

# WHITEHOUSE of design, australia

| FOREWORD  | 3  |
|---|----|
| MISSION STATEMENT   | 4  |
| WHITEHOUSE INSTITUTE PHILOSOPHY   | 4  |
| CERTIFICATE IV IN DESIGN (CUA40715) – FOUNDATION for PROFESSIONAL PORTFOLIO DEVELOPMENT | 5  |
| QUALIFICATION OVERVIEW  | 5  |
| COURSE STRUCTURE  | 5  |
| ATTENDANCE PATTERNS   | 6  |
| ENTRY REQUIREMENTS  | 6  |
| COURSE COMPLETION   | 6  |
| PREREQUISITES   | 6  |
| DELIVERY AND ASSESSMENT   | 6  |
| BUSINESS NOTICES  | 7  |
| 2019 FEE SCHEDULES  | 7  |
| FEE PAYMENT   | 7  |
| CANCELLATION AND REFUND POLICY  | 7  |
| ENROLMENT AND UNIQUE STUDENT IDENTIFIER (USI)   | 7  |
| PRIVACY   | 8  |
| WHITEHOUSE INSTITUTE OF DESIGN GENERAL INFORMATION                                      | 8  |
| COURSE INDUCTION  | 8  |
| COMMUNICATION   | 8  |
| MATERIALS, RESOURCES AND EQUIPMENT  | 9  |
| MAINTENANCE OF CLASSROOMS   | 9  |
| STUDENT ACCESS TO SUPPORT SERVICES  | 9  |
| STUDENT FEEDBACK  | 10 |
| ISSUING OF QUALIFICATIONS   | 10 |
| CONDUCT   | 10 |
| ACCESS AND EQUITY   | 10 |
| PLAGIARISM  | 10 |
| GRIEVANCE / APPEALS POLICY  | 10 |
| WORK HEALTH & SAFETY  | 11 |
| ATTENDANCE  | 12 |
| COURSE WITHDRAWAL   | 13 |
| RECOGNITION OF PRIOR LEARNING (RPL)   | 13 |
| ASSESSMENT  | 13 |
| UNSUCCESSFUL COMPLETION OF UNITS OF COMPETENCY  | 13 |
| ASSESSMENT RECORDS AND REPORTS  | 13 |
| STUDENT ACCESS TO PERSONAL RECORDS  | 13 |
| DISCLAIMER  | 13 |



## **FOREWORD**

It gives me great pleasure to welcome you to Whitehouse Institute of Design, Australia. This handbook has been designed as a reference directory for students studying Certificate IV in Design (CUA40715)—Foundation for Professional Portfolio Development. 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.

LEANNE WHITEHOUSE

Gistel

Managing Director



#### MISSION STATEMENT

"Whitehouse Institute prepares graduates for careers in the creative industries as designers in fashion, styling & creative direction and interior design. Specialised design skills and knowledge are developed through the Institute's teaching and learning programs, and collaborations with commerce, industry and cultural organisations. 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."

Whitehouse Mission Statement: approved by Academic Board 2012.

#### WHITEHOUSE INSTITUTE PHILOSOPHY

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 central business districts where students have the opportunity to observe and participate in a creatively dynamic and multicultural environment. In this respect, 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.

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 teachers 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 Whitehouse Institute of Design, Australia.



# CERTIFICATE IV IN DESIGN (CUA40715) – FOUNDATION FOR PROFESSIONAL PORTFOLIO DEVELOPMENT

## **QUALIFICATION OVERVIEW**

Whitehouse Institute of Design provides high quality training and assessment that complies with the *Standards* for Registered Training Organisations (RTOs) 2015.

Certificate IV in Design (CUA40715) – Foundation for Professional Portfolio Development – is an introductory programme which provides students with a broad range of technical and conceptual design skills and the ability to prepare a Professional Portfolio. Seminars throughout the programme focusing on professional practice within creative design environments and contextual understanding of design will further underpin this experience.

Upon successful completion of this program students will achieve a Certificate IV in Design (CUA40715) and will qualify for direct entry into the Whitehouse Institute of Design Australia Bachelor of Design with specialisations in Fashion Design, Interior Design or Creative Direction and Styling. They will also be eligible for direct entry into Stage One of the BA Fashion Course at the University of Northampton UK.

This qualification is CRICOS registered – CRICOS Course Code: 093757G - , thus International Students on a temporary stay or student visa are eligible to enrol in the program. It will be delivered at Whitehouse Institute of Design, Australia's New South Wales and Victorian campuses.

## **COURSE STRUCTURE**

The units of competency in the Certificate IV in Design (CUA40715) have been structured and sequenced to ensure the sound pedagogical development of skills over the duration of the course. Some units have been clustered for delivery and assessment. For example content of BSBWHS201 *Contribute to health and safety of self and others* is incorporated throughout the program. The course has 7 core units and 8 elective units. The course structure is outlined in the table below.

| CORE UNITS (Common) |  |  |
|---------------------|--|--|
| BSBCRT301           | Develop and extend critical and creative thinking                |  |
| BSBDES305           | Source and apply information on the history and theory of design |  |
| BSBDES401           | Generate design solutions  |  |
| BSBDES402           | Interpret and respond to a design brief                          |  |
| BSBWHS201           | Contribute to health and safety of self and others               |  |
| CUAACD 401          | Integrate colour theory and design processes                     |  |
| CUAPPR401           | Realise a creative project                                       |  |
| ELECTIVE UNITS      |  |  |
| BSBCRT401           | Articulate, present and debate ideas                             |  |
| BSBDES403           | Develop and extend design skills and practice                    |  |
| BSBDES301           | Explore the use of colour  |  |
| CUAACD301           | Produce drawings to communicate ideas                            |  |
| CUAACD302           | Produce computer-aided drawings                                  |  |
| CUADRA401           | Experiment with techniques to produce drawings                   |  |
| CUAILL401           | Develop and refine illustrative work                             |  |
| ICPPRP325           | Create graphics using a graphics application                     |  |



## ATTENDANCE PATTERNS

The course is 600 hours in duration and is delivered in a variety of attendance patterns, including full time and part time attendance. Hours are divided between face to face delivery and independent and online study undertaken by the student. A breakdown of face to face and independent study hours is included in individual assessment briefs and in the course guide.

# **ENTRY REQUIREMENTS**

The minimum entry requirement for the Certificate IV in Design (CUA40715) – Foundation for Professional Portfolio Development course, is completion of Year 10 or equivalent.

Overseas applicants must be 18 years of age or older at the time of course commencement and must have achieved an English academic standard of IELTS 5.5, no band score under 5.0 (TOEFL 46 – 59 or equivalent).

If the number of applicants exceeds the number of available places a selection procedure based on evidence of design aptitude will be implemented.

Recognition of prior learning (RPL) policies and procedures apply, as outlined under the heading "Recognition of Prior Learning (RPL) and Credit Transfer".

## COURSE COMPLETION

Completion of the Certificate IV in Design (CUA40715) – Foundation for Professional Portfolio Development requires students to successfully complete all 15 units of competency.

Students are expected to:

Attend all face-to-face classes

Submit all assessment tasks for marking at the required time and as specified in the project briefs

Participate in class activities and engage with their work

Fulfil the required amount of independent study as specified in the project briefs

Abide by the Whitehouse Code of Conduct at all times.

## **PREREQUISITES**

There are no prerequisites identified for any of the units of competency in this qualification.

## DELIVERY AND ASSESSMENT

A range of teaching and learning strategies will be used to deliver the units of competency, including:

Lectures

Practical demonstrations

Practical tasks

Peer critique

Group work

Presentations

Activities in a studio environment (simulated work environment)

Independent study and research

Written work

Assessments are varied and require evidence of visual research and submission of practical tasks, written assignments and presentation portfolios. Students will be required to participate in individual and group presentations to discuss and reflect on the development of concepts and final designs.



## **BUSINESS NOTICES**

## 2019 FEE SCHEDULES

The total tuition fee for the Certificate IV in Design (CUA40715) is \$10,380. This includes a mandatory fee of \$400.00 for the art kit and materials and a non-refundable deposit of \$500. Payment of the \$500 deposit is required when you submit your application. The fees are in Australian Dollars and inclusive of GST where GST is applicable. Tuition fees are not transferable to another student or another institution.

The A2 Whitehouse Logo Art Bag is optional at an additional cost of \$85.00 to the student.

The Tuition fee does not include travel/living/accommodation or Overseas Student Health Cover costs that may apply.

## NEW SOUTH WALES AND VICTORIA - SCHEDULE OF MISCELLANEOUS FEES

| Change of Enrolment                           | \$100.00          |
|---|-------------------|
| Application for Recognition of Prior Learning | \$250.00 per unit |
| Late Marking Fees per assessment task         | \$ 50.00          |
| Dishonoured Cheque                            | \$ 50.00          |
| Late marking fee                              | \$100.00          |
| 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          |

**Note**: Miscellaneous fees are payable at the time they become applicable

#### **FEE PAYMENT**

Fees can be paid by cheque/money order (payable to Whitehouse Institute of Design, Australia), Direct Debit, Visa, MasterCard or EFTPOS (EFTPOS can be paid in person at the Sydney campus only). A 0.87% surcharge applies for payment by credit card and EFTPOS.

Fees must be paid by the published Administrative Date. A late fee penalty of \$20.00 per day will apply for all overdue fees, dated from the due date.

Once fees are paid, the Whitehouse Institute Cancellation & Refund Policy applies. Details regarding how the policy applies to this course are outlined below under "Cancellation and Refund Policy."

# CANCELLATION AND REFUND POLICY

A student needs to notify Whitehouse Institute Administration in writing if they decide to withdraw from the course.

Details about course withdrawal can be found in the Whitehouse Institute of Design Cancelation and Refunds Policy.

# ENROLMENT AND UNIQUE STUDENT IDENTIFIER (USI)

Students should complete and submit an enrolment form only after they have read and understood the content of this handbook. Any questions can be directed to the VET Course Coordinator at either the Sydney or Melbourne Whitehouse Institute campus.

From 1 January 2015, domestic and international students undertaking nationally recognised training are required to have a USI in order to receive a qualification or statement of attainment. The USI is a 2019\_CUA40715\_Student



reference number that allows all students undertaking vocational education and training in Australia to access their training results from all providers including all completed units of competency and qualifications. If you have not yet obtained a USI you can apply for it directly at <a href="http://www.usi.gov.au/create-your-USI/">http://www.usi.gov.au/create-your-USI/</a>.

If you would like Whitehouse Institute of Design to apply for a USI on your behalf you must authorise us to do so and declare that you have read the USI <u>privacy notice</u>.

Whitehouse Institute will need to verify your identity and apply for the USI on the national Document Verification Service (DVS) managed by the Attorney-General's Department. Suitable proof of identity documents include an Australian Passport, an Australian Birth Certificate, an Australian Driver's Licence, a Medicare Card, a Certificate of Registration By Descent, a Citizenship Certificate, or an ImmiCard.

More information about the USI can be accessed at www.usi.gov.au/students

## **PRIVACY**

The Whitehouse Institute <u>Privacy Policy</u> outlines how the Institute handles and protects personal information of students.

## WHITEHOUSE INSTITUTE OF DESIGN GENERAL INFORMATION

## **COURSE INDUCTION**

On the day of course commencement, students attend an induction, which includes:

A tour of training facilities

Introduction to relevant instructors and other students

Issuance and explanation of the CUA40175 Certificate IV in Design – Professional Portfolio Development Handbook

Issuance of course outline and assessments

Information about applying for recognition of prior learning

Supply of equipment

Outline of Work Health & Safety requirements

Instructions on accessing and using the Student Portal

## COMMUNICATION

# **Student contact details**

Students must ensure that Whitehouse Institute has their current contact details, including phone number/s, email address, address and emergency contact details.

Whitehouse Institute uses the student's email address as the primary means of communication. It is important that students regularly check their inbox for updates.

## **The Student Portal**

The Student Portal provides students with access to a range of information and services related to their course, including but not limited to current timetables, library catalogue and resources, learning resources, policies and procedures and student support services. It is also used for submission of assessment tasks.

## **Communicating with teachers**

Teachers will advise students of their preferred method of contact outside of class time. Please note that you are expected to avoid inappropriate relationships with staff members, including relationships on social media.



## MATERIALS, RESOURCES AND EQUIPMENT

As noted under the heading '2018 Fee Schedules,' an Art Kit and basic materials is required and costs AUD\$400 in addition to the tuition fee. You will need to pay for any replacement stock required for your Art Kit well as any additional materials you choose to use in response to the various design briefs you work on.

All digital design classes are delivered in the latest version of ADOBE Creative Cloud. ADOBE Creative Cloud is accessed through a software subscription that you sign up for online. You will be eligible to apply for special student pricing once you have received confirmation of enrolment and have been issued with a student email address. All students are to have signed up for the latest version of ADOBE Creative Cloud before the commencement of studies or at orientation.

You will have free access to scanning up to A3 size on campus – as long as the materials being scanned relate directly to the Certificate IV in Design program.

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

Any breakages or losses of tools or equipment belonging to Whitehouse Institute caused by a student are their financial responsibility.

#### 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 on top of desks.

All rubbish is to be removed from desks and the floor and placed in the bins provided.

## STUDENT ACCESS TO SUPPORT SERVICES

## Counselling and other professional support services

Whitehouse Institute of Design provides students with access to range of professional support services, including assistance with career and course decisions, counselling, academic advice and assistance with complaint and grievance resolution.

Students requiring assistance should discuss their needs with the VET Student Coordinator.

## Library

The Library Officer is in charge of the library facilities and activities.

As previously stated the library is well resourced and students have full access to a range of specialist books, magazines and specialist design databases to assist them with their studies. Students can also access support for academic skills.

# **Opening Hours:**

The Whitehouse Institute Library opens at 8:30am daily. Closing times vary. Students are free to use the library before and after college and during their break times without restriction, as long as the Library Officer or a supervising member of staff is present. Occasionally Library access times alter with short notice; all such changes will be posted on the library news and events board or on the library door.

As previously stated, library resources are available for loan on Whitehouse Institute premises only. In addition to books, magazines and a number of specialist design databases, the library also has some cameras, light boxes and projectors for loan to use on the premises.

# Library rules:

As a mark of respect for and courtesy to all staff and students at Whitehouse Institute students are expected to:



Refrain from cutting, painting, pasting, patternmaking or other studio design work in the library

Keep their valuables with them at all times

Switch off/silence mobile phones when in the library

Ask Library staff for assistance with photocopying and printing.

#### PC use:

PCs in the library are for research/library use only.

Documents can be printed from the PCs to the photocopier in the library; ask the Library staff for assistance.

## STUDENT FEEDBACK

Students are asked to complete at least one course evaluation form while undertaking the course. Student feedback is reviewed by the VET Student Coordinator, the Whitehouse Institute Academic Board, and the Australian Skills Quality Authority (ASQA) as part of the quality assurance process and is invaluable in maintaining course quality and relevance.

## **ISSUING OF QUALIFICATIONS**

Whitehouse Institute issues qualifications for accredited training in accordance with the national requirements of the Australian Quality Framework (AQF) and the Australian Quality Skills Authority (ASQA). AQF Qualifications are only issued after all components of a qualification have been successfully completed. When a qualification has not been completed, a Statement of Attainment for units of competency successfully completed will be issued.

Whitehouse Institute can only issue a qualification or a statement of attainment if it has the student's USI on file.

## **CONDUCT**

Students are expected to adhere to the Whitehouse Institute <u>Code of Conduct</u> by demonstrating professional, courteous, and respectful behaviour at all times. It is important to note that Whitehouse takes a zero-tolerance approach to sexual assault, sexual harassment and other forms of harmful misconduct.

# **ACCESS AND EQUITY**

Whitehouse Institute upholds the principles of access and equity with respect to students and staff as outlined in its Access and Equity Policy.

# **PLAGIARISM**

Plagiarism is the presentation of the thoughts or works of another as one's own and is strictly prohibited. Plagiarism may include but is 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 and may include counselling and a warning, resubmission or suspension. 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.

# **GRIEVANCE / APPEALS POLICY**



Whitehouse Institute acknowledges the right of students to be able to raise and have addressed academic grievances and appeals fairly, impartially, transparently and in a timely manner, as outlined in its <u>Academic Grievance and Appeals Policy</u>. They can lodge informal and/or formal grievances and appeals.

## WORK HEALTH & SAFETY

Whitehouse Institute undertakes to provide a safe learning environment in accordance with state and commonwealth legislative and regulatory requirements. Students are required to familiarise themselves with information regarding hazards, risks, risk minimisation and emergency procedures. They are also required to observe safe work practices when participating in training and assessment activities, including operating machinery, working with hand tools and working with hazardous materials and chemicals.

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, the VET Student Coordinator or any other Whitehouse Institute staff member.

# General Studio Safety and housekeeping:

Students are required to:

Wear enclosed footwear at all times

Wear appropriate clothing

Use equipment only after they have been trained and deemed competent

Refrain from eating or drinking in studio spaces

Refrain from smoking in the building at any time

Minimise risk to themselves and others by.

Good housekeeping is important in order to minimise risk in studio/workplace areas. Students need to:

Clean up any spills immediately

Keeping studio spaces clean and organized at all times

Wipe down work surfaces after session is finished

Ensure access to emergency items, such as fire blankets and or extinguishers, is clear

Keep emergency exits or pathways clear at all times

Ensure they have sufficient clear space to work safely

Keep all electrical cables and cords out of the way of their work space

Report any hazards immediately to a Whitehouse Institute staff member.

## Hazardous substances and chemicals

The main hazardous substances that students may handle in workshops and studio areas include:

Some paints and inks

Spray paints and fixatives

Glues and adhesives.

To minimise risk from the use of these substances it is important that students:

Reseal containers immediately after use

Only keep substances in correctly labelled containers. When storing ensure label can be read

Never keep substances in food or drink containers

Refrain from eating or drinking while working

Wash hands and nails thoroughly after working

Always clean up after themselves.

## Working with scissors and knives/blades

When using scissors/knives or blades it is important those students:

Appropriately dispose of and not use damaged or defective scissors, blades or knives

Do not carry sharp tools in their pockets

Ensure they have a safe and good grip of the tool before using it

Keep their hands and fingers away from sharp edges



Ensure scissors, blades and knives are stored in a manner that does not pose a risk to themselves or others.

# Working with glue and adhesives

When working with glues and adhesives it is important that students:

Always read and follow manufacturer's use and safety instructions

Work in a well-ventilated area and avoid inhaling hazardous vapours

Cover glues and adhesives when not in use

Clean up any spills immediately

Never eat, drink or smoke when using these substances

Wash hands and nails thoroughly after working

Always clean up after themselves

# **Trips and Falls**

Students can reduce the risk of trips and falls by:

Wearing appropriate and safe footwear

Cleaning up spills

Ensuring electrical cords do not run across traffic areas

Ensuring bags, portfolios and other objects do not pose trip hazards in aisles, stairwells or other areas in which there is foot traffic

Reporting trips and falls to Whitehouse Institute staff.

# **Injuries and Other Incidents**

Students must report injuries and other incidents to a Whitehouse Institute staff member as soon as practical after the event.

#### First Aid

If a student is injured on campus they must:

Seek immediate first aid or medical attention and

Report the injury to a Whitehouse Institute staff member as soon as practicable after the event.

First Aid officers are on hand in the building during the day. In case of an accident or injury students will be treated by a first aid officer. Unless otherwise notified in advance Whitehouse Institute staff will only contact parents/guardians where relevant should the injury warrant further medical attention, if the student is too ill to continue class or if they express a wish to go home.

#### Fire

In case of fire personal safety is a student's first priority

Never let a fire get between you and the exit

If you discover a fire alert people nearby and enlist their help

Raise an alarm and evacuate the building.

# **Contacting Emergency Services**

In case of an emergency phone an outside line.

Melbourne campus Dial "0"

**Sydney campus** press Line 2, or 3, 6 or 7

Then for:

Ambulance, Police, Fire Brigade - 000

Poisons Information Centre - 131 126

Sydney - St Vincent's Hospital Emergency Department - (02) 8382 1111

Melbourne - The Royal Melbourne Hospital - (03) 9342 7000

# **ATTENDANCE**



Students are expected to attend all lessons, to arrive on time and to remain in class for the duration. They are expected to come prepared for each lesson and to have all materials and equipment ready prior to the scheduled lesson time. They may be given short breaks during class time.

## COURSE WITHDRAWAL

The Whitehouse Institute of Design Withdrawal and Deferment Policy makes provision for students wishing to withdraw from or defer enrolment in a course.

## RECOGNITION OF PRIOR LEARNING (RPL)

The Whitehouse Institute of Design <u>Academic Credit/Recognition of Prior Learning Policy</u> provides for individuals to have their prior study and informal learning recognised formally through assessment. Students should submit applications for RPL before they commence their course.

## **ASSESSMENT**

The Certificate IV in Design (CUA40715) requires successful completion of all units of competency. All units of competency have a practical component that requires demonstration of practical skills and techniques. The Whitehouse Institute of Design <u>VET Assessment Policy</u> outlines the principles of assessment relating to this course.

## UNSUCCESSFUL COMPLETION OF UNITS OF COMPETENCY

If it appears that a student is at risk of not successfully completing a unit of competency, Whitehouse Institute will immediately notify the student and will provide them with written advice of the tasks or action to be undertaken to achieve competency. If the student is under 18 their parent/guardian will also be advised and asked for acknowledgement of receipt of the warning. If the tasks or actions are not satisfactorily completed a follow-up warning letter will be issued.

In the event that a student does not complete or achieve competency in all units of competency in a course, the student will be issued with a Statement of Attainment for units of competency successfully completed.

At the discretion of Whitehouse Institute and providing another delivery option is available within the enrolment timeframe, a student who has not achieved competence in a unit of competency can attempt to achieve competency at another time.

# ASSESSMENT RECORDS AND REPORTS

Whitehouse Institute maintains accurate academic records and progress reports.

Upon completion of the course students will be issued with either the qualification statement or statement of attainment for completed units.

## 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.

### **DISCLAIMER**

Should Whitehouse Institute of Design, Australia make any changes to the agreed services, including any third party arrangements or change in ownership, the students will be advised as soon as practicable. Whitehouse will make every effort to ensure that each student can continue their training. If you have completed your qualification you will be issued with a testamur and record of results. If



you have not yet completed your qualification you will be issued with a statement of attainment for completed units of competency.

In accordance with the *Standards for Registered Training Organisations (RTOs) 2015*, students have a right to obtain a refund for services not provided the Whitehouse Institute of Design in the event that the arrangement is terminated early or Whitehouse fails to provide the agreed services.



# WHITEHOUSE INSTITUTE OF DESIGN, AUSTRALIA

Whitehouse Institute Pty Ltd trading as Whitehouse Institute of Design, Australia

RTO No. 91319

CRICOS Provider Code: 02863C www.whitehouse-design.edu.au enquiry@whitehouse-design.edu.au 1300 551 433 (toll free from Australia)

# **Sydney Campus**

2 Short Street SURRY HILLS NSW 2010 02 9267 8799

# **Melbourne Campus**

Level 4, 672 Bourke Street Melbourne VIC 3000 03 9600 3625

Cover Design – Barbara Xultan