TAFE NSW

Student Guide 2026



tafensw.edu.au/study/get-ready



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



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Welcome to TAFE NSW

You've chosen to study with one of Australia's top vocational education training providers. We're glad to have you. Our nationally recognised courses give you skills to help you build a strong career.

We're committed to making TAFE NSW safe and welcoming for everyone. This includes Aboriginal and/or Torres Strait Islander Peoples, students from diverse cultural backgrounds, the LGBTQIA+ community and people with disability.

Whether you study online or on campus, you'll get the support and respect you need to succeed. Get involved, meet new people and enjoy the journey.

At TAFE NSW, everyone belongs.

For all web addresses in this guide, see the **Website links A to Z** on page 29.

Student Guide

Keep this Student Guide handy. It's packed with helpful information about:

- reaching your study goals
- using our systems and services
- understanding your rights and responsibilities
- getting the most out of your time with us.

We'll also give you information on your course and study essentials 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.

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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.

Digital tools and platforms

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

- your student account
- TAFE NSW Student Hub
- Moodle/Online Campus
- Microsoft Office 365 products
- Autodesk
- Adobe Creative Cloud
- TAFE Virtual Desktop.

For help using platforms and systems, visit our technology for learning page. If you need help connecting to wi-fi on campus, try our wi-fi support page.

Student account

You can access your TAFE NSW email and Student Hub using your student account. You'll also use your student account to log in to campus computers and access online study resources.

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

Set up your student account

Be ready to access your TAFE NSW student account by following these steps:

1. Find the welcome email we sent to the personal email address you provided when you enrolled. This has your TAFE NSW student account **username** details.
2. Find the separate email containing your **temporary password**.
3. Follow the instructions to set up your account and create a new password.
4. Log in to your account for information about your enrolment, fees and payments.

Create a new password

We'll ask you to create a new password when you set up your account. If you need help, see password requirements on your screen.

Get help with your account

Read the password reset guide and the account unlock guide for help with your account.

If you can't log in, call us on **131 601** or visit your local student administration office.



Log in to your student account

Once you've set your new password, you can log in. If you're using 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.

If you can't log in, call **131 601**. You may need to reactivate your account or have the password reset.

Update your account details

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

1. Log in to your Student Hub and select your initials at the top of the screen.
2. Select **Manage Preferences** or **Reset Password** to update your information.

Access your account when your course ends

You can continue using your student account for up to 180 days after you complete your course. Just update your password when prompted. During this time, you'll still have access to:

- your Student Hub
- Moodle
- Microsoft Office 365 products.

After 180 days, you can still access your Student Hub 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.

You'll lose access to all licensed products immediately after your course ends. This includes Adobe Creative Cloud. Make sure you back up any work saved before your final day.

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 15 devices. This includes 5 computers, 5 laptops and 5 tablets or mobile phones. To get started, go to the Microsoft Office website. 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 Hub.
2. Go to the **Tools** section.
3. Select **LinkedIn Learning**.

For more information, visit our LinkedIn Learning Library Services guide.

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 your virtual classrooms
- install and use Office 365 products, including free tools like Microsoft Teams
- access your TAFE NSW email account in Outlook online or the mobile app
- use the TAFE Virtual Desktop
- link your TAFEcard to campus printers
- set up multifactor authentication (MFA) to keep your account secure.

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

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Stay cybersafe

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

Use multifactor authentication

Using multifactor authentication is simple. Just click the notification sent to your mobile phone. We recommend you add this protection to your account to keep your identity safe.

To learn more, view our multifactor authentication guide.

Acceptable use of information technology

We're 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 we notice any behaviour or actions that don't fit our guidelines, we may need to step in.

To find out more, read the acceptable use of information and technology policy.

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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.

Get 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, we can replace it for a fee.

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 150 campus locations across NSW. Find out more about your local campus.

Travel concessions

As a TAFE NSW student, you may be eligible for discounted public transport through the NSW Government.

To apply for a travel concession card, you'll need your TAFEcard to prove you're enrolled.

Visit the Transport for NSW website to learn more and see how to apply.

Keep your belongings safe

We do our best to keep our campuses safe. Some locations offer parking, bike racks and lockers.

However, we can't take responsibility for loss or damage to personal items, including vehicles. Take good care of your belongings and be mindful of 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**.

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Experience your campus

Many of our campuses offer great spaces to relax, connect and join in student life.

Depending on your location, you may find:

- cafés and restaurants
- galleries, exhibition spaces, gyms and sports facilities
- lunchtime competitions, barbeques and events like live music and theatre
- student hair salons, beauty salons and massage clinics.

To find out what's available at your campus, search 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 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 you're at immediate risk of harm, call **Triple Zero (000)**. Trained operators are ready to help in any situation.

We're committed to a safe, healthy and inclusive environment where everyone can belong and thrive. We work to remove or reduce hazards to keep students, staff and visitors safe.

Work health and safety laws say you must take care of yourself and others around you. Don't do anything that could harm the health, safety or wellbeing of others.

Always ask before entering classrooms or workshops. If you see a safety concern, tell us straight away.

Emergency and first aid

During orientation, we'll tell you what to do in an emergency or if you need first aid. All our locations have emergency plans. This includes trained first aid staff and first aid equipment.

Students with disability

If you need help during an emergency evacuation, let us know. We can help you create a Personal Emergency Evacuation Plan (PEEP). Speak to your teacher or head teacher for more information.





Report safety concerns or injury

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

We encourage you to report any injuries, illnesses, incidents or safety hazards to your teacher. This is so they can notify the Work Health and 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 tell you 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 a medical condition or chronic illness like epilepsy, asthma or diabetes, tell your teachers. They can support you in an emergency.

Our disability teacher consultants help you create a healthcare plan to share with relevant staff. Contact your local disability teacher consultant.

Anaphylaxis

If you're at risk of anaphylaxis, you must carry your own adrenaline autoinjector (EpiPen) with you. This applies on campus and at all TAFE NSW activities, events, excursions and work placements.

Some campuses have backup EpiPens. To check, speak to your nearest first aid officer. Look for signs on campus or ask your teacher.

Prescription drugs

Some prescription and over-the-counter medication may affect your judgement. This might make it unsafe to do tasks like:

- operating machinery
- handling hazardous materials
- doing tasks that need focus and safe 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 that way. To learn more about how we collect and use your information, visit our privacy page. You can also email the TAFE NSW privacy officer at privacy@tafensw.edu.au

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Make your campus a SafeZone

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

- contact TAFE NSW security and share your location
- ask for non-urgent first aid or help if you feel unsafe
- get help if you're stuck in a building or car park
- receive security and emergency updates from your campus
- set check-in timers that alert security if you don't respond.

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. Watch the SafeZone video on our stay safe on campus page.

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

Download on the App Store | GET IT ON Google Play

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

Use of CCTV

TAFE NSW uses closed-circuit television (CCTV) cameras across selected campuses to keep everyone safe and our campuses secure. We use CCTV in line with NSW laws.

After-hours security

If you need help after hours, call the centralised TAFE NSW security control room on **02 7921 4777**. Available to all students, at any campus.

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, 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. You'll also need to update your USI profile. Call us on **131 601** and we'll help you get it sorted.

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Disability and access support services

You have the right to learn in a safe, respectful and accessible place. We're committed to ensuring that students with a disability have access, support and equal learning opportunities.

To get you started, your disability teacher consultant can help you:

- choose your course
- enrol in your course
- apply for fee exemptions and concessions
- connect with NDIS workers on campus
- make a learning plan
- find the right learning support
- study by recommending reasonable adjustments.

Learn more on our disability support services page or watch our video.

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 students who are:

- blind or have low vision
- deaf or hard of hearing
- living with an ongoing mental health or medical condition
- living with a physical disability
- living with an intellectual disability
- neurodivergent
- living with a specific learning disability.

How we can help

Your disability teacher consultant can help you get the support you need. This may include:

- sign language interpreters
- scribes
- readers
- ergonomic equipment
- assistive technology
- Read&Write software.

How to access our disability services

Enrol online

If you're enrolling online and living with disability, tick the 'disability' box. We'll ask for details about your disability. This helps us give you the right support and collect the documents we need to complete your enrolment.

Visit us on campus

Visit a TAFE NSW campus and ask to speak with a disability teacher consultant.

Contact us

To speak with a disability teacher consultant or book an appointment, call **131 601** or email us at: DisabilityandAccessStudentSupport@tafensw.edu.au

The National Relay Service (NRS) helps people who are deaf, hard of hearing or have difficulty speaking. Visit the NRS website for call numbers and links.





Multicultural support services

We want everyone at TAFE NSW to feel safe, welcome and included. We support students from all cultural and language backgrounds to achieve their study goals.

We offer a range of programs and services for multicultural students.

Language and learning support includes:

- Adult Migrant English Program (AMEP)
- Skills for Education and Employment (SEE)
- English for Speakers of Other Languages (ESOL)
- learning centres for reading, writing, maths and assessments
- general education, job skills and computer skills.

Career and employment support includes:

- Skilled Migrant Employment Program (SMEP)
- Employment Pathways for Migrant Women Program
- help to recognise overseas skills and qualifications.

Student services and advice include:

- course and student support information
- visa guidance, including temporary visas
- referrals to support services inside and outside TAFE NSW
- counselling, career advice and disability support
- multicultural coordinators
- spaces for prayer, reflection and meditation.

For more information, watch our video. Visit our multicultural student support page or call us on **131 601**.

Translation and interpreter services

To book an interpreter, visit the Translating and Interpreting Service (TIS National) website.

If you need a phone interpreter now, call TIS National on **131 450**. Ask the interpreter to call us on **131 601**.

Multicultural NSW Language Services also provides face-to-face interpreters 24 hours a day, 7 days a week.

Document translation

If you need help translating a document, contact Multicultural NSW Document Translation Services.

You can also apply for a free translation through TIS National. You must have an eligible visa from the past 2 years to use this service.

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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. They're here to help you in a culturally safe and respectful way. They can:

- offer guidance on your studies and career planning
- provide training in employability and job-seeking skills to help you find work
- connect you with local job opportunities in your chosen field
- help you find and apply for scholarships, grants, Work Development Orders and other ways to cover study costs
- communicate with your teachers about cultural commitments that may impact your studies
- connect you with other Aboriginal and/or Torres Strait Islander students on your campus
- link you with local Aboriginal community operated organisations for culturally safe support inside and outside of study.

Talk to our Aboriginal Education and Engagement team to learn more about available support. Email us at AESS@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. You can also email us at Aboriginal.Services@tafensw.edu.au

Commitment to Aboriginal and/or Torres Strait Islander Peoples

We aim to enhance the lives of Aboriginal and/or Torres Strait Islander Peoples. That's why we're committed to delivering education, skills and job opportunities.

We have a Reconciliation Action Plan and Closing the Gap Partnership Agreement. Through these initiatives, we work with communities to create education and job opportunities. We also focus on building skills and supporting economic growth.

Read more about our Reconciliation Action Plan or the Closing the Gap Partnership Agreement.

Have a question about our Reconciliation Action Plan or need more information? Email us at reconciliation@tafensw.edu.au

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Mental health and wellbeing

If you're experiencing a non-urgent mental health or wellbeing concern, seek professional help from a general practitioner (GP). You can also speak to your local TAFE NSW counsellor.

Counselling support

Sometimes personal issues can affect your mental health and make it harder to learn. That's why we offer free counselling for current enrolled students.

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

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 support services like government, financial, accommodation and domestic violence support services.

Find out more by watching our counselling services video and education and career counselling video. You can also visit our counselling services page.

To speak to one of our counsellors, call **131 601** and follow the prompts. We offer counselling services in one-to-one sessions on campus, on the phone or online.

Career support

Jobs Connect

Jobs Connect is your free service to find jobs and connect with employers who want your skills.

With Jobs Connect, you can:

- learn how recruitment works and find real job opportunities
- connect with employers and industry experts
- use tools to apply for jobs with confidence.

We provide resources to help you succeed, including:

- resume and cover letter templates tailored to your industry
- interview tips and preparation guides
- a jobs board with current opportunities.

Visit our Jobs Connect page to find resources, job opportunities, events and more.

*Counselling is confidential unless there's a risk of harm to you or others or the law requires us to share information.

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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. You can speak to someone 24 hours a day, 7 days a week.

The Mental Health Line

Call **1800 011 511**

The Mental Health Line is a statewide, 24-hour telephone service. You'll be able to speak to a mental health professional. They can help you find 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 as well as 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 finding it hard to cope. 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 mix 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. This service is available for anyone who has experienced or is 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 3pm until midnight, 7 days a week.

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Achieve your study goals

Support is usually provided in small groups. We offer both 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, maths and numeracy.

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

Apprentices and trainees

With an apprenticeship or traineeship, you earn while you learn. At TAFE NSW, you get industry-leading training and practical on-the-job skills. Your teachers work with you and your employer to support your study. Watch our video to learn more.

Access the statewide library service

Our statewide library service has the latest digital and print resources. As a TAFE NSW student, you'll get 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 help.

Find out more on our library services page or watch our video. You can also chat to a librarian using our ask a librarian online service.

Scholarships and grants

At TAFE NSW you can explore your talent and fulfil your potential. Every year, hundreds of students get scholarships or study grants in a range of course areas.

Whether you're experiencing financial hardship or scoring high marks, we're here to help. A scholarship or grant can support you to reach your study goals.

Learn more about our scholarships and talk to your teacher about what's right for you.

International students

Check out our website for international scholarship opportunities.

WorldSkills Australia competitions

Taking part in a WorldSkills Australia competition is a great way to test and show off your skills. Competitions happen at regional, national and international levels. Industry experts design these competitions. They can help you to:

- assess your skills and knowledge
- challenge yourself
- improve your employability.

Read more about WorldSkills Australia or talk to your teacher to find out if you can enter.

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Participate in and attend training

You need to take part and engage with your training and assessments to progress in your course. We understand that things can happen which are out of your control.

Talk to your teacher as soon as possible if you:

- are sick
- can't complete an assessment
- have 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 student support when you need help
- access activities and pages in the learning management system or Moodle
- apply for Recognition of Prior Learning where appropriate.

If you're not participating

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 we'll contact your school. It could impact your HSC if you're not participating.

Academic integrity

With your academic conduct, honesty is the best policy. Academic integrity means acting responsibly and with honesty, trust, fairness and respect. It's a breach of academic integrity to:

- copy someone else's work or idea and pretend it's yours
- change test results or transcripts
- share your assignments on file-sharing sites or in other ways
- offer or accept bribes or pay someone to do your work for you
- act dishonestly, including collusion or pretending to be someone else
- 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'll contact you to discuss it.

For more information, read our academic integrity policy and procedure.

You can learn:

- how to avoid breaches
- how we manage breaches and decide outcomes
- when and how to appeal.

To appeal a breach decision, submit an academic integrity appeal form. You must do this within 20 business days of receiving your outcome letter.

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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 the material only if it is for your research or study.

For more information on copyright and fair dealing, read our copyright basics guide or go to the Smartcopying 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 need to do to succeed in your course
- your assessments and exam schedule
- approved exam aids (special items you can take into an exam).

If you have a question about assessments or exams, talk to your teacher. You must do all assessments on your own, unless it's a group task.

Support during exams

If you're a student living with disability, talk to a disability teacher consultant if you need support with assessments. 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.

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What to bring to an exam

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

- erasers
- rulers
- highlighters
- approved exam aids
- clear water bottle (no label).

What not to bring to an exam

If you're heading into an exam, you can't bring:

- pens, pencils and writing paper (we'll provide them)
- electronic devices like mobile phones, smartwatches, AI glasses and electronic dictionaries (unless approved exam aids)
- food or drink.

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 you must sit them at the assigned location.

For more details, read every student's guide to assessment in TAFE NSW.

Retake 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. We may also allow you to resit an assessment for the unit. You might not have to pay a fee if you do this within the original enrolment period. If it's outside this period, we may charge you a fee.

Retaking a unit in the same qualification is a repeat enrolment. We may charge a fee for repeat enrolments. Speak to your head teacher to find out more about your options.

Want to learn about repeat enrolments? Read our enrolment and student administration policy.

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

Retake a unit after 2 attempts

If you fail a unit twice and want to try again, write to your head teacher explaining why you should be re-enrolled. If approved and the course is still available, your teacher will guide you on what to study next. You'll have to pay a fee for your third attempt.

If you're not approved to re-enrol, we can discuss support and further study options with you. If the unit or course is no longer available, your head teacher will let you know your options. These may include new study requirements and/or fees.

Higher education students

If you fail a subject more than once, the 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.

We have different payment options to help you with your course fees. You can learn more on the paying your fees page.

International students

The TAFE NSW International website has detailed course and fee information.

You can find your fees and payment information on the **letter of offer** and the **fee invoice** you receive at admission.

Higher education students

You pay for the subjects you enrol in each semester. We review fees yearly, so you'll pay the current fee for that subject in the semester you enrol. You'll find the tuition fees for the current semester on our higher education fees page.

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As a higher education student, you may be eligible to defer payment of tuition fees with a FEE-HELP loan from the Australian Government. Learn more and see if you're eligible for a loan on the Study Assist website.

For more information, read our higher education tuition fees, payments, HELP, refund and review procedure.

To pay your fees, go to your Student Hub 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 enrolment and student administration policy.

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'll contact you for payment
- 90 days or more, we'll refer the outstanding payment for debt collection.

You'll need to pay any outstanding fees or fee instalments to continue your course and access training materials and services. All fees must be paid before you can receive your graduation documents, including your testamur and 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 and Skilled fee (conditions apply)
- withdraw from your course in writing before it begins or for short courses that run for less than a week, 5 days before study begins
- withdraw in writing from a self-paced online course within 14 business days of enrolment and before you log into the online learning system.

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 a credit transfer or Recognition of Prior Learning after you paid the full Smart and Skilled student fee.

We refund the student, organisation or third party who paid the fee. If you paid by credit or debit card, we refund the same card. If someone else paid for you, the refund goes back to their card. If that card is no longer active, you'll need to show proof it's closed.

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As proof, you can provide a:

- declined Qvalent refund
- letter from the bank
- statutory declaration.

We can't refund extra costs once your course starts or if you log into the online learning system. Extra costs are separate from course fees. They cover items like chef knives, tool kits or makeup kits you may need for training.

You also can't get a refund after you receive any equipment or services. For more details, read the latest Smart and Skilled fee administration policy.

If you have a student loan, there are conditions for withdrawals, cancellations and refunds. For the most up-to-date information, read our enrolment and student administration policy.

Get your results

While you're studying, you can see your results in your Student Hub. Your results are also recorded on your USI Registry System record.

When you finish your course, we'll send you an email asking you to confirm your postal address. Once confirmed, you won't need to come to campus. We'll post your transcript and graduation certificate, also called a testamur, to you. 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, call us on **131 601**.

Review your results

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 we carried out the assessment
- the results of a Recognition of Prior Learning application.

Appeals process

You can appeal within 20 days of the assessment or receiving your results.

To appeal, complete an assessment appeal request form and send it to your head teacher or email it to AssessmentAppeals@tafensw.edu.au

For more information about appeals, read our assessment appeals policy.

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Changes to your study

Credit transfer

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

We'll need to check your previous training if it was with a different registered training organisation (RTO) and not TAFE NSW. We'll contact the RTO or use your USI to check.

Read more about credit transfer at TAFE NSW.

Recognition of Prior Learning

You may already have skills, knowledge and experience related to your qualification. Recognition of Prior Learning (RPL) means we recognise those skills and experience.

If we grant you RPL, you may be eligible for a partial fee reduction. You might also receive your qualification faster.

Read more about RPL at TAFE NSW.

Higher education students

If you're a higher education student, the policies around RPL are different. To learn more, read our higher education qualification pathways and credit procedure.

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 may be able to postpone your studies for up to 12 months.

How long you can defer depends on if you're deferring for a special reason, like a medical condition. It also depends on the type of fee or subsidy you received.

When you defer your study, you must pay all outstanding fees.

For more information, read the enrolment and student administration policy and the deferral application form.

What you need to know

Deferring puts your TAFE NSW student account on hold until you return to study. During this time, you won't have access to your email or OneDrive.

It's a good idea to get advice before you defer. Deferring might affect your:

- student travel concession
- student visa
- Work Development Order arrangements
- Services Australia benefits.

If you have a VET Student Loan, there are conditions around Units of Study and deferrals. You'll need to submit a VET Student Loans withdrawal and deferral application form.

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Apprenticeships and traineeships

If you're an apprentice or trainee, you can't defer your training, but you may be able to suspend it. You must have a valid reason, such as:

- lack of work
- illness or injury
- parental leave
- travel or further study
- personal reasons.

Speak with your head teacher first. You'll also need to submit a suspension form to Training Services NSW (part of the NSW Department of Education).

Apply for deferral

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

Learn more about deferring from your course.

Higher education students

If you're a higher education student, different rules apply when deferring or taking a break from your studies.

Visit our policies and procedures page to learn more. You can read our higher education student selection and admission procedure, as well as the progression and exclusion procedure.

Changes to your course

Independent organisations regularly review courses to ensure they meet current industry standards. As a result, we may need to make changes to a course or part of a course. This could impact your:

- qualification
- units of competency
- 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 changes to your course or studies. If needed, we'll provide alternative study arrangements. We're not liable for any loss, expense or inconvenience caused by changes to your course. We'll do our best to support you through any changes.

To learn more, visit the Australian Skills Quality Authority website.

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Withdraw from study

Withdrawing from your course is a big decision. Before you withdraw, 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.

If you withdraw from your course, you may be eligible for a refund. You can find up-to-date information about withdrawing and refunds on the withdrawal application form.

How to withdraw

If you decide to end your studies, you must let us know in writing.

To do this, complete a withdrawal application form. Submit it to your teacher, your local student administration office or online.

How you withdraw depends on your enrolment type:

- **Domestic higher education students** – ask your course coordinator to sign your completed higher education withdrawal form.
- **International students** – talk to your customer experience coordinator before you withdraw. Changing your study load or suspending your studies may affect your student visa.
- **Online Campus students** – you may not need to submit a withdrawal form. Talk to your teacher, call us on **131 601** or use our online form to check.
- **TVET or SBAT students** – talk to your school careers advisor or coordinator.
- **VET Student Loans students** – complete a VET Student Loans withdrawal and deferral application form. Submit it to your teacher, your local student administration office or use our online form.

Get a refund after you withdraw

Whether you're eligible for a refund depends on:

- how you enrolled
- what you're studying
- 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 cancelled by TAFE NSW
- tell us in writing that you're withdrawing 5 days before your course starts. This is only for courses that run for less than a week.

Important dates

You can withdraw from a course without paying more fees up to the census date or fee instalment date. If you withdraw after that date, you must pay the fee. We only reverse student loans in special circumstances.

For more details, read our withdrawal and refund fact sheet and enrolment and student administration policy.

Results after you withdraw

Once you've made all your payments, we'll send you a transcript showing your completed units and results.

If you enrol with us again, we'll check if you're still eligible for subsidised course fees, concession fees or fee exemptions. You can also apply for credit for any completed units that count towards your new course.

Your rights and responsibilities

When you enrol with TAFE NSW, you have rights and responsibilities. These help everyone have a positive experience. You also agree to follow our policies and procedures.

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

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Your rights

As a student, you have the right to:

- be treated fairly and with respect by teachers, staff and students
- learn in an environment free of discrimination and harassment
- have access to counselling
- have your TAFE NSW records and personal information handled in a safe, confidential and professional manner
- receive information about your course, assessment requirements and procedures
- make a complaint or suggest an improvement without fear of being punished.

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

Your responsibilities

As a student, your responsibilities are to:

- treat all staff, students and the general public with respect and fairness
- pay all student fees and charges by their due dates
- attend classes and be on time
- contribute equally to group assessments that receive a group mark
- provide true, accurate and complete information to TAFE NSW.

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
- break TAFE NSW's rules or fail to meet behaviour expectations.

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

If work placement is part of your course, you can read more about your responsibilities on our work placement page.

Your right to privacy

We respect your personal information. To find out how we collect and use your personal information, go to our privacy at TAFE NSW page. You can also email the TAFE NSW privacy officer at privacy@tafensw.edu.au

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

Animal welfare standards

We're committed to the highest industry and animal welfare standards. We use a quality assurance process to track the care of animals used for teaching. This process meets ethical and legal guidelines. Penalties apply for animal cruelty and unauthorised use of animals.

If your class uses live animals or animal tissues for learning, you must always:

- treat animals with care and respect
- follow instructions and keep animals free from pain, fear, stress or discomfort
- make good use of the learning opportunity and think about why and how you're using animals or their tissues.

If you think an animal used for teaching at TAFE NSW is being mistreated, tell your teacher or head teacher immediately.

For more information, read our animal welfare policy.

Safe learning environment

There is no place for racism, religious intolerance or discrimination of any kind at TAFE NSW. You have the right to learn in a safe environment. Bullying, discrimination, harassment and violence break student policies and the law.

Harassment

Harassment is behaviour that creates a hostile environment. It includes unwanted and/or offensive actions that make 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, religion, gender identity, sex or sexual orientation
- caring responsibilities, including pregnancy and breastfeeding.

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Violence

Violence is not limited to physical acts. It includes any behaviour that seriously affects a person's physical or mental wellbeing. Examples include:

- incidents where a student's behaviour impacts the safety of others
- stalking, threats or aggressive or abusive behaviour, with or without contact
- bullying, including racist, sexist or homophobic language, in person or online
- sexual harassment or behaviour that may cause physical or psychological harm
- damaging property or the environment in ways that cause fear of harm
- behaviour that reasonably affects the safety of others.

If someone discriminates against you or harasses you, ask them to stop. Remind them that discrimination and harassment are not accepted at TAFE NSW.

If you don't feel safe or confident to do this, speak to your teacher or a TAFE NSW counsellor. They can give you advice and support and help you make a complaint if needed.

Report violence, harassment and discrimination

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

- report any acts of violence, harassment or discrimination to a teacher, counsellor or through our online form
- tell a TAFE NSW counsellor or head teacher at enrolment if you have a child-related offence or history of violent behaviour, so we can assess and manage any risks to you, other students and staff
- speak to a counsellor or head teacher before your first class if you didn't disclose a history of violent behaviour at enrolment or your circumstances have changed.

We treat all information sensitively and confidentially.

For more information, stay up to date with TAFE NSW policies.

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

Share your feedback

Your voice matters. Tell us about your experience with TAFE NSW.

Your feedback helps us create the best learning experience possible and improve our services. During your studies, you'll get survey invitations to share your feedback through the TAFE NSW Customer Voice Program.

Don't hold back. Be honest and provide your ideas, suggestions and details about your experiences.

We'll handle your feedback in line with the TAFE NSW privacy policy.

We send the surveys from feedback@tafensw.edu.au to the email address you enrolled with.

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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.

Visit the Smart and Skilled website or call **1300 772 104** if you have any questions.

Customer complaints and feedback

We've developed our customer complaints and feedback policy in line with ASQA and Smart and Skilled requirements.

This policy:

- is accessible and easy to understand
- sets out your rights to consumer protection
- outlines how we handle and respond to questions and complaints, including if they're about our staff or subcontractors
- explains how we handle investigations and responses in a way that is fair and timely
- indicates our 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 form. We'll deal with your complaint confidentially where possible. If your complaint is about someone, they have a right to know and respond.

If your concern is not resolved or you're not satisfied with the response, you can email, ConsumerProtection@tafensw.edu.au. You can also talk to an external agency.

To find out more, visit our feedback, compliments and complaints page or read our customer complaints and feedback policy.

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

Connect with us

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Website links A to Z

Title	Website link
A	
Aboriginal and/or Torres Strait Islander support services	tafensw.edu.au/study/support-services/aboriginal-students
Academic calendar	tafensw.edu.au/study/enrol-apply/important-dates
Academic integrity	tafensw.edu.au/about/policies-and-procedures/academic-integrity
Academic integrity appeal form	
Academic integrity policy and procedure	tafensw.edu.au/about/policies-and-procedures
Acceptable use of information and technology policy	
Account unlock guide	tafensw.edu.au/study/get-started/unlock-your-account
Animal welfare policy	tafensw.edu.au/about/policies-and-procedures
Apprenticeships and traineeships video	youtube.com/watch?v=QnGvzSnpxNo
Ask a librarian	tafensw-au.libanswers.com
Assessment appeal request form	tafensw.edu.au/about/policies-and-procedures/rights-responsibilities/guides-appeals-and-protections
Assessment appeals policy	tafensw.edu.au/about/policies-and-procedures
Australian Skills Quality Authority	asqa.gov.au/students/choosing-course-and-provider
C	
Children's Centre facilities	tafensw.edu.au/partnerships/community/childcare-services
Closing the Gap Partnership Agreement	federation.gov.au/about/agreements/closing-gap-partnership-agreement
Copyright basics	tafensw.libguides.com/copyright
Counselling services	tafensw.edu.au/study/support-services/counselling
Counselling services video	youtube.com/watch?v=MxtWf905BUs
Credit transfer at TAFE NSW	tafensw.edu.au/study/enrol-apply/recognition-and-credit-transfer
Customer complaints and feedback policy	tafensw.edu.au/about/policies-and-procedures
D	
Deferral application form	tafensw.edu.au/study/fees/refunds-and-withdrawal
Deferring from your course	
Disability and access services	tafensw.edu.au/study/support-services/disability
Disability and access services video	youtube.com/watch?v=j3LwV54FP1w
Disability teacher consultant	tafensw.edu.au/study/support-services/disability
E	
Education and career counselling video	youtube.com/watch?v=cEMxOm5B8R8
Enrolment and student administration policy	tafensw.edu.au/about/policies-and-procedures
Every student's guide to assessment in TAFE NSW	
F	
Fee information	tafensw.edu.au/enrol/fees
Feedback, compliments and complaints	tafensw.edu.au/about/complaints-feedback

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Title	Website link
H	
Higher education fees	tafensw.edu.au/study/fees/higher-education-fees
Higher education qualification pathways and credit procedure	tafensw.edu.au/about/policies-and-procedures
Higher education student progression and exclusion procedure	
Higher education tuition fees, payments, HELP, refund and review procedure	
Higher education withdrawal form	tafensw.edu.au/study/fees/refunds-and-withdrawal
I	
International scholarship opportunities	tafensw.edu.au/international/enrol/scholarships
J	
Jobs Connect	tafensw.edu.au/study/support-services/jobs-connect
L	
Library services	tafensw.libguides.com/home
Library services video	youtube.com/watch?v=uLrzawkkxOU
LinkedIn Learning library services guide	tafensw.libguides.com/linkedinlearningsupport
Local disability teacher consultant	tafensw.edu.au/study/support-services/disability
Local student administration office	tafensw.edu.au/locations
M	
Microsoft Office	microsoft.com/en-au/education/products/office
Multicultural NSW document translation services	multicultural.nsw.gov.au/translations-and-transcripts
Multicultural NSW language services	multicultural.nsw.gov.au/language-service-providers-nsw
Multicultural student support	tafensw.edu.au/study/support-services/multicultural
Multicultural support services video	youtube.com/watch?v=rbuSWt2zsc4
Multifactor authentication (MFA)	tafensw.edu.au/study/mfa
N	
National relay service (NRS)	accesshub.gov.au/about-the-nrs
National relay service (NRS) call numbers and links	accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links
O	
Online enquiry form to ask a question or request help	tafensw.custhelp.com/app/contact-us/enquire
Online form to report a problem or concern	feedback.tafensw.edu.au/complaint
P	
Password reset guide	tafensw.edu.au/study/get-started/password-reset
Paying your fees	tafensw.edu.au/study/fees/paying-fees
Policies and procedures	tafensw.edu.au/about/policies-and-procedures
Privacy at TAFE NSW	tafensw.edu.au/about/privacy
R	
Read&Write software	texthelp.com/en-au/products/read-and-write-education/
Recognition of Prior Learning (RPL)	tafensw.edu.au/study/enrol-apply/recognition-and-credit-transfer
Reconcilliation action plan	tafensw.edu.au/about/corporate/reconciliation
Rights and responsibilities	tafensw.edu.au/about/policies-and-procedures/rights-responsibilities
Rights and responsibilities video	youtube.com/watch?v=NplR5NtJpUw

Title	Website link
S	
SafeWork NSW	safework.nsw.gov.au
SafeZone App video	youtube.com/watch?v=BpBZn68VVDs
SafeZone for Android	play.google.com/store/apps/details?id=com.criticalarc.safezoneapp
SafeZone for Apple	apps.apple.com/au/app/safezone/id533054756
Scholarships	tafensw.edu.au/enrol/payment-funding/scholarships
Smart and Skilled consumer protection	nsw.gov.au/education-and-training/vocational/funding/consumer-protection-smartskilled
Smart and Skilled fee administration policy	nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy
Smartcopying	smartcopying.edu.au
Stay safe on campus	tafensw.edu.au/study/support-services/stay-safe-on-campus
Student Hub	my.tafensw.edu.au
Study Assist	studyassist.gov.au/financial-and-study-support/fee-help
Suspension form	nsw.gov.au/education-and-training/apprentices-and-trainees/employers/change-cancel-training-contract#toc-transfer-suspend-or-amend
T	
TAFE NSW counsellor	tafensw.edu.au/study/support-services/counselling
TAFE NSW International	tafensw.edu.au/international
TAFE NSW International Student Guide	
TAFE NSW policies	tafensw.edu.au/about/policies-and-procedures
TAFE virtual desktop	client.wvd.microsoft.com/arm/webclient/index.html
TAFEcard	tafensw.edu.au/study/tafecard
Technology for learning	tafensw.libguides.com/technology/welcome
Translating and Interpreting Service (TIS national)	tisnational.gov.au/our-services/free-translating-service
Transport for NSW	transportnsw.info/tickets-fares/eligibility-concessions
U	
USI profile	usi.gov.au/students/manage-your-usi-account/update-your-details
Using generative AI	tafensw.edu.au/about/policies-and-procedures/academic-integrity-generative-ai
V	
VET Student Loans withdrawal and deferral application form	tafensw.edu.au/study/fees/refunds-and-withdrawal
W	
Wi-fi support	tafensw.libguides.com/wifisupport
Withdrawal and refund fact sheet	tafensw.edu.au/study/fees/refunds-and-withdrawal
Withdrawal application form	
Withdrawals and refunds	
Work health and safety guide	tafensw.libguides.com/whs
Work placement	tafensw.edu.au/student-services/rights-responsibilities/student-responsibilities-in-work-placement
WorldSkills Australia	worldskills.org.au