Changes to Courses
TAFE NSW reserves the right to:
- run or withdraw any course
- hold a course at a Campus other than that advertised
- alter the times or dates for the whole or any part of the course.
- offer you a new / alternate qualification if the qualification has been updated in line with national industry standards.

If any of these course changes become necessary, you will be advised of the changes and the alternative arrangements that may be available for you to complete your course.

Course fees
Course fees, enrolment and refund conditions vary according to the program you are enrolled in. All TAFE NSW fees and charges are subject to change. Your enrolment is not complete and you are not entitled to attend class until you have finalised your payment. To view the eligibility, payment, enrolment and refund conditions for the program you are enrolling in, go to www.tafensw.edu.au

Payment methods
TAFE NSW has a policy of cashless enrolment at all times and cannot accept cash as a means of paying fees or any other enrolment-related charges. You may pay by EFTPOS, Visa card, MasterCard, BPay, cheque or money order payable to TAFE NSW. Some programs may allow you to pay your fees in instalments. The Concession fee is not payable by instalments. Students enrolling in fee-for-service high level courses may be eligible to apply for a Commonwealth student loan to cover the cost of their tuition fees. VET FEE-HELP loans are available for eligible students enrolling in qualifications of Diploma or above. Students enrolling in a TAFE NSW Higher Education course may be eligible to apply for a FEE-HELP loan. For more information about VET FEE-HELP or FEE-HELP student loans or to check your eligibility, go to www.tafensw.edu.au or contact your campus.

Concessions and exemptions
TAFE NSW offers fee concessions and exemptions to students in some government subsidised programs. Students who may be eligible for a concession or exemption include students with a disability, Australian Aboriginal or Torres Strait Islander students, and students receiving some Centrelink payments. To check your eligibility, go to www.tafensw.edu.au or contact your campus of enrolment.

Apprentices and trainees
Apprentices and trainees registered in NSW are entitled to a reduced capped fee for their apprenticeship or traineeship course of study. You must provide proof of your status as an apprentice or trainee at the time of payment. Apprentices registered in other States and Territories may also be entitled to a reduced capped fee.

Withdrawal and refunds
If you are withdrawing from your course, you must do so in writing. Refund conditions vary according to the program you are enrolled in. You will find the refund conditions on the back of the withdrawal form for your program, go to www.tafensw.edu.au or contact your campus.

Temporary visa holders and international students
Temporary visa holders and international student enrolled in TAFE NSW are subject to specific conditions. For further information contact the Temporary Visa Holders Officer at the local TAFE NSW campus or visit https://www.tafensw.edu.au/courses/enrol/guide/visa_holder.htm. For international student information, contact International Students Centre on 1300 302 456 or visit http://www.deinternational.tafe.nsw.edu.au/tafe/apply_arrive/apply_arrive.htm.

Behind in paying your TAFE NSW fee, the Concession fee or other fees or charges?
If you fall behind in paying your fees or have outstanding fees, charges or fines from previous years, you will not be issued with any of your student documentation including transcripts, testamurs and employer reports.

Your rights and responsibilities
When you enrol in TAFE NSW, your rights and responsibilities as a student are set out in a range of TAFE NSW student policies. It is a condition of your enrolment that you abide by these TAFE NSW student policies. Go to www.det.nsw.edu.au/policies.

Disability Services
If you would like information about disability support and services please contact a Teacher/Consultant for Students with Disabilities. Contact details are available at your campus of enrolment or on the TAFE NSW website - https://www.tafensw.edu.au/services/disabilityindex.htm

TAFE NSW Credit Transfer
If you have successfully completed the SAME or an EQUIVALENT unit to one that is in your current course, the result from your previous study will be TRANSFERRED to your current course and included on your TAFE NSW Transcript of Academic Record. Your Head Teacher/Teacher can advise you of the units for which grades will transfer. There may be some cases where it is NOT possible to transfer a grade. In these cases, your TAFE NSW Transcript of Academic Record will indicate that the unit has been achieved BY ADVANCED STANDING or log onto your student e-Services account and view the Enrolment Details Screen.

TAFECard
The TAFECard is a compulsory form of identification at TAFE NSW. Your enrolment is not complete until you have your TAFECard photograph taken. Please keep your TAFECard as it can be re-activated if you decide to re-enrol.

Student Association
The annual Student Association membership fee funds facilities and services that improve the educational environment of a campus. For more information, contact the Campus Administration Office, a Student Association or visit http://www.studentassociations.info/.

Online services
Students must abide by the Department of Education and Communities (DEC) policies in regard to internet, email services and other online services, and follow the Online Communication Services - TAFE NSW Code of Expected User Behaviour. As part of your enrolment, you are given secure access to TAFE NSW online services. It is a breach of the Code of Conduct to allow others to use your personal account or to share your password. You should always log off at the end of every internet session to ensure others cannot use your account.

Preferred given name
TAFE NSW uses your preferred given name (or your First Given Name) + Family Name to create a Unique Username for you to access the TAFE NSW Student e-Services. If you supply a preferred given name (e.g. Kim rather than Kimberley), your user name will reflect the preferred given name (e.g. Kim.Jones). If therere already is a Kim Jones you will be Kim.Jones2.

Online access to the Learner Portal
If you are a new student, you will be given a username and password to access TAFE NSW Learner Portal when you enrol. If you have been a student before, your username and password will remain unchanged.

Management of Risk of Harm to Students and Staff
TAFE NSW is required by law to ensure the health and safety of students, staff and visitors on our premises. In order to meet these legal obligations it is necessary for us to assess and manage any known risk of violent behaviour. If you have a history of violence that may suggest that you could pose a current risk of any type to TAFE students, staff and/or visitors it is a condition of your enrolment to advise the Campus Manager, a TAFE Counsellor or your Head Teacher prior to attending your first class. For these purposes ‘violence’ is not restricted to physical acts. It includes any behaviour that seriously interferes with the physical or psychological safety and well being of others such as:
- actual violence to any person
- possession of or use of a weapon or any item with the intention to cause harm or injury to others
- threats of violence or intimidation of others
- suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

TAFE NSW is committed to offering vocational education and training to the entire community. Following your advice of a potential risk, we will carry out an assessment of the current risk and, if necessary, provide support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate, safe environment to suit every student’s needs and maximise your success in your studies.

Student Privacy
Information collected by the New South Wales TAFE Commission during a student’s enrolment and attendance will be used for the purposes of general student administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys.

Student information will be held securely and disposed of securely when no longer needed.
The information may be disclosed to the Department of Human Services (Centrelink), the Department of Veteran’s Affairs, The Department of Education, the Department of Industry, the Department of Immigration and Citizenship, the Australian Skills Quality Authority, the Tertiary Education Quality and Standards Agency, the Universities Admissions Centre, Office of the Board of Studies and the National Centre for Vocational Education Research. In order to meet the requirements of Registered Training Organisations under the Apprenticeships and Traineeships Act 2001, apprentice and trainee information is provided to employers, Australian Apprenticeships Centres and NSW State Training Services (or the relevant State Training Authority).

While the provision of the information requested on this student enrolment is not required by law, it is a requirement of TAFE NSW and your enrolment will not be accepted if it is not provided.

You may correct your personal details by contacting your TAFE NSW campus administration or by using TAFE NSW Learner Portal.