemptions such as ABSTUDY payments and scholarships
- speak to your teacher about cultural commitments that may interrupt your study
- connect with other Aboriginal and/or Torres Strait Islander learners at your campus.

Deadly facilities

Many of our locations have purpose-built facilities where you can connect with peers. These may include:

- specialist Aboriginal centres
- yarning circles
- connected learning centres.

To find out more about our Aboriginal and/or Torres Strait Islander Support Services contact us on **131 601**.

Commitment to reconciliation

We're contributing to the reconciliation movement with our Reconciliation Action Plan (RAP).

The plan promotes equality, equity and cultural safety to deliver real and lasting results for Aboriginal and/or Torres Strait Islander Peoples in education, training and employment.

Learn more about how we're contributing to the reconciliation movement, view our [Reconciliation Action Plan](#).

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

Our free and qualified counsellors can help you manage obstacles to your learning, so you can achieve your goals and get the most out of your studies. You can talk to us about:

- mental health and wellbeing
- educational issues, study management and personal matters impacting your study
- career paths, employability and job readiness
- accessing other services –including government support and accommodation, domestic violence support and rehabilitation.

Counselling is confidential, except when there's a risk of harm to self or others or when required by law.

To book an appointment with our Counselling and Career Development Service, call TAFE NSW Counsellors on **131 601** and select the option for **Counselling and Disability Services**.

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're 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.

Skills we can help with include:

- science, math and numeracy
- digital literacy and technology
- communication and speaking or English as a second language
- understanding and writing course notes or taking part in assignments and assessments.

To find out what's available at your location submit an [online enquiry](#) or call **131 601**.

Access the state-wide library service

You have access to the latest digital and print resources through our state-wide library service. Including:

- individual study spaces and social spaces for groups
- computers, photocopying and printing services
- thousands of books, digital resources and journals
- research, study and assignment help, such as help with your subject guides, digital literacy or referencing.

For more information:

- visit [Library Services](#), or
- reach out using our online chat service [ask a librarian](#)

Scholarships

Everyone deserves the opportunity to explore their talents and to fulfil their potential. Every year, hundreds of our students are awarded scholarships. Scholarships are available across a wide range of study areas.

For details on scholarships, prizes and awards:

- visit [TAFE NSW scholarships](#), or
- talk to your teachers to find out what's right for you.

International students

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

WorldSkills competition

Showcase your skills and talents by competing in WorldSkills Australia regional, national and international competitions. The skill-based competitions are designed by industry experts to help you assess your individual knowledge, challenge yourself and improve your employability. WorldSkills Australia competitions run twice-yearly.

To see if you're eligible to compete speak to your teacher, or visit the [WorldSkills 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 helpful information about:

- what you're required to do
- your assessments and exam schedule
- exam aids - these are special items you'll be allowed to take into an exam with you.

If you have a question about an assessment or exam, the best person to talk to is your teacher.

Support during exams

If you have a disability that might impact your assessments, talk to a Disability Teacher Consultant about support, including exam modifications and help with 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 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, you'll receive more information from your teacher. Final or formal exams are conducted 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](#).



Participate and attend training

You need to participate and engage in your training and assessments to progress in your course. If you're sick, unable to complete an assessment, or have missed an assessment due to unforeseen circumstances, please talk to your teacher as soon as possible.

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 on a regular basis, we'll reach out to you to check if you need support and if you'd like to continue your study. 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, your school will be contacted. This may impact your HSC.

Copyright and fair use

Copyright infringement happens when something protected by copyright is copied without permission. What you need to know:

- course materials like presentations and assessments are protected by copyright laws
- you are 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 fair dealing.

For more information on copyright and fair dealing:

- visit TAFE NSW [Libraries Copyright Guide](#), or
- go to the [smart copying website](#).

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
- use generative artificial intelligence tools in an inappropriate way
- 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
- If you're suspected of a breach, we will contact you to discuss. Breaches of academic integrity.

Find out more:

- learn how breaches are managed by reading the [Student Conduct and Discipline policy](#)
- learn about the [appropriate use of artificial intelligence](#).

Fees and payments

How much you need to pay depends on your course and your personal circumstances. If you're an international student, your fees and payment information can be found on the terms and conditions you signed when you applied.

If you're applying for a fee exemption or concession, you'll need to let us know and provide evidence of your eligibility when you enrol. We can't consider fee exemption or concession applications after you complete your training or withdraw from your course.

To pay your fees, go to your Student Portal, or call us on **131 601**.

Having trouble paying

If you're having trouble paying your fees 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 your fees or fee instalment 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](#)
- view 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 website for [student Withdrawal and Refund Conditions](#).



Get your results

During your studies, the results you've received will be available on the Student Portal. All results are reported to the USI registry and will be available on your USI record. When you complete or withdraw from study, we'll send you a transcript. This will show your course, units of competency and results.

To request a transcript before you complete your course, contact us on **131 601**.

Reviews and appeals

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 lodge an appeal within 14 days of 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

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 previous study. You can apply for a credit transfer for Vocational Education and Training (VET) courses.

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

To find out more about credit transfers, see our [recognition and credit transfer guide](#).

Recognition or prior learning

Recognition of Prior Learning (RPL) is about recognising the skills and experience you already have. If you can show you meet the requirements of a subject, unit or module, you may be granted Recognition of Prior Learning. You'll need to prepare your evidence before you apply.

Learn more about [Recognition of Prior Learning on our website.](#)

Changes to your course or training package

Independent organisations regularly review training packages to make sure your course is up to date with industry standards. These updates can sometimes influence qualifications, units of competency and assessment requirements. In some situations, we may need to make changes to a course or part of a course.

We may:

- transition students to a new or alternative course or cancel the delivery of a course
- change the location of a course or alter the fees, times, or dates.

What happens when course details change

If your course details change, we will contact you to discuss the changes and, if necessary, 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.](#)

Pause or defer your study

You might choose to pause your government subsidised study if your circumstances change or your study is disrupted. This is called a deferral. How long you can defer, depends on:

- the type of subsidy you receive
- if you are deferring for a special circumstance, like a medical condition.

Apply for deferral

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

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.](#)

Withdraw from study

The steps to withdraw depend on what you're studying and how you enrolled. For up-to-date information, read the terms and conditions on your withdrawal application form.

Before you withdraw, make sure it's the right choice for you. Your teacher can help you find support services and options to continue your studies.



How to withdraw

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

- complete a Withdrawal Form
- send your completed form to your teacher or your local Student Administration Office.

Next steps:

- 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
- 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 complete Withdrawal and Interruption Application Form.

Refunds after withdrawal

Your eligibility for a refund depends on how you enrolled, what you're studying and the date you submitted your request to withdraw. For up-to-date information on refunds, read the terms and conditions on your withdrawal application form.

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

- overpaid
- are enrolled in a course that was cancelled
- submitted a formal request to withdraw on or before the census or fee instalment date.

If you submit a request to withdraw after the census or fee instalment date, you remain liable for the fee and your student loans will only be reversed under special circumstances.

Results after you withdraw

We'll send a transcript with your results once all payments are finalised. Remember you can enrol to return to your studies at any time.

If you wish to complete your qualification in the future, your eligibility for subsidised course fees, concessions fees or fee exemptions will be reassessed. You may be eligible to receive credit for some or all of the units you previously completed, depending on the version of the course which is current when you re-enrol.

Your rights and responsibilities

It's important you know your rights and responsibilities and what to expect from TAFE NSW.

For more information, visit our [rights and responsibilities page](#).



Act with fairness and respect

You have a responsibility to:

- act with academic integrity, attend classes regularly, actively participate and provide accurate personal information
- follow reasonable instruction or direction from TAFE NSW staff and treat others with respect, fairness, and courtesy
- abide by the law and act in a way that does not endanger the health and safety of yourself or others, including following safety instructions and reporting health, safety, security and environmental concerns
- pay your fees and invoices and return or renew library books by the due date
- protect devices, systems and sensitive information like passwords from cyber threats, viruses and bugs.

For a complete list of responsibilities, breaches and penalties keep up to date with [TAFE NSW policies and procedures](#).

International Students

To understand your rights, responsibilities and visa requirements view the Department of Education and Training [International Student Fact Sheet](#) or call our international team on **+61 2 7920 8888**.

Animal welfare standards

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

Please notify your teacher or head teacher immediately if you think an animal used in class is being mistreated or used inappropriately.

If your class uses animals or animal tissues to support your learning, you must:

- treat animals and their tissues 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.

For more information about Animal Care view our [Animal Welfare policy](#).

Your right to privacy

We respect your personal information. For more information 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.

Safe learning environment

You have a right to safe education. 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 behaviour that you do not want, or that offends, humiliates or intimidates you.

Discrimination

Discrimination means treating someone unfairly or less favourably. It is unlawful to discriminate against someone 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
- physical attacks, 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.



Report violence, harassment and discrimination

We take reports of discrimination, harassment and violence very seriously. To create a safe environment and maximise everyone's success in their studies, we need you to:

- report violence, harassment and discrimination
- let your TAFE NSW Services Manager, Counsellor, or your Head Teacher know if you've carried out violence or conducted violent behaviour in the last 10 years – so we can do a risk assessment.

For more information keep up to date with our [policies \(tafensw.edu.au\)](#)

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



Share your feedback

You'll have the opportunity to share your experience and feedback through surveys as you progress through your studies and engage with support services. To understand your needs and deliver the best learning experience possible, we need to know what you really think. If you receive an invitation from us, please don't hold back. We'll read all your responses and comments and with your permission, we may reach out to learn more.

Our surveys and emails are always sent from emails ending in **@tafensw.edu.au**.

Consumer protection

You have a right to:

- review and correct any personal information we hold about you
- access information about our feedback and complaints handling process
- receive consistent education and training in line with Australian Skills Quality Authority (ASQA) regulations and relevant government, state or territory requirements funding and contract requirements.

Report a problem or concern

You can report a problem or concern to any TAFE NSW employee. They will record your concerns so they can be dealt with confidentially and promptly.

To find out more, visit our [complaints and feedback page](#).

If you're unable to resolve your complaint or not satisfied with the response, you can email 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.

Find your next course, search tafensw.edu.au.

Connect with us

