Dear Student,

Congratulations on deciding to study at TAFE Western. We are pleased to be a part of your learning journey.

TAFE Western is here to either help you get the skills for the job that's right for you, or to up-skill you to take your career further. Our focus is on providing high quality, industry relevant educational programs. We strive to be as flexible as possible in allowing you to study when and where you choose.

You will find at TAFE Western, a range of services that will support you from the time you commence your course, to when you successfully complete your qualification. I encourage you to become familiar with the range of services you can access at TAFE Western.

I hope you enjoy your time as a TAFE Western student.

Kate Baxter
INSTITUTE DIRECTOR

TALK TO US

뇌 Live Chat: tafewestern.edu.au
뇌 1300 823 393
뇌 oneplacetoconnect@tafensw.edu.au
뇌 Drop into your local college

TAFE Western is the right training provider because we:

뇌 are well regarded and trusted by employers
뇌 deliver nationally recognised training in a flexible way
뇌 ensure course content is job relevant
뇌 tailor training to meet your needs

Look out for the TAFE NSW stamp of quality, recognised by employers.
When you signed and dated your enrolment form you agreed ‘to abide by TAFE NSW policies, instructions and rules’ and you confirmed the accuracy of the information that you supplied.

As a student of TAFE Western you have a right to study, learn and develop your skills in a safe, healthy and supportive educational and social environment. As a student you also have certain responsibilities to your fellow students and teachers.

Safety

TAFE Western accepts its obligation, under the Work Health and Safety Act 2011, to provide a safe working environment and to protect the health and safety of staff, students or customers from injury or illness arising from the workplace. ‘Workplace’ in this context includes all TAFE premises, motor vehicles, machinery, as well as all sites where any TAFE activity is carried out, such as construction sites, rural properties and community facilities.

It is your responsibility as a student to ensure that you abide by the Work Health and Safety Legislation and that you do not cause harm to other students, staff members or the public. It is also your responsibility as a student to notify the teaching staff, if you come aware of a safety concern.

Harassment

It is the responsibility of all staff and students of TAFE Western to ensure that its campuses are places where people can study and learn free of harassment.

Harassment is considered to be any conduct – verbal, written or physical, which is unwelcomed, demeaning, unreciprocated, intimidating or offensive against an individual or a group of people. Harassment may be based on gender, sexuality, race or disability.

You can find out more information about examples of harassment, and how to deal with harassment on our website.

Consumer Protection Policy

TAFE NSW has a reputation as a safe, progressive and dynamic place to study, TAFE NSW aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As a TAFE NSW student you have the right to:

• expect that the education and training will be consistent with the VET Quality Framework and Smart and Skilled Contract requirements
• be informed about personal information that is collected about you and the right to review and correct that information
• access the TAFE NSW feedback and complaints handling process.

With rights come responsibilities and as a student in TAFE NSW your responsibilities include:

• providing accurate and complete information to TAFE NSW
• behaving in a responsible and ethical manner.

TAFE Western’s Consumer Protection Officer is the Director of Customer Service and Facilities. To access support services you can complete an online Customer complaint, suggestion and feedback form.

Security

If you have concerns about security issues, please first see your teacher, head teacher or a member of the College staff.
**Animal Care Policy**

Where animals or animal tissues are used to support your learning, you must understand that it is a privilege that has responsibilities. You must:

- treat animals and their tissues with care and respect
- treat live animals humanely and avoid any cruel behaviour
- think about why and how you are using animals for their tissues
- make sure that you make good use of the learning opportunity.

There are penalties for animal cruelty and unauthorised use of animals. TAFE Western has a quality assurance process that monitors the care of all animals used for teaching, to ensure that it meets industry and animal welfare standards. If you think that animals used in teaching have been mistreated or used inappropriately, you should discuss this with your teacher, or the head teacher.

**Authority to Publish**

The Authority to Publish is an agreement between you and TAFE NSW.

TAFE Western would like to be able to quote you or use your photo in some of its printed and electronic promotional and marketing material which will be available for viewing by the public. If you sign this form it means that you agree to the following:

- TAFE Western is able to use your photo(s) and/or quote as many times and in as many ways as it wants to – for example, on the Department’s website or in local newspapers
- your photo may be reproduced in colour, or black and white, and may be altered for design purposes
- you will not be consulted about the specific context in which your photo and quote appears
- material held will be kept for an indefinite time. It will be stored and disposed of securely.

TAFE Western will not use your quote or photo for any purpose other than the general promotion and marketing of education and training by TAFE Western.

Your agreement to permit the use of your photo and quote is greatly appreciated. Please call (02) 6393 5946 with any enquiries.

To be able to sign the release form you must be over 18 years of age. If you are not over 18 years of age, we will need the written and signed agreement of your parent or guardian before we can use any material.

**Accidents, Injuries and First Aid Officers**

If you are involved in an accident, or an incident in class, or on college grounds, you must report it. Even if the incident is minor, or does not result in an injury you must report a ‘near miss’ to your teacher.

Trained First Aid Officers are available at most campuses to provide emergency first aid treatment and to make decisions about possible referral.
Car Parks

People who park on a TAFE campus are advised they do so at their own risk. No responsibility will be accepted for loss or damage to private property or vehicles brought to the TAFE campus.

Cash

TAFE NSW has a policy of cashless enrolments at all times, and we do not accept cash as a means of paying the TAFE NSW fee, or any other course-related charges. You can pay the TAFE NSW fee by credit card (Visa or Mastercard), EFTPOS, personal or bank cheque made payable to TAFE NSW, or money order made payable to TAFE NSW. Payments by installments may also be an applicable option for you.

Change of Address or Personal Details

You are reminded to notify your College of any change of address or name (you can change your contact details online via the Learner Portal), to ensure that Statements of Attainment, Certificates, Testamurs and results transcripts do not go astray in the mail.

elearning

We are committed to providing you with a range of state-of-the-art technology to ensure you have the highest quality experience. Courses may be delivered wholly or partly:

- online through Moodle, our online learning platform; or they may be
- using our extensive network of Connected Classrooms to connect students from multiple campuses across Western NSW; or they may be
- through web-conferencing to connect students from anywhere in the world.

Your course may offer a combination of all these technologies, providing you with maximum flexibility to study when and where you choose. You can find information about these technologies, and any support you may need, at: www.tafewestern.edu.au/student-services/elearning

Emergency Contact

We recommend that you provide us with an emergency contact – either a family member or friend and also provide them with a copy of your timetable and attendance details. This will help in case of an emergency.

Evacuations

As students of TAFE Western, it is important that you are familiar with the emergency evacuation procedures for your campus.

Displayed on notice boards throughout the campus are the emergency evacuation plans relevant to the building. Get to know these maps and recognise the exit points and relevant evacuation points. In this way, if there is an emergency on the campus you will know what to do and how to evacuate the building safely. Emergency procedures to follow in case of a fire or other emergency are:

- when the alarm is activated, stop what you are doing
- collect your personal property, books etc. If you are away from your building, do not try to enter another building under any circumstances
- follow the teacher’s instructions to evacuate
- leave the room or area in an orderly manner – do not run – this causes panic and can cause harm to yourself or other people
- leave the building by the evacuation exit
- follow the instructions of the fire wardens or other emergency services personnel
- make your way to the designated evacuation meeting place for your building and report to the teacher to have your name marked off the class roll book. This procedure is for your safety, and to have accurate records of all people on the campus. If you are in another part of the campus make your way to your original class meeting point. Do not leave the campus until your name has been marked off
- do not re-enter the building until you are given permission by the emergency personnel or your teacher.

Lost Property

Campuses do not accept responsibility for damage to, or loss of property. TAFE Western recommends that you take care to keep valuable items secure.

If you do lose any property please report it to your class teacher after first checking the area in which the item was lost. Contact the campus administration office if you have lost property.

Smoking

All TAFE NSW enclosed areas are designated NON SMOKING. Please respect the rights of your fellow students and staff.
Our Student Hubs are where you can go to get help regarding course information, student records, exemption from the TAFE NSW fee, refunds, travel concessions, changing enrolment details, careers advice and counselling, information about studying if you have a disability, or simply getting directions. Staff will be happy to assist you.

Parkes, Orange and Dubbo each have a dedicated Student Hub facility. At our other colleges these services are located in the library or staff in the front office will be happy to help with any of these enquiries.

Student Hub – the one place to connect 1300 551 288

Libraries

TAFE Western's libraries are a great space to learn, engage and connect with over a million course related resources both on and offline.

An extensive range of facilities, resources and equipment is available to all students. Our library staff can help you find quality information for your assessments and they also run regular research skills sessions.

Student Career Advisors

If you are not sure what you would like to be, what job you'd like to do, or how to get there, our career advisors can help put you on the right track for FREE.

Counselling

Our counsellors provide free, professional and confidential career and counselling services in every college.

Disability Services

If you have hearing, physical, intellectual, neurological, visual, learning disabilities, or a medical condition our Disability Support Teacher Consultants will be able to provide services to help you succeed in your studies.

Disability Support Teacher Consultant Contacts for:

Students with Intellectual & Learning Disabilities:
Bathurst, Condobolin, Cowra, Forbes, Grenfell, Lithgow, Orange and Parkes Colleges
Phone (02) 6338 2528
Bourke, Brewarrina, Broken Hill, Cobar, Coonamble, Dubbo, Dunedoo, Gilgandra, Lightning Ridge, Menindee, Mudgee, Nyngan, Walgett, Warren, Wellington and Wilcannia Colleges
Phone (02) 6883 3424

Students with Physical Disabilities (including Acquired Brain Injuries and Medical Conditions):
Bathurst, Condobolin, Cowra, Forbes, Grenfell, Lithgow, Orange and Parkes Colleges
Phone (02) 6391 5658
Bourke, Brewarrina, Broken Hill, Cobar, Coonamble, Dubbo, Dunedoo, Gilgandra, Lightning Ridge, Menindee, Mudgee, Nyngan, Walgett, Warren, Wellington and Wilcannia Colleges
Phone (02) 6883 3421

Students who are Deaf or have a Hearing Impairment:
Phone (02) 6338 2590
TTY (02) 6338 2456
SMS 042 886 9056

Students with Vision Impairments:
Phone (02) 6338 2525

Students with Psychiatric Disabilities:
Phone (02) 6338 2535
Aboriginal Student Support Officers

Our Student Support Officers (SSO’s) are located at Bathurst, Orange, Dubbo, Bourke, Walgett and Broken Hill and work directly with Aboriginal students providing advice, direction and support with studies, linking students to other TAFE Western services.

### Aboriginal Support Officer Contacts

- **Broken Hill area including: Menindee, Wilcannia, Ivanhoe, Tibooburra and White Cliffs**  
  **Phone** (02) 8082 6889

- **Bathurst area including: Cowra, Lithgow, Mudgee, Oberon and Grenfell**  
  **Phone** (02) 6338 2464

- **Bourke area including: Brewarrina, Cobar, Weilmoringle, Enngonia, and Wanaaring**  
  **Phone** (02) 6830 1212

- **Dubbo area including: Wellington, Gilgandra, Narromine, Nyngan, Warren, Trangie and Dunedoo**  
  **Phone** (02) 6883 3442

- **Orange area including: Parkes, Condobolin, Forbes and Peak Hill**  
  **Phone** (02) 6391 5676

- **Walgett area including: Walgett, Coonamble, Lightning Ridge, Gulargambone and Goodooga**  
  **Phone** (02) 6828 6210

Student Engagement Officers

Our team of Student Engagement Officers are here to help with any questions you may have about course choices, and to support you all the way through your time at TAFE Western. Connect with us at: oneplaceconnect@tafensw.edu.au

RUReady

RUReady is one of our wide range of services that will help you during your study at TAFE Western. It is a computer-based tool that helps us to check areas of your English and Maths skills, and to identify if some personalised learning support would benefit you whilst you are undertaking your course at TAFE Western. TAFE Western wants you to succeed and we want to join you in helping your skills grow, and making your goals a reality.

To help you through your training you have free access to the online yourtutor service between 3-11pm Sunday to Friday with any study question. For on-demand, professional tutoring support go to: www.yourtutor.com.au/wit
Absent from Class
If you are going to be absent from classes because of an illness or family matter you should notify your teacher. In most instances, a phone call to the College (or Campus) to leave a message for your teacher will be sufficient.

If you are going to be absent for more than one day because of illness, a Doctor’s Certificate will be required. Where you are going to be absent for a longer period of time or have regular absences, it is important that you talk to your teacher and advise them of your situation. In some cases, other methods of studying may be devised to suit your needs.

Absent from Assessments
Where a student is, or expects to be, absent from an assessment event or is unable to submit an assessment event/evidence by the due date, the following applies:

• the student must notify the class trainer/head teacher if possible before the due date or, if this is not possible, at the first opportunity after the event or within seven days (whichever is the sooner)
• the student should give a reason to the class trainer/head teacher for not attending/completing/submitting evidence for the assessment event and provide supporting evidence where possible
• the trainer will note the details relating to the late or absent assessment in the appropriate student record with due respect for student privacy.

Student Assessment and Re-Assessment Procedure
There is no obligation for TAFE Western to provide more than one attempt at an assessment activity by a student unless prescribed in the training packages. Training packages which allow more than one attempt because of the nature of the learning program will be advised in the student assessment guide.

In some cases, in the head teacher’s judgement, additional attempts may be warranted. For example, a student may request another attempt due to illness or to a justified complaint about the assessment process.

Additional student fees for rescheduled assessments will apply as per the TAFE NSW Assessment Policy.

NOTE: Additional fees may apply based on the nature of the assessment events. A quote will be provided to the student outlining the additional fee which the student will need to accept before moving forward.

We are committed to assisting you to continue your training where possible, and can advise you of the fee implications of deferring your training.
Student Assessment Appeals Process

Review of individual student’s results

An appeal is a request for a review of the decision made in relation to a student’s assessment. Students may wish to appeal against:

- the assessment procedure if they believe it was unfair, or
- the assessment decision if they believe it was unreasonable.

Requests for review of results must be submitted within three weeks from when you receive your result. This can be lodged using the Consumer Complaints, Suggestions and Feedback form which you can obtain from your College, trainer or head teacher.

Receipt of your assessment appeal will be acknowledged within 10 working days and handled via the Complaints Handling Guidelines.

For more information please email: tafewesternserviceimprovement@tafensw.edu.au

This process allows students the right to further appeal and outlines how to access external agencies such as the NSW Ombudsman, the Anti-Discrimination Board, and the Human Rights and Equal Opportunities Commission.

For more information on assessment and the TAFE NSW Every Student’s Guide to Assessment visit: Get Started At TAFE

Deferring and Withdrawing from your Studies

If you have been offered a place in a government subsidised course at TAFE Western, you are able to defer your attendance in an Approved Qualification for up to 12 months from the date of receipt of a notice being given in writing to TAFE Western. Contact your nearest college for information about applying to defer, and deferring your training.

We are committed to assisting you to continue your training where possible, and can advise you of the fee implications of deferring your training.

If you defer your training and do not recommence training within the 12 month period you will be required to recommence the eligibility and enrolment process.

Come and talk to us for information to help support you in your learning.

How to withdraw from your course and seek a refund

To withdraw from your course and seek a refund you must complete a TAFE NSW Withdrawal/Refund Application form.

A different form is used for the HSC and Tertiary Preparation Certificate (TPC), Higher Education and VET FEE-HELP.

To find these forms visit: Refunds and Withdrawals

Post or return this form to your College of enrolment.

Withdrawal from a course

If you are unable to continue with your studies, you must withdraw in writing. Withdrawal forms are available from your customer service office at your college.

Before you withdraw, please talk to your teacher. You may be eligible for a lower level qualification or there may be other study options to help you complete your studies.

Acknowledgement of your Achievements

TAFE Western conducts an annual Outstanding Graduating Students Award ceremony each year, to recognise the achievements of its most outstanding graduating students.

Each year students are nominated by their teachers from across TAFE Western and those chosen to receive awards, and their invited guests, attend a formal presentation ceremony. A perpetual trophy is awarded each year to the student chosen from the various award recipients to be TAFE Western’s Outstanding Graduating Student.
You may be eligible to get income support from the Federal Government when you study an approved course at TAFE Western.

Information about any of the payments or services administered by Centrelink can be obtained by calling 13 10 21 or by visiting Centrelink: www.centrelink.gov.au

Abstudy
The ABSTUDY scheme provides financial assistance for Indigenous people in both full time and part study. It also means an exemption from the TAFE NSW fee. To qualify you must be enrolled in a Centrelink approved course.

Contact the local careers advisor or the Aboriginal Student Support Officer at your College.

Pensioner Education Supplement (PES)
Some students in receipt of a social security or Veteran’s Affairs income support payment (for example, sole parents, widows or people with a disability) may also be eligible for the Pensioner Education Supplement to assist with ongoing costs associated with study. Please check with Centrelink or the Department of Veterans’ Affairs to determine which benefits are available to you.

Youth Allowance
This income support payment is for eligible full time students aged 16 to 24 years. You may also be eligible for Youth Allowance if you are under 22 years and are undertaking job searches, a combination of activities such as part-time job searching with part-time study, or if you are ill.

You can find out more about Youth Allowance by calling 13 24 90. All information and application forms are available from your local Centrelink. Centrelink has authority under the Student and Youth Assistance Act 1973, and the Social Security (Administration) Act 1999, to conduct ongoing audits of student attendance at TAFE NSW or other institutions.

If you are a student receiving Abstudy, Austudy or Youth Allowance for an approved TAFE NSW course, you must immediately inform Centrelink when you withdraw from your course or reduce the number of hours of attendance.

The longer you delay telling Centrelink about your changed circumstances, the larger the amount that you may have to repay.

Remember it is your responsibility to inform Centrelink of any changes in your circumstances.
Information Protection and Privacy

When you enrol at TAFE Western the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations on public sector agencies such as TAFE NSW regarding the collection, storage, use and disclosure of your personal information.

TAFE Western is obliged to inform you of the purpose of collecting personal information, who receives this information and where it is held. It must also provide access to information about yourself and make corrections if necessary.

TAFE Western is also obliged to protect your personal and private information and not disclose it without your knowledge and approval.

Information you are asked to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records.

When you sign your enrolment form or enrol online you are giving your consent to TAFE Western:
- to verify the information provided about you; and
- to supply the information to the employer of apprentices or trainees, Apprenticeship Centres, Centrelink and the Department of Immigration and Multicultural Affairs
- for Department of Education & Communities and other government agencies, including those in other States and Territories in Australia, to use your personal information.

Please note that any information you provide about your health is protected under the Health Records and Information Policy Act, 2002.

Insurance

TAFE NSW is fully covered for its legal liability to any third party, if you are injured while on a prescribed work experience program. TAFE NSW does not accept liability for claims arising from injuries sustained by students and other claimants attending classes or engaged in other activities on TAFE Western premises. Students not covered by their employer’s worker’s compensation policy, may wish to take out their own accident insurance cover.

Where TAFE NSW is liable at law, the claimant can make an application to TAFE NSW for compensation.

Internet

All students enrolled at TAFE Western will be provided with a user ID and a password. The portal will provide a personalised learning space for students to access email, filtered internet browsing and other online educational and curriculum resources.

The portal will also provide remote access (e.g. from home and libraries) to email.

Authenticated log-on allows internet use to be monitored and traced to an individual who can be held to account for their actions. Please note that email will be filtered for inappropriate content. Access to unauthenticated external ‘free’ email services such as Hotmail, Yahoo, Gmail and similar providers will be restricted. Students will no longer be able to retrieve or send email from these accounts, but it will be possible to receive and reply to email sent from these providers to your TAFE account.

Parents or guardians of students aged under 18 years will need to inform the student’s College in writing if they do not want their child to have access to the TAFE internet and email facility.

Learner Portal

TAFE Western’s online learner portal can be accessed from TAFE Western’s website www.tafewestern.edu.au and is where students can:
- update their personal details
- view and request learning plan details for their course
- access assessment results
- view and pay course fees
- view timetabled events
- receive course material
- provide feedback on training and assessment.

If you have not been assigned a login or have forgotten your password our customer service officers can help you.

All students enrolled at TAFE Western will be provided with a user ID and a password which will allow access to filtered internet browsing and email.
Medical Conditions
If you have an ongoing medical condition such as epilepsy or diabetes it is important to make your teachers aware of this in case you require sudden assistance. This information will be kept in confidence.

Partial Completion or Early Exit
If you decide to exit your course early and only partially complete your full qualification you will be issued with a Statement of Attainment that shows the units of competence that you have successfully completed.

Photocopying and Print Material – Copyright
Unless otherwise permitted by the Copyright Act 1968, the taking of a copy is an infringement of the copyright on that work. However, for the purpose of study or research, it is considered fair dealing to make a copy of one or more articles on the same subject matter in a periodical or publication.

Students should be aware that individuals or institutions may be liable for prosecution under the Copyright Act for any infringement of the copying rights detailed above. If you have any concerns you should contact your College librarian.

Recognition of Skills and Experience You Already Have
Recognition is a process that allows you to demonstrate whether or not you already possess the skills or competencies taught in a particular module, unit of competence, or course. TAFE Western, like many employers, recognises that you may have gained many skills on the job or in your life experience, and not necessarily through formal training. If you already have the skills and knowledge that part of your study would teach you, you will not have to repeat that part of the course. You could therefore finish your course in a shorter period of time. You do not have to spend time acquiring the skills you already have.

Results
You will receive a Transcript of your Academic Record which lists all of your results in your course to date, after your course/module/unit completion. All assessment results are posted to The Learner Portal for you to access.

Your results are posted to you either in July (for studies completed mid-year) or in January (for studies completed at the end of the year).

Result Notices are posted to the address listed on your original enrolment form, unless you notify your College of any change of address, or amend your contact details online via Student-e-Services.

Make sure that you keep copies of your transcripts to show employers because, unlike the Testamur, they show the names of all of the modules and/or units of competency you have enrolled in and the results you have achieved. Each unit of competency specifies knowledge and skills and application of that knowledge and skill to the standard of performance required in the workplace in a specific industry area.

Your results are withheld if you have any fees owing to TAFE NSW.
Suggestions, Complaints and Feedback

Every student is highly valued and respected by TAFE Western and therefore your comments and suggestions on how it can provide better service is always welcomed. Please inform TAFE Western if you are not happy with any aspect of your course or any other TAFE Western services. You can put your suggestion, complaint or feedback in writing by completing the complaints, suggestions and feedback form:

www.tafewestern.edu.au/contact/customerfeedback

Download a form or get a copy from your College Administration Office. You can return the form either in person, to the College, or by email to: tafewesternserviceimprovement@tafensw.edu.au.

After receiving your form, TAFE Western will contact you to let you know who is managing your matter.

What can I expect if I lodge a complaint?

You can expect the full support of TAFE Western within the principles of natural justice. You will have the option of informal or formal complaint procedures. All complaints will be taken seriously and will be resolved as quickly as possible.

You can be assured that any matter you raise will be dealt with promptly and confidentially.

Student Surveys

TAFE Western undertakes surveys that cover the entire Institute, that is, every class in every location. Specialised surveys are often run also by teachers e.g. a course survey to evaluate what you think of a particular form of delivery.

Please take the time to complete and return these surveys. Your feedback is really important and assists TAFE Western to continue to improve its services. If you would like to provide feedback on any matter you can email: tafewesternserviceimprovement@tafensw.edu.au, or download the customer complaint, suggestion or feedback form: www.tafewestern.edu.au/contact/customerfeedback

TAFEcard

Your TAFEcard is your personal ID as well as your library card. It is essential to have it on you at all times.

A current TAFEcard allows you to borrow from all of the libraries in the TAFE NSW network. All on campus printing and photocopying is also linked to your card. However, you will have to have it with you to access these resources.

If you already have a TAFEcard and you are re-enrolling, you do not need a new one, as your existing card will automatically be re-activated for the new academic year.
Nicholas Steepe

MOST OUTSTANDING GRADUATING STUDENT

VOCATIONAL STUDENT OF THE YEAR

Persistence, determination, optimism and willingness are often words used by TAFE teachers to describe Nicholas Steepe. Nicolas completed the Diploma and Certificate IV of Community Services Work through TAFE Western.

During his studies, Nicholas maintained his job and volunteering commitments which displayed his maturity, enthusiasm, organisational and communication skills. Nicholas also participated in additional training programs whilst studying at TAFE when they were offered.

During his Diploma year, Nicholas completed his work placement with the Schizophrenia Fellowship in the Personal Helpers and Mentors Program and received glowing reports. Nicholas now remains with the organisation as a volunteer and has also taken on the role of President of the Volunteer committee.

“I love TAFE. The practical and theoretical sides of learning are combined in a unique way. I benefited greatly from my training at TAFE. You will be a changed person for the better.”

Testamurs

Testamurs are formal documents which certify that you have successfully completed your course. Testamurs for Advanced Diplomas, Diplomas, Certificates and Statements of Attainment are printed by TAFE NSW Student Services in Sydney on behalf of Institutes/Colleges and are posted to the address identified on your enrolment form.

To ensure that Testamurs do not go astray in the mail, you are reminded to notify your College of any change of address or name (you can change your contact details online via Student e-Services).

If your original Testamur is lost or destroyed you can request a ‘Confirmation of Award’ which confirms that you have successfully completed your course.

VET FEE-HELP

Students enrolling in Diplomas, Advanced Diplomas and some Certificate IV qualifications will have access to Commonwealth VET FEE-HELP loans. VET FEE-HELP is an income contingent loan scheme for the Vocational Education and Training (VET) sector, as part of the Higher Education Loan Program (HELP). VET FEE-HELP assists you to defer some or all of your tuition fees for approved courses.

This loan is repaid through the Australian taxation system when you reach the minimum income threshold. More information is available on the Study Assist website: www.studyassist.gov.au

This means you can study now to gain the qualification you need to get that new job or promotion!

There is no loan fee for VET FEE-HELP loans to students in NSW Government subsidised training places.

To be eligible to apply for VET FEE-HELP you must:

- be an Australian citizen OR
- have successfully completed Year 12 or completed TAFE Western’s RU Ready program www.tafewestern.edu.au/student-services/ruready
- be the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the unit of study
- provide a tax file number
- provide a Commonwealth Higher Education Student Support Number (CHESSN) or be allocated one
- not exceed your VET FEE-HELP loan limit.

Application forms for VET FEE-HELP can be provided by the customer service staff, managing your course, or you can apply online at the time of enrolment.
TAFE WESTERN CONNECT
Our virtual college enabling us to offer training across NSW and Australia.
• Online
• Flexible
• Connected classrooms

BATHURST
Panorama Avenue
2795
Phone: 02 6338 2424
Fax: 02 6338 2439

BOURKE
Oxley Street
(Po Box 510)
2840
Phone: 02 6830 1200
Fax: 02 6830 1202

BREWARRINA
Bourke Street
(Po Box 213)
2839
Phone: 02 6830 5300
Fax: 02 6830 5331

BROKEN HILL
248 Argent Street
2880
Phone: 08 8082 6888
Fax: 08 8082 6864

COBAR
45 Bathurst Street
2835
Phone: 02 6836 5900
Fax: 02 6836 5981

CONDOBOLIN
Cnr Turner and
High Streets
(Po Box 155)
2877
Phone: 02 6891 9000
Fax: 02 6891 9087

COONAMBLE
Dubbo Street
(Po Box 200)
2829
Phone: 02 6827 1600
Fax: 02 6827 1694

COWRA
27-33 Carleton Street
2794
Phone: 02 6340 1700
Fax: 02 6340 1788

DUBBO
Myall Street
(Po Box 787)
2830
Phone: 02 6883 3444
Fax: 02 6883 3466

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Phone: 02 6370 3300
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FORBES
Cnr Browne and
Harold Streets
2871
Phone: 02 6853 9100
Fax: 02 6853 9111

GILGANDRA
Wamboin Street
(Po Box 48)
2827
Phone: 02 6847 8700
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GREENFELL
Cnr Rose and East Streets
2810
Phone: 02 6349 1000
Fax: 02 6349 1033

LIGHTNING RIDGE
Kaolin Street
(Po Box 525)
2834
Phone: 02 6829 9800
Fax: 02 6829 9805

LITHGOW
2 Hill Street
(Po Box 297)
2790
Phone: 02 6352 0444
Fax: 02 6352 0466

MENINDEE
Bear Street
2879
Phone: 08 8091 4148
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MUDGEE
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2850
Phone: 02 6378 2666
Fax: 02 6378 2685

NYNGAN
Cobar Street
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2825
Phone: 02 6835 1800
Fax: 02 6835 1832

ORANGE
March Street
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2870
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Fax: 02 6862 8150

WAGGODA
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2832
Phone: 02 6828 6200
Fax: 02 6828 6296

WALGETT
Burton Street
(Po Box 174)
2824
Phone: 02 6847 7500
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WELLSINGFORD
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2836
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