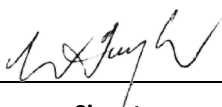
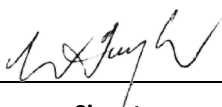
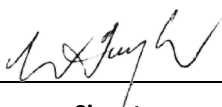


<b>Policy Name</b>	<b>ACADEMIC APPEALS POLICY</b>
<b>Policy Number</b>	<b>A005_PO_VET (Academic)</b>
<b>Purpose</b>	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> <li>acknowledge the right of students to raise and have addressed academic grievances and appeals.</li> </ul>
<b>Scope</b>	<p>This policy applies to all students, employees and contractors involved in the provision of teaching and learning in vocational education and training courses at the Whitehouse Institute of Design, Australia (Whitehouse).</p>
<b>Policy Statement</b>	<p>Whitehouse will work to ensure that an academic grievance and appeals process is conducted:</p> <ul style="list-style-type: none"> <li>fairly</li> <li>impartially</li> <li>transparently, and</li> <li>in a timely manner.</li> </ul> <p>All students have the right to lodge informal and/or formal grievances and appeals against academic or administrative decisions affecting them.</p> <p>Any grievances, complaints and appeals will be taken seriously and handled professionally and in accordance with the Whitehouse VET Academic Grievance and Appeals Procedures in order to achieve a prompt resolution.</p> <p>There is a clear and transparent step by step procedure for the resolution of grievances and appeals.</p> <p>A student may seek assistance and advice in relation to the appeals process from the Campus Wellbeing officer, which will direct them to the appropriate procedures.</p>
<b>Relevant Legislation</b>	<ul style="list-style-type: none"> <li><a href="#">Higher Education Support Act (2003)</a></li> <li><a href="#">Standards for Registered Training Organisations (RTOs) 2015</a></li> <li><a href="#">Student Identifiers Act 2014</a></li> <li><a href="#">Australia Qualifications Framework (AQF)</a></li> <li><a href="#">Education Services for Overseas Students Act 2000</a> (ESOS)</li> <li><a href="#">Commonwealth Register of International Courses for Overseas Students</a> (CRICOS)</li> <li>Department of Fair Trading (<a href="#">Victoria</a>) (<a href="#">NSW</a>)</li> <li><a href="#">Administrative Appeals Tribunal</a></li> </ul>
<b>Key Related Documents</b>	<p>Academic Appeals Procedure (VET)</p> <p>Code of Conduct</p> <p>Selection and Admission Policy (VET)</p> <p>Selection and Admission Procedure (VET)</p> <p>Assessment Policy (VET)</p> <p>Assessment Procedure (VET)</p> <p>Recognition of Prior Learning Policy (VET)</p>

	Recognition of Prior Learning Procedure (VET) Relevant Student Handbook						
<b>Definitions</b>							
<b>Responsible Officer</b>	Academic Director						
<b>Approval Authority/ Authorities</b>	Joint Executive Directors Academic Board						
<b>Date Approved</b>	17/08/2018						
<b>Date of Commencement</b>	17/08/2018						
<b>Date for Review</b>	17/08/2021						
<b>Documents superseded by this Procedure</b>	Academic Grievance & Appeals Policy and Procedure (23/03/2017)						
<b>Amendment History</b>	08/2018 Policy re-branded, renamed and reformatted.  02/2017 Policy and Procedures separated, and higher education and vocational education and training documents separated and updated.						
<b>Signed and dated for Whitehouse Institute Pty Ltd</b>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 40%;"></td> <td style="text-align: center; width: 30%;"><u>Les Taylor</u></td> <td style="text-align: center; width: 30%;"><u>18/08/2018</u></td> </tr> <tr> <td style="text-align: center;"><b>Signature</b></td> <td style="text-align: center;"><b>Name</b></td> <td style="text-align: center;"><b>Date</b></td> </tr> </table>		<u>Les Taylor</u>	<u>18/08/2018</u>	<b>Signature</b>	<b>Name</b>	<b>Date</b>
	<u>Les Taylor</u>	<u>18/08/2018</u>					
<b>Signature</b>	<b>Name</b>	<b>Date</b>					

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
<b>Category</b>	Academic
<b>Stakeholders</b>	Academic Staff Students