

design after hours

certificate II in

- fashion visualisation

- style visualisation

- interior decoration visualisation

FOREWORD

It gives me great pleasure to welcome you to the Whitehouse Institute of Design, Australia. This handbook has been designed as a reference directory for students studying with the Whitehouse Institute under the Vocational Education Provisions. I hope it will help you to meet the many challenges offered within your course of study.

The Whitehouse Institute staff forward to working closely with you this year and we wish you well in your studies.

A handwritten signature in black ink, appearing to read 'L. Whitehouse', with a long, wavy horizontal line extending to the right.

LEANNE WHITEHOUSE
Managing Director

INDEX

MISSION STATEMENT	4
INSTITUTE PHILOSOPHY	4
GENERAL POLICIES & PROCEDURE	
ATTENDANCE	5
CONDUCT	5
DISCIPLINARY MEASURES	6
EQUAL OPPORTUNITY (ACCESS & EQUITY)	6
GRIEVANCE / APPEALS PROCEDURE	6
INDUCTION PROCEDURES	7
ISSUING OF QUALIFICATIONS	7
LIBRARY	7
MAINTENANCE OF CLASSROOMS	7
MATERIALS, RESOURCES & EQUIPMENT	8
OCCUPATIONAL HEALTH & SAFETY	8
PLAGIARISM	8
PRIVACY INFORMATION	8
RECOGNITION OF PRIOR LEARNING (R.P.L.)	8
STUDENT FEEDBACK	10
STUDENT ACCESS TO PERSONAL RECORDS	10
STUDENT SERVICES / WELFARE	10
ACADEMIC POLICIES & PROCEDURES	
ASSESSMENT PROCEDURES	11
GRADING	12
REVIEW OF GRADES	12
LATE WORK	12
FAILED MODULES	13
STUDENTS' RECORDS	13
STUDENT'S ACADEMIC REPORTS	13
STUDENT'S ASSESSMENT APPEAL	13
SPECIAL CONSIDERATION FOR ASSESSMENT OR EXAM	14
BUSINESS NOTICES	
FEES	15
CHANGE OF ENROLMENT	15
RE-ENROLMENT PROCEDURES	15
REFUND POLICY	15
SCHEDULE OF MISCELLANEOUS FEES	16
ADDITIONAL INFORMATION	17

MISSION STATEMENT

The Whitehouse Institute prepares graduates for careers in the creative industries as designers in fashion, interiors and styling to advance the quality of life for the community. With the knowledge and specialised design skills developed through the Institute's teaching and learning programs and collaborations with commerce, industry and cultural organizations, graduates will contribute to an equitable and civilised society through their engagement in public programs and experimentation with new materials and sustainable technologies. The Institute fosters a learning culture that values scholarship, critical reflection, creativity, innovation and entrepreneurship enabling graduates to continue learning throughout their lives and contribute to the quality of life and wealth of the economy.

Board of Governors Oct 2008

WHITEHOUSE INSTITUTE PHILOSOPHY

The Whitehouse Institute of Design, Australia sees design as positioned at the forefront of rapid and ongoing change in industry, commerce and all aspects of social and community life. In a world of constant flux, education provides a valuable key to innovation, adaptability, personal growth and professional sustainability.

Whitehouse Institute creates and sustains a unique learning environment. This is intentionally designed to induct students into studio practice, working individually, in groups and teams to prepare motivated and reflective practitioners for careers in design and related industries. Courses focus on creative development through drawing, design and fabrication, together with an appreciation of the importance of design history and aesthetics, in addition to enhanced visual, verbal, written and interpersonal communication. Underpinning this is a commitment to collaboration and shared diligence from staff and students in progressively acquiring the essential specialist insights, design skills and knowledge required to work as a professional designer in a range of creative and technical roles in industry.

Whitehouse Institute is located in both Sydney and Melbourne CBD's where students have the opportunity to observe and participate in a creatively dynamic and multicultural environment. In this respect, the Whitehouse Institute directs student energies and talents so that they may explore and respond to their environment. This brings a richness of experience to student work, linked to critical judgement, problem solving and decision making, while concurrently developing visual and practical skills. In a consumer oriented society, design and style are inseparable; each growing from shaping the other, often across different design disciplines. Students are encouraged to discover themselves through visual and spatial surroundings. By building an awareness of their personal style and approach to creativity, they soon discover their own unique means of personal expression.

All courses delivered by the Whitehouse Institute focus on developing the professional capabilities of the designer. Individual growth and creativity are encouraged, along with sensitivity toward client, customer and community needs that are used to inform the associated commercial awareness, professional discipline and responsibility of the designer. Design, fashion, textiles, interiors, visual communication, illustration, styling, merchandising professional practice, business and management provide an arena for personal and career development - always with a view to creating income generating opportunities in the industry.

Students are assisted to exploit their potential by the highly professional and creative lecturers engaged by the Whitehouse Institute. As a practising professional working within a collaborative teaching environment, each lecturer is required to devote his or her educational energies toward implementing the curriculum in a knowledgeable, interesting and engaging manner. The goal is to inspire and motivate students, stimulate the aesthetic self-awareness of the students and develop their professional design talents, whilst enacting and upholding the philosophy of the Whitehouse Institute of Design, Australia.

WHITEHOUSE GENERAL POLICIES & PROCEDURES

ATTENDANCE

Attendance records will be kept and students are expected to attend all lessons at all times except where medical certificates are provided. Any student not attending a minimum of 90% of lessons being deemed 'academically at risk'. Tardy arrivals and early departures are not tolerated. Such behaviour will be monitored and reflected in final grades, placing the student's academic progress and permanent scholastic record at risk.

Students are required to be in attendance at the Whitehouse fifteen minutes prior to their first timetabled lesson and to be in class at least five minutes before the scheduled starting time.

Punctuality is expected at all times to avoid disruption to classes. Late students need to report to Reception to obtain a Late Pass, which is to be handed to the lecturer.

In the event of a student missing a class, it is the responsibility of the student to obtain a copy of the class notes and proceed with assignments according to the schedule. Lecturers are under no obligation to repeat a lesson.

Absences are excused on the following grounds only:

- Illness, injury or other medical necessity. A doctor's certificate is to be provided the next day of attendance.
- Death in the student's family. A copy of the funeral notice to be provided.
- Special temporary exemption arranged.

In the case of any absences, students are to telephone Reception by 9:30am. Certified absences do not detract from a student's attendance record; however, four unexcused absences from a class may result in a meeting before the Academic Board.

Students may be given short breaks within class time, but they are not permitted to leave class early. Appointments for dentist visits etc. should be made outside class hours. In the event of unexpected circumstances, permission must be sought from a member of staff. Should permission be granted, students must sign off by:

- Obtaining a written request from parent/guardian with reasons why student should be allowed to leave early;
- Passing the Student Leave Form to the relevant lecturer for marking the roll.

One week's continual absence by a student, without notification, will be deemed as withdrawal from the Institute.

CONDUCT

While travelling to and from the Whitehouse Institute of Design, students are considered ambassadors and representatives of the Institute. Students at the Whitehouse Institute of Design are expected to behave as responsible young adults and independent learners, reflecting the quality of its graduates. The Whitehouse has an internal code of conduct for all students including but not limited to:

- Mobile phones or personal stereos are not permitted in classrooms.
- Eating in classrooms is not permitted.
- Institute telephones are available for emergencies only.
- Students are only permitted to enter staff offices when accompanied by a member of staff.
- Students are not to complete the work of other subjects in another lecturer's class.
- The Institute is a professional studio. Noise is to be kept to a minimum.
- No smoking is allowed on the Institute premises or outside the building.

Failure by a student to conduct herself / himself in an appropriate manner will result in an Incident Report form being completed. A copy of the form will be issued to the student involved as well as being placed on the student's file.

DISCIPLINARY MEASURES

The Institute reserves the right to take disciplinary action should a student's behaviour breach Institute or community codes.

- The grounds on which a student may incur disciplinary action include but not limited to:
- Intimidatory threat including acts of harassment and vilification
- Unacceptable or offensive behaviour which may include written material or verbal expression
- Disruption to class through persistent excessive noise or inappropriate behaviour, as well as refusal to cease irrelevant conversation or being persistently argumentative
- Misuse of equipment, acts of vandalism or graffiti
- Being under the influence of alcohol or any other banned substances
- Being in possession of a dangerous or deadly weapon
- Fighting or physical assault
- Academic misconduct including cheating, plagiarism etc.
- Failing to observe proper practices in regards to occupational health and safety

Disciplinary measures may include but not be limited to:

- A student's assessment and/or academic results being withheld
- A student being excluded from a particular class or facility
- A student being suspended from attending all classes for a period of time
- Permanent suspension

EQUAL OPPORTUNITY (ACCESS AND EQUITY)

The Institute has policies in place for Access and Equity and anti-discrimination. Discrimination (of staff or students) is prohibited towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

GRIEVANCE / APPEALS PROCEDURES

The Whitehouse Institute is committed to the provision of fairness and a caring attitude and proper avenues of redress for staff and student concern. As such, the Institute has developed a mediation and grievance resolution procedure which is supported by management and is made available to all staff and students.

A grievance is an issue raised by students or staff members that has a direct impact on them, and that is based on:

- Unlawful discrimination, including sexual harassment;
- Bullying or harassment;
- An academic or administrative decision that is claimed to be unfair and for which there is no other internal procedure, and no relevant internal industrial procedure.

Informal Resolution

In the event of a grievance/appeal, a student or staff member may seek an informal discussion of their grievance and speak directly with person/lecturer concerned to resolve the problem and/or seek the assistance of the Program Manager/or Student Administration Manager. Informal resolution often proves to be a quick and effective solution to a complaint and may be more likely to assist in the maintenance of working/study relationships

Formal Resolution

If the grievance cannot be addressed informally or is of a serious nature, then the complainant would need to lodge a written complaint, addressed to the Principal Executive Officer, which should include details such as:

- Who is the respondent(s)
- What happened
- When it occurred
- How the complainant feels
- What resolution is sought.

An appointment will be made with the Chief Executive Officer to discuss and hopefully resolve the matter. Should the issue not be resolved, an independent mediator will be sought through ACPET (Australian Council for Private Education & Training).

INDUCTION PROCEDURES

On the first day of course commencement, students complete an induction. The student induction includes:

- A tour of training facilities
- Introduction to relevant instructors and other students
- Issuing of course outline and assessments
- Supply of equipment requirements
- Occupational Health & Safety issues

ISSUING OF QUALIFICATIONS

The Institute issues qualifications when all assessment records and decisions have been agreed and endorsed by the Principal Executive Officer, as a qualification issued by the Institute is evidence of student competency.

The Institute issues qualifications for accredited training in accordance with the national requirements of the Australian Quality Training Framework. Full AQTF qualifications are only issued where all components of a qualification have been achieved. Where all components have not been achieved, a statement of attainment for units completed will be issued.

LIBRARY

The Librarian is in charge of the library facilities and activities.

Opening Hours:

Library is open to students Monday – Friday 8.30-6:00pm daily and Tuesday till 9:30pm. Students are able to use the library before and after college and during their break times without restriction. This may alter with short notice; all changes will be posted on the library news and events board or on the library door. Students are free to use the library during school hours as long as the librarian is present or a supervising member of staff. All students who access the library during class time, unless accompanied by a lecturer, are required to sign in and out of the library in the green sign in book.

Library rules

- Strictly no cutting, painting, pasting, patternmaking or other studio design work allowed in the library
- Strictly no food or drinks etc in the library
- Bags are to be left inside the library door
- Students must keep their valuables with them at all times
- Please consider others and switch off/ silence mobile phones when in the library
- Photocopying
- Students are able to purchase photo copy cards from the Librarian (min. charge \$5.00)

Costs:

- \$0.20 per A4 black & white copy
- \$0.40 per A3 black & White copy
- \$1.20 per A4 colour copy
- \$2.40 per A3 colour copy

PC use:

- PCs in the library are for research/ library use only
- A permission slip from a teacher is required to use the PCs during class times
- Copies can be printed from the PCs to the photocopier in the library - cost as above.

MAINTENANCE OF CLASSROOMS

At the conclusion of each lesson, students are to ensure that:

- Desks are left clean and orderly for the next class and chairs are positioned under desks.
- All rubbish is to be removed from desks and the floor and placed in the bins provided.

MATERIALS, RESOURCES AND EQUIPMENT

Students are expected to come prepared for each lesson and to have all materials and equipment ready five minutes prior to the scheduled lesson time. Costs of materials and supplies vary according to the program of study. Students should set aside funds for special art papers, fabrics and accessories. Advanced classes require additional materials and supplies and the costs are determined by the student's own choice of items.

Library resources are available for loan on the Institute premises only.

Any student breakages or losses are the financial responsibility of the student.

Art supply lists are available from the Institute with suggestions of where items may be purchased independent of the Institute. Art kits are available for purchase through the Institute.

OCCUPATIONAL HEALTH & SAFETY

The Whitehouse undertakes to provide facilities, which provide a safe learning environment in accordance with state and commonwealth legislative and regulatory requirements. Students are reminded to observe safe work practices when completing training activities, operating machinery or working with chemicals and are advised to familiarise themselves with information regarding hazard risks and emergency procedures.

Students should observe standard workplace principles for safety when moving or lifting any equipment. If in doubt, students should seek advice from lecturers or other senior members of staff. Students are required to report any damage to equipment or personal injury immediately to a lecturer or the Program Manager.

PLAGIARISM

Plagiarism is the presentation of the thoughts or works of another as one's own and is strictly prohibited. This may include but not limited to:

- copying or paraphrasing material from any source without due acknowledgment;
- using another's ideas without due acknowledgment;
- working with others without permission and presenting the resulting work as though it was completed independently

Offences of plagiarism will attract penalties which may vary from counselling and a warning, the deduction of marks for the assignment, to failure in the module. The penalty will depend upon the extent of the plagiarism, whether it is a first or repeated offence, whether there is evidence of deliberate deceit and whether advantage has been taken of another student.

PRIVACY INFORMATION

The Institute creates, receives and maintains records and information covering a variety of activities. This collection can contain information of a personal nature concerning students, staff, potential students etc. Depending on the purpose of each data collection the information may relate to assessment and academic progress, personal welfare and medical details, financial information and personal details such as address and age.

The information collected will be used only for the purpose for which it was provided, and to the extent required to fulfil the legitimate and authorised purposes of the Institute. The Institute will disclose such information only with the permission of the person concerned or as required or authorised by law.

RECOGNITION OF PRIOR LEARNING (RPL)

What is RPL?

Recognition of Prior Learning (RPL) is the process by which individuals can have their prior qualifications and informal learning recognised formally through assessment. In order to grant RPL the assessor must be confident that the skills and knowledge presented by the potential student is competent against the endorsed industry competency standards or outcomes specified.

Skills Recognition

Recognition of skills is offered to all potential Whitehouse students, aimed at assisting those who have previous experience or skills or gained formal recognition of relevant learning outcomes. These skills can be derived from previous

study either through school, college, training programs and/or life and work experience in a fashion, design, styling position or environment.

Credit Transfer

Credit transfer recognises previous learning undertaken at one institution or provider as being equivalent to the learning undertaken at another institution or provider. Credit transfer may be granted for individual modules, subjects and/or units of competency.

How do I check my skills against the course information?

The course information includes units of competency or learning outcomes, which outlines the skills and knowledge relevant to specialist industry requirements. You are considered competent when you are able to demonstrate these skills and knowledge.

In submitting an application for RPL for a module you will need to show evidence by mapping your previous study and/or work experience to show how you have already attained the skills required in that unit. You may be required to undertake an interview, or a practical assessment, skill demonstration or challenge activity if the evidence you have provided does not match the module learning outcomes.

What are the costs involved with RPL?

Whitehouse Institute of Design charges \$100(GST included) per module. Fees are non refundable, regardless of the outcome, therefore it is in your best interest to make sure you meet the requirements of RPL and prepare your application with great care.

What's involved in the Application Process?

There are a number of criteria to be met when assessing and recognising prior learning.

These are:

Validity - Evidence must cover the broad range of knowledge and skills required to demonstrate competence i.e. Can you demonstrate the skills required for the module?

Authenticity - Can you provide the evidence and can it be validated?

Sufficiency - Can you supply enough evidence to satisfy all elements?

Currency - Are the skills and/or knowledge you possess used in the workforce now?

How to apply for RPL?

1. Obtain a copy of the learning outcomes or competency standard/s you wish to be assessed against by contacting the Program Manager
2. Do a self-assessment whereby you compare your own skills with the learning outcomes or competency standards for which you wish to gain recognition.
3. Gather the evidence which should include relevant documentation such as original testamur of qualifications, academic details of courses completed and /or evidence of work achievements i.e. references, samples of completed work, statutory declarations etc. Original documentation must be sighted by the Program Manager or Assessor, or a certified copy of your academic transcript provided - handwritten or typed details will not be accepted unless on official letterhead and signed by an appropriate authority.
4. Complete and submit an Application for RPL from and attach all relevant documentation.
5. Include payment of Application Fee

Outcome Advised

Your application and evidence will then be assessed and you will be advised of the outcomes in a formal written response. The results will be recorded on your Academic Record and Qualification issued at the end of the course.

Appeals

Appeals to the decision must be made in writing to the Program Manager within 10 working days. The Coordinator will receive and assess any grievances by formal assessment. If further assessment is required by an external assessor applicants may be responsible for costs incurred.

STUDENT FEEDBACK

Students are asked to complete at least one evaluation form each year. Student feedback is invaluable in maintaining course quality and relevance and is reviewed by the Whitehouse Institute Academic Board as well as the Vocational Education and Training Accreditation Board (VETAB) as part of the quality assurance process.

STUDENT ACCESS TO PERSONAL RECORDS

Each student has a right of access to his or her academic record. All requests from individual students to view their student file should be referred to Student Administration who will make appropriate arrangements for supervised access. Due consideration will be given to any request to amend personal information held on file. The request may involve an alteration of a record or an addition of a record. However, due care must be taken that it will not be detrimental to the preservation or integrity of the record, for example, ensuring historical records are not altered or lost.

STUDENT SERVICES / WELFARE

Face to face guidance and counselling services are available to students who wish to discuss issues likely to affect their study. This may include student welfare, career and course decision making, academic issues, grievance and conflict resolution, personal counselling and in some instances may involve referrals to other professional support services. To make an appointment, please contact Program Manager and/or Student Administration Manager.

ACADEMIC POLICIES & PROCEDURES

ASSESSMENT PROCEDURES

All subjects offered are of a vocational nature and as such demonstrations of practical skill techniques are an essential part of each subject. To qualify for academic qualification all components of the syllabus must be successfully completed.

Depending on the module there are four possible assessment components:

- CLASS WORK
- ORIGINAL DESIGN WORK
- INTERNAL EXAMINATION
- RESEARCH AND/OR VISUAL DIARY

Class Work

All work undertaken in class will be assessed on a progressive basis. Students must remain up-to-date with their work to satisfy this formative requirement. The design industry primarily functions on deadlines. It is in your best interests for professional development to meet all deadlines and marking dates. Late work, absence and tardiness will affect the time needed to complete your work as also your assessment results.

Assignment sheets are distributed in class and thoroughly discussed with students. It is the student's responsibility to collect missed assignment sheets if absent from class. As far as possible, depending on delivery mode, due dates are scheduled to enable students to manage their workload. Students are, therefore, expected to adhere to Institute deadlines and immediately consult staff if they begin experiencing difficulties.

After completion of marking, the Institute will only hold submitted work for a period of two weeks. Work remaining after this time becomes the property of the Institute. The Institute is not responsible for work that is used for display purposes e.g. Open Day etc.

Original Design Work

Students produce original designs in response to the specifications of written design briefs. These may include designs for garments, accessories, textiles, interiors, furniture, fittings, graphics or other negotiated design applications created from conceptual ideas and detailed sketches on paper. Original designs are developed into finished and mounted illustrations and associated artwork, sample panels, models or storyboards suitable for inclusion in a professional portfolio. This work will be critiqued in class and students may be required to personally present their original designs to assessors. High calibre work will be selected for inclusion in Whitehouse Open Days etc.

Internal Examination

Please note that there is NO EXAMINATION for all Vocational courses undertaken at the Whitehouse Institute of Design.

However, all Whitehouse modules are internally examinable at the end of each semester. A successful pass in all modules plus satisfactory completion of vocational experience is required for the award of a AQF Qualification under the Australian Qualification Framework.

GRADING

Assessment results will be recorded as ‘Competent’ or ‘Not-Yet-Competent’. Grades only will be shown on your reports issued separately by the Whitehouse Institute of Design. The grading system is consistent with that used for all Whitehouse vocational courses and will reflect the following marks:

Grades	Marks	The quality of work that should be reflected by specific grades is:
A+	95 - 100	A - Work that is truly exceptional
A	85 - 94	
B+	78 - 84	B - Work that is excellent
B	70 - 77	
C+	65 - 69	C - Work is average
C	56 - 64	
D	50 - 55	D - Work is below average
F	0 - 49	F - Fail

To earn a C+ grade or above, students are required to:

- attend a minimum of 90% of classes
- attend every class on time and be prepared with the appropriate supplies
- hand assignments in on due dates
- participate in class discussion and critiques

REVIEW OF GRADES

A student may query the mark or grade awarded for a piece of assessment submitted during the semester or query a final assessment grade in any module. Please refer to Student’s Assessment Appeal for further information.

LATE WORK

Students are expected to hand in assignments on time. Due dates for assignments and projects are deadlines and any failure to make deadlines has consequences. In the event of students not meeting their assignment responsibilities the following points should be noted:

Assignments must be handed to the relevant lecturer on the due date together with the completed assignment/assessment sheet. Administration staff will not be responsible for assignments that are not handed directly to the appropriate lecturer.

It is the student’s responsibility to hand work in by the deadline. If the student is unable to attend the class, the work must be delivered by a friend or courier on the due date.

The student will have the opportunity to re-do and improve the assignment for a better grade provided it was initially handed in on time. This applies for a two-week period only, dated from the return of assignment.

Late work, unless accompanied by a Doctor’s certificate, will be eligible for a maximum grade of C (i.e. 55-59%).

Any work not submitted will be recorded in the roll book as “Not Submitted” by the lecturer. However, the subject syllabus requirements must be completed to obtain the academic qualification, therefore the student will be given a “Notice to Submit”. This work may attract a late marking fee of \$50.00 per module and is eligible for a maximum grade of D (i.e. 50-54%). If applied, the student must pay the late marking fee prior to handing the work to their lecturer, as well as attach the receipt to their Assignment/Assessment Sheet.

Work still not forthcoming after the final notice deadline will be deemed NOT YET COMPETENT for the component and the student will be notified by the Institute Board of the date and time for an interview before the board.

Requests for extensions due to illness etc. are only to be negotiated with the subject lecturer; and an Application for Extension must be completed by the student in writing, ten (10) working days before the submission date. All extension requests after this time, regardless of reason, will attract a penalty.

FAILED MODULES

Recorded grades become part of a student's PERMANENT SCHOLASTIC RECORD.

In the event of a student not qualifying for a Pass grade, the following points should be noted:

- Students who are deemed not-yet-competent will, at the discretion of the Academic Coordinator and Program Manager, be permitted to resubmit a piece of work or sit a post examination. This must be accomplished as soon as possible, but no later than four weeks after the due date of the original exam/assignment.
- In the event of a student not completing or reaching full competency in all modules of a course, the student will be issued with a Statement of Attainment for modules successfully completed.
- Under certain circumstances students, who are deemed not-yet-competent, can at the discretion of the Institute continue with the module at another time only if another delivery option is available.

Students are liable for any additional costs incurred e.g. re-marking, administration costs etc. Costs are determined by the Institute.

STUDENTS' RECORDS

Students' assessment and progress records are regularly reviewed and updated to insure that an accurate and complete account of their performance in the academic program is reflected in their permanent scholastic record.

Whitehouse reports and AQF qualifications will be withheld if tuition fees, administration fees or library books are outstanding.

Tertiary education policy designates that education and enrolment are between institution and student (if aged 18 and over). Except for students under 18, routine academic information is released strictly by the student's request and authorisation. For students over 18, no information will be released, even to a student's parent, without a written release form, signed by the student.

STUDENT'S ACADEMIC REPORTS

Students must be deemed competent i.e. a minimum of a pass grade, in all modules to successfully complete the course and attain the AQF qualification.

Any request for an explanation of the attendance reported, or grade you have been awarded, must be addressed within ten (10) working days of receipt of the report. The expectation is that you first appeal to the lecturer from whom you received the mark or, if unavailable, the Head of the Department. For further information, please refer to Student Assessment Appeals section below.

STUDENT'S ASSESSMENT APPEAL

Students who wish to query a mark or grade awarded for a piece of assessment submitted during the semester or query a final assessment grade in any module must refer to the following procedures:

Query of Assessment Results (other than Final Assessment Grade/Result)

Where a student considers that the assessed work for an individual assessment task has been unfairly or inappropriately assessed, the student or nominee shall follow the process below, taking step (a) within five (5) working days of notification of the results in that assessment task:

- a. contact the module assessor to discuss the matter;
- b. if dissatisfied with the result of the discussion in (a) above, contact the Program Manager for further discussion;
- c. If dissatisfied with the result of the discussions above, query the final grade as detailed below.

Query of Final Assessment Grade

A query of a grade shall be made in writing to the Academic Coordinator within ten (10) working days of the date of formal notification of the grade to the student. If, as a result of such query, it is deemed appropriate to vary the grade, the Academic Coordinator may make such variation in consultation with the Program Manager and Academic Board (or vice versa)

Student Administration shall formally notify the student in writing, normally within (ten) working days of the outcome of the query of an assessment grade.

SPECIAL CONSIDERATION FOR ASSESSMENT OR EXAMINATION

Students may apply for special consideration if they consider that illness or misadventure adversely affected their performance in an examination, assessment or submission or they were prevented from attending a formal examination or submission due to circumstances beyond their control, such as serious illness or hospitalisation.

A written request for special consideration, signed by an appropriate professional authority, such as a Medical Practitioner, Counsellor or Minister of Religion to be lodged with the Program Manager, who will take a few days to consider the application where it relates to an assessment item or formal examination. It is then the student's responsibility to contact the module/subject teacher to find out what action has been taken and any alternative assessment / examination that you may need to complete.

Please note that unless it can be proved that a student was prevented from applying for 'special consideration' by the due date, an appeal against the grade obtained (on the grounds of illness or misadventure) will NOT be accepted.

Deadlines

If you miss a formal examination entirely through illness or misadventure you must apply for an alternative examination by submitting a Request for Alternative examination illness/misadventure letter no later than three (3) working days after the date of the first examination missed.

BUSINESS NOTICES

FEES

It is a requirement of the Institute that all fees are paid in full and in advance prior to the commencement of study.

A position in any course can only be confirmed on submission of Application for Study and payment of enrolment fees, as well as a reservation deposit. The deposit is fully applied towards tuition and administration costs. If a position is allocated and processed, the payment is non refundable

Once a student's application is accepted and enrolment is processed and allocated, the student makes a commitment to complete the course of study and undertakes the financial liabilities for the full year

Fees must be paid in Australian dollars only either by personal or bank cheque, money order from the post office, direct bank deposit, EFTPOS or credit card (2% surcharge applies for electronic transactions). Cheques should be made payable to 'Whitehouse Institute of Design, Australia'. Cash payments exceeding \$150 cannot be accepted

Once fees are paid, they become subject to the conditions of the Refund Policy

Allocation of places is on a first come first come first served basis. As the resources of the Institute and class sizes are limited to a maximum of 26, students are advised to pay the balance of their fees at their earliest convenience. The final day for payment of the balance of fees is normally scheduled four weeks prior to the commencement of the course.

A Student will not be permitted to attend classes unless full payment has been made and confirmed by the Whitehouse Institute.

Late marking fees must be paid by the student to Accounts by the due date, prior to handing in assignments to their lecturer.

CHANGE OF ENROLMENT

Change of enrolment is subject to program availability and will not normally be considered after the program starts unless there is a compelling reason for the change. Should an enrolment change be approved; an administration fee of \$100.00 maybe payable.

REFUND POLICY

If you cancel your enrolment in writing 28 days or more before the course commencement date, prepaid tuition fees are refundable upon written request, less the reservation deposit. Your application for a refund must be made in writing to the Chief Executive Officer within 14 days of cancellation and will be paid within 28 days of our receipt of your claim

Tuition fees are non-refundable within 28 days or once the course has commenced, withdrawal or deferment does not warrant a refund. Application for consideration of refund in exceptional circumstances will be considered on an individual basis at the discretion of the Chief Executive Officer.

Failure to lodge notification of withdrawal will result in the tuition liability remaining and the appropriate debt recovery actions will be enforced

No refund will be granted to a student whose enrolment is terminated for failure to comply with Whitehouse policies including, but not necessarily limited to, withdrawal without notification, bad behaviour and unsatisfactory progress

If the course does not start on the notified starting date, or if the course ceases to be provided before it is completed, or if the course is not provided in full (known as 'provider default'), refunds will be paid within 14 days of the provider default. The Whitehouse Institute may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course fees. Where the student agrees to this arrangement, the Whitehouse Institute will not be liable to refund the money owed for the original enrolment

This policy does not remove your right to take further action under the consumer protection laws of Australia or to pursue other legal remedies

SCHEDULE OF MISCELLANEOUS FEES

Change of Enrolment	\$100.00
Application for Recognition of Prior Learning	\$100.00 per unit
Late Marking Fees per assessment task	\$ 50.00
Dishonoured Cheque	\$ 50.00
Re-issue of a Qualification*	\$ 50.00
Re-issue of a Statement of Attainment*	\$ 30.00
Re-issue of an Academic Transcript*	\$ 20.00
Re-issue of a receipt*	\$ 15.00

Requests must be made in writing and include current address and contact details. Fees are payable at the time of application and in advance.

All prices are GST inclusive

ADDITIONAL INFORMATION

Except where otherwise stated: regular classes run from 6:00pm - 9:00pm each Tuesday, with a break of fifteen minutes. Where some class times alter, timetables for different modes of delivery will indicate such changes.

All classes are subject to cancellation if minimum numbers are not reached.

Accredited curricula are fixed, but lesson content, timetables, lecturers and fees are subject to change without notice.

Any accounts for extra-curricular workshops and/or short courses are to be paid in full in advance prior to commencement of class.

To enable teaching and/or administration staff to effectively communicate important subject/assessment and/or Institute information to you, students are reminded to inform Whitehouse of any change or update to their contact (email and or phone) or address information. NO responsibility will be taken by Whitehouse due to non-delivery of written communication, academic transcripts or certificates due to incorrect contact/address details.

Personal belongings and work displayed shipped or transported are the responsibility of each student and must be clearly labelled and insured by the student. This condition includes competitions, promotions and activities supported by the Whitehouse Institute in which students are involved.

Telephone calls or messages for students will only be taken in emergency situations.

The Whitehouse Institute of Design accepts no responsibility for goods/articles left on the premises.

The Whitehouse Institute of Design reserves the right to use students' work, which has been prepared as part of the curriculum, for promotional purposes.

Students who enter competitions under the Whitehouse Institute of Design banner must have all designs approved by the Institute prior to submission. There are no exceptions.

Administration requires at least 48 hours notice in relation to requests for stamping of letters of attendance, re-issuing of academic reports, stamps etc.

WHITEHOUSE INSTITUTE OF DESIGN, AUSTRALIA

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