

STUDENT HANDBOOK 2020

BACHELOR OF DESIGN

**WHITEHOUSE
INSTITUTE OF DESIGN,
AUSTRALIA © EST. 1988**

TABLE OF CONTENTS

		Academic Progress	12
BEING A WHITEHOUSE STUDENT	3	G-SUITE: GOOGLE FOR EDUCATION	13
BACHELOR OF DESIGN	4	Google Classrooms	13
Course Structure	4	The Student Portal	13
BACHELOR OF DESIGN PROGRAM	6	Student Services and Amenities Fee (SS&AF)	13
PRINCIPLE STUDY DATES	7	STUDENT WORK	14
The Academic Calendar	7	Free Intellectual Inquiry	14
Administration Date	7	Whitehouse Use of Student Work	14
Assessment Due Date	7	Ownership	14
Census Date	7	Academic Honesty and Integrity	14
Open House and Graduate Exhibition & Fashion Runway Dates	7	Academic misconduct	14
CODE OF CONDUCT	8	ASSESSMENT	15
STUDENT WELFARE	8	Assessment Requirements	15
Consultations with Staff	8	Assessment – Grading	15
Grievances & Complaints	8	Submission of Work	15
Mental & Physical Health	8	Late Submission	16
Serious Medical or Other Condition	9	Resubmission	16
Disability Support	9	Extension	16
Academic Support	9	Special Consideration	16
Emergency Support	9	Reasonable Adjustment	17
Other Support Services	9	Assessment Appeals	17
TUITION ASSURANCE	9	Your Student Results	18
INTERNATIONAL STUDENTS	9	STUDENT AND GRADUATE OPPORTUNITIES	18
Overseas Student Health Cover (OSHC):	9	Exhibitions Graduate Exhibitions	18
Contact details	10	Student Awards and Recognition	18
Attendance	10	Competitions	18
Progression	10	Industry Liaisons	18
Financial matters	10	Exchange Programs	19
Visa and Immigration matters	10	Alumni	19
Support Services	10	Student Representative Council	19
COMMUNICATING	11	Student meetings	19
Use of Social Media	11	BUILDING ACCESS	19
Communicating with Staff	11	RECEPTION	19
Student and Graduate Experience Surveys	11	LIBRARY	20
COURSE OUTLINES	11	Library Hours	20
ATTENDANCE & PROGRESSION	12	General Information	20
Class Attendance	12	Library Catalogue	20
		Online Databases	20
		Loans	20
		NON-TUITION FEES	20
		Late Fees	20

TABLE OF CONTENTS

Lost/Missing Books	21	Student Information Security & Management	24
Scan / Photocopying / Print	21	Authority to Disclose	24
Binding	21	Fees	24
PC Use	21	Enrolment and Resumption of Studies	24
COURSE KITS & MATERIALS	21	Students under 18 at Enrolment	25
SAFETY ON CAMPUS	21	Deferral Leave of Absence	25
ACCIDENTS & INCIDENTS	21	Course Withdrawal	25
EQUIPMENT	22	Academic Transcripts Testamur	26
Wi-Fi	22	Graduation Conferral of Award	26
Whitehouse Equipment	22	Changes to Agreed Services	26
Defective Equipment	22	WHITEHOUSE STAFF	26
CLASSROOMS	22	WHITEHOUSE POLICIES & PROCEDURES	26
STORAGE	22		
Lockers	22		
Exhibitions	23		
EMERGENCY PROCEDURES	23		
Evacuation	23		
SAFETY IN THE PRECINCT	23		
Stranger Danger	23		
Sydney	23		
Melbourne	23		
CONDITIONS OF ENROLMENT	24		
Your contact details	24		
Emergency Contacts	24		

BEING A WHITEHOUSE STUDENT

Welcome to all 2020 new and returning students at Whitehouse Institute of Design, Australia.

Studying a nationally endorsed and accredited course is a serious commitment. If you fully engage and participate in all aspects of your learning and campus activities, you will have a good chance of successfully completing your course.

Whitehouse courses are challenging and demand your creative input. The content also includes skills and knowledge related to the principles, ethics and etiquette of business when working as a designer. A good designer has an open mind, unique creative knowledge and skills as well as awareness of the minutiae in business.

I advise all students to arrive early, listen to other sides of the story, respond positively, always take notes, and participate in each class as if you were working as a professional designer in a professional studio.

Mobile phones should not be in studios. Interruptions caused by mobile phones have been proven to disrupt concentration, and as a budding design student such interruptions can negatively impact your learning. At Whitehouse, you are always expected to demonstrate a professional approach. This is an integral part of your overall learning and graduate achievement.

The Elements and Principles of design underpin all programs at Whitehouse. Courses are delivered by integrated lectures, tutorials, classes, studio practice and practical workshops. Regular attendance, class participation and completion of assessment tasks are essential for your progression from novice to mastery of discipline specific skills, academic writing and in-depth knowledge of industry practice.

All students must read this Handbook before commencing their study at Whitehouse. This handbook contains educational information about the Bachelor of Design program, campus facilities, and student services. Its contents pertain to both domestic and international students.

We have new and exciting approaches to the coursework this year and look forward to sharing that with you.

Leanne Whitehouse
Founder & Executive Director
Whitehouse Institute of Design, Australia

NOTE: All links in this document hyperlink to the repositories on the Whitehouse Institute of Design Australia Website.

BACHELOR OF DESIGN

The Bachelor of Design has three specialisation options, namely: fashion design, interior design and creative direction & styling.

All three specialisations are delivered at the Whitehouse Sydney and Melbourne campuses.

The Bachelor of Design program is a trimester model with six study periods completed within two years in a full time mode. Students undertake five integrated subjects each study period. Further information on these subjects can be found in the Course Structure below.

In this program Whitehouse has made a conscious decision to incorporate the wide range of professional attributes needed for successful commercial design practice in the contemporary volatile globalised society.

The Bachelor of Design program consists of both general and specific design elements relevant to the disciplines of fashion design, interior design and creative direction & styling, recognising that designers need a combination of:

- specialised technical knowledge and production skills to produce prototypes and finished products;
- wider know-how that incorporates professional judgment/wisdom and tacit knowledge, which are primarily developed through solving real world problems;
- the capacity to communicate with and capture the imagination of clients and others involved in the design process;
- an understanding of business principles and practices appropriate to the industry, and
- attitudes and values which nurture engagement with the creative process and encourage a wider community responsibility.

You will progress beyond the practical/technical emphasis characterising vocational education design courses to the more liberal end of the professional continuum that stresses creativity and a deeper cognitive understanding of the world in which designers work, and a sense of community responsibility. This focus aligns to the Whitehouse belief that a more reflective, intellectual approach is required by contemporary Designers than has previously been the case. This approach combined with applied practice will nurture creativity and develop creative practitioners who are able to critique existing industry practice and provide innovative and cost-effective design solutions to address clients' specifications.

Course Structure

The body of knowledge is inter-disciplinary and extra-disciplinary, drawing from business management theories, more general social science disciplines (such as sociology and anthropology) and the humanities (such as philosophy and history) in addition to the knowledge of application developed in contemporary design practice. The course content is addressed through five main study fields subjects:

- Design Contexts
- Digital Design
- Illustration for Design
- Design Methods – Fashion Design | Styling Design | Interior Design
- Design Workshop – Fashion Design | Styling Design | Interior Design

Each field is contextualised, allowing you to specialise in one of three specialised areas of the design industry you have chosen.

Design Contexts

The Design Contexts subject incorporates design theory, design context and design application and extends through the six study periods of the course. Each study period offers you a different context within which to analyse and understand the processes and outcomes of design. The integrated strand of subjects approaches design as a pluralist activity that occurs within a spectrum of social, political, economic and technological contexts. You acquire an understanding and appreciation of the complex issues that frame contemporary design practice, enabling you to see the broader relationships between your area of practice and the social and natural world around you.

Digital Design and Illustration for Design

In Digital Design and Illustration for Design you develop your understanding of and abilities in the communication systems that support design practice. You acquire a range of advanced digital and verbal communication skills that enable you to argue and promote your ideas to clients and other users of design. Most subjects in this field focus on analogue and digital systems that facilitate visual expression and the communication of design concepts and fully realised designs to a range of professional stakeholders.

Design Methods: Fashion Design I Styling Design I Interior Design

Design Methods offers both cross-discipline and specialised subjects. The cross-discipline subjects focus on the visual vocabulary of design, the processes of design and designing and the conceptual processes used in developing design ideas. The knowledge and skills developed through this subject will be applied to your specialised design discipline in study periods three, four and five.

Design Workshop: Fashion Design I Styling Design I Interior Design

In Design Workshop you will have an opportunity to apply the skills and knowledge you have gained to come up with design solutions to real design problems. As the course progresses projects become increasingly complex, culminating in a portfolio project in your chosen area of specialisation. Through the portfolio project you will demonstrate design abilities in your area of focus as well as abilities in innovation, experimentation and professionalism. The portfolio projects will form the basis of a series of exhibitions and fashion runway shows where each student presents their work to design professionals and the public.

Course Completion:

In order to successfully complete the Bachelor of Design and enable conferral of the Bachelor of Design award, you must complete a total of 30 subjects, 18 common core subjects and 12 subjects specific to your elective specialisation. (refer course structure below)

BACHELOR OF DESIGN PROGRAM

Code	Subject Name	Core Subject/ Specialisation	Code	Subject Name	Core Subject/ Specialisation
STUDY PERIOD 1			STUDY PERIOD 4		
DC1	Design Contexts 1	Core	DC4	Design Contexts 4	Core
DI1	Illustration for Design 1	Core	DI4	Illustration for Design 4	Core
DD1	Digital Design 1	Core	DD4	Digital Design 4	Core
FD1	Fashion Design 1	Specialisation	FD4	Fashion Design 4	Specialisation
ID1	Interior Design 1	Specialisation	ID4	Interior Design 4	Specialisation
SD1	Styling Design 1	Specialisation	SD4	Styling Design 4	Specialisation
FW1	Fashion Workshop 1	Specialisation	FW1	Fashion Workshop 4	Specialisation
IW1	Interior Workshop 1	Specialisation	IW4	Interior Workshop 4	Specialisation
SW1	Styling Workshop 1	Specialisation	SW4	Styling Workshop 4	Specialisation
STUDY PERIOD 2			STUDY PERIOD 5		
DC2	Design Contexts 2	Core	DC5	Design Contexts 5	Core
DI2	Illustration for Design 2	Core	DI5	Illustration for Design 5	Core
DD2	Digital Design 2	Core	DD5	Digital Design 5	Core
FD2	Fashion Design 2	Specialisation	FD5	Fashion Design 5	Specialisation
ID2	Interior Design 2	Specialisation	ID5	Interior Design 5	Specialisation
SD2	Styling Design 2	Specialisation	SD5	Styling Design 5	Specialisation
FW2	Fashion Workshop 2	Specialisation	FW5	Fashion Workshop 5	Specialisation
IW2	Interior Workshop 2	Specialisation	IW5	Interior Workshop 5	Specialisation
SW2	Styling Workshop 2	Specialisation	SW5	Styling Workshop 5	Specialisation
STUDY PERIOD 3			STUDY PERIOD 6		
DC3	Design Contexts 3	Core	DC6	Design Contexts 6	Core
DI3	Illustration for Design 3	Core	DI6	Illustration for Design 6	Core
DD3	Digital Design 3	Core	DD6	Digital Design 6	Core
FD3	Fashion Design 3	Specialisation	FD6	Fashion Design 6	Specialisation
ID3	Interior Design 3	Specialisation	ID6	Interior Design 6	Specialisation
SD3	Styling Design 3	Specialisation	SD6	Styling Design 6	Specialisation
FW3	Fashion Workshop 3	Specialisation	FW6	Fashion Workshop 6	Specialisation
IW3	Interior Workshop 3	Specialisation	IW6	Interior Workshop 6	Specialisation
SW3	Styling Workshop 3	Specialisation	SW6	Styling Workshop 5	Specialisation

PRINCIPLE STUDY DATES

2020*					
1st Year Enrolment	2nd Year Enrolment	Commencement	Census Date	End	Administrative Date
Study Period 1	Study Period 4	17 February	6 March	15 May	3 February
Study Period 2	Study Period 5	1 June	19 June	28 August	18 May
Study Period 3	Study Period 6	14 September	2 October	11 December	31 August
2021*					
1st Year Enrolment	2nd Year Enrolment	Commencement	Census Date	End	Administrative Date
Study Period 1	Study Period 4	22 February	10 March	21 May	6 February
Study Period 2	Study Period 5	7 June	23 June	3 September	31 May
Study Period 3	Study Period 6	20 September	6 October	17 December	6 September

*Always check principle study dates on the **Academic Calendar in Google Classrooms** and record all Whitehouse principal dates in a personal wall/desk/digital planner.

The Academic Calendar

The academic calendar lists the start and end dates for each study period in which you are enrolled. It is available from Google Classrooms at enrolment or from Student Administration. You need to schedule any holidays and/or leave you wish to take around these dates. Unauthorised leave during a Study Period and Assessment Week could seriously affect your academic understanding and progression. Whitehouse observes all major public holidays.

Administration Date

The Administration Date is the last date for completion of the requirement for enrolment or progression and payment of pre-paid tuition fees for the relevant study period. The Administrative Date is 2 weeks before the study period commencement date.

Assessment Due Date

The assessment due date is the date on which an assessment is to be submitted. Assessment due dates and tasks are published in the course outline for each subject. All course outlines are available via Google Classrooms. It is your responsibility to be aware of and

adhere to all assessment due dates. Submissions made after the published due date (without extensions granted) will incur late submission penalties. Refer [Assessment Procedure](#)

Census Date

A census date is the closing date for a student to apply for or withdraw from a government approved HELP Loans assisted course and the date a student incurs a HELP loan debt or the tuition fees for the subject undertaken. The census date is set by the education provider and can be no earlier than 20% of the way through a subject. Learn more at: <https://www.studyassist.gov.au/help-loans>

Open House and Graduate Exhibition & Fashion Runway Dates

All students are involved in Open House and Graduate Exhibition & Fashion Runway which are key events when Whitehouse Institute of Design, Australia opens its doors to the public to display and celebrate student work and achievements.

Refer to the Academic Calendar in Google Classrooms for Open House and Graduate Exhibition & Fashion Runway dates.

CODE OF CONDUCT

Whitehouse takes a zero-tolerance approach to assault, sexual harassment, bullying, discrimination and other forms of harmful misconduct.

As a student at Whitehouse you are always expected to conduct yourself professionally and ethically and to treat others with courtesy and respect in face to face situations as well as in the digital world.

Refer to the Whitehouse [G000 Code of Conduct for Student](#) and the [G020 Bullying, Harassment and Discrimination Policy](#) on the website.

STUDENT WELFARE

Consultations with Staff

If for any reason you need to schedule a consultation or meeting with a teacher or the Course Coordinator for your specialisation, these should be booked through Reception and are subject to the teacher or Course Coordinator's availability. Please remember that Whitehouse employs casual teaching staff, whose availability for consultations may be limited outside of their timetabled classes.

Grievances & Complaints

Whitehouse encourages students to resolve any grievance or complaint informally in the first instance by discussing their issue with the person concerned, a teacher, other staff member or fellow student. If this is not successful a formal resolution procedure can be implemented.

Please refer to the Whitehouse Website for the Academic Grievance and Appeals Policy ([A005 Academic Grievance Appeals](#)); the Student Grievances and Complaints Resolution Non-Academic Policy ([G005 Student Grievances and Complaints Resolution Non-Academic](#)) under Policies and the [Academic Grievance Form](#) and [Non-Academic Grievance Form](#).

Mental & Physical Health

Disclosure of any personal information regarding your mental or physical health or personal situation is completely voluntary and is treated as being strictly confidential. However, if you choose not to disclose conditions that may negatively impact your studies, it is impossible for staff to provide the support you may need. Whitehouse encourages you to speak to staff about wellbeing issues that are concerning you. If you wish to discuss personal issues you should contact your teacher and/or Course Coordinator at your campus. Refer [G018 Student Support Services Procedure](#)

Phone Help Lines:

[Lifeline](#) (Crisis Support) - 13 11 14

[Beyond Blue](#) (Depression and Anxiety) - 1300 224 636

[Suicide Call Back Service](#) (Help with Suicidal thoughts) - 1300 659 467

[Kids Help Line | Age 25 and Under](#) (Any Reason, Any Time) - 1800 551 800

[Mens Line](#) (Support for Men) - 1300 789 978

[Headspace Mental Health for Youth](#) (Life issues in work and study) - 03 9027 0100

Face-to-Face Help:

[Blackdog](#) (Clinical resources for Mental Health) - 02 9382 2991

[Better Access Program](#) (Access to Clinics for Mental Health)

[National Sexual Assault, Domestic Family Violence Counselling Services](#) (Support for people experiencing sexual, domestic and family violence) - 1800 RESPECT

If your learning is adversely impacted by a mental or physical condition, under its "*special consideration*" and "*reasonable adjustment*" provisions, Whitehouse can vary its assessment requirements in the event of proven exceptional circumstances. Student requests for such considerations must be accompanied by supporting documentation.

Refer Whitehouse [A002 Assessment Procedure](#); [G001 Access and Equity \(Students\)](#)

Serious Medical or Other Condition

If you have serious or significant short-term or long-term medical, mental or other conditions, and choose to disclose this, only relevant staff will be advised and only to the extent that you agree is necessary. Your first point of contact should be the Course Coordinator at your campus.

Disability Support

Students with disabilities can have a support plan developed for them in conjunction with their teacher or the Course Coordinator at your campus. They will provide advice as to how your disability will be accommodated.

Refer [G001 Access and Equity Policy](#)

Academic Support

If you are struggling academically, particularly with essay and assignment writing, speak to your teacher without delay to request assistance. Whitehouse may assist you in developing an appropriate study plan.

Refer [A009 Student Progression and Exclusion Policy](#)

Emergency Support

For emergency support after hours, students are advised to ring the phone number provided below, Melbourne or Sydney campus. You can text or leave a message, clearly stating your name, campus and course specialisation, and return phone number.

Sydney Contact for 2020

+61 2 447 926 026

Melbourne contact for 2020

+61 3 466 181 561

Other Support Services

Whitehouse provides students with access to range of professional support services, including assistance with career and course decisions, counselling and assistance with complaint and grievance resolution. If you require assistance you should discuss your needs with the Course Coordinator at your campus.

Refer [G018 Student Support Services Policy](#).

TUITION ASSURANCE

Whitehouse meets the tuition assurance requirements under the Higher Education Support Act 2003 (Cth) and the Tuition Protection Service (TPS). The TPS is a placement and refund service for international students. Whitehouse will:

- (i) support students to enrol in a replacement course with another provider, if they choose this option and a suitable course / provider is available, OR
- (ii) re-credit the balance of their tuition fees via a financial Deed of Guarantee.

Click [here](#) to read the Tuition Assurance Statement in full

INTERNATIONAL STUDENTS

The Whitehouse Institute of Design, Australia is pleased to welcome international students. The following information is about your responsibilities as an International student on a student visa:

- Maintain an Overseas Student Health Cover (OSHC) for the duration of stay
- Maintain up to date contact details
- Follow the class attendance policy set by the Whitehouse Institute
- Maintain satisfactory course progression
- Remain financial at all times
- Comply with all Visa and Immigration requirements
- Access to support services

In order to meet these requirements, Whitehouse recommends that overseas students read the following information carefully. Also see:

<https://www.studyinaustralia.gov.au/>

Overseas Student Health Cover (OSHC):

International Students are legally required to provide evidence of maintaining Overseas Student Health Cover (OSHC) while studying in Australia (unless exempt under agreement

with Commonwealth Government). OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover in the event of an accident and limited pharmaceuticals. It is your responsibility to ensure your cover is always current. See: https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Contact details:

It is a requirement of your enrolment and visa that you advise student administration of any changes to your contact details within 7 days. This includes your mobile phone number, residential address, personal email details as well as your emergency contact person. See Student Administration to check your details and advise of change.

Attendance:

Engagement in your design studies is taken very seriously at Whitehouse. Attendance and participation are recorded for every student at each lesson. All students are to attend all scheduled lectures & classes and maintain an overall attendance rate of 90%. This is to support academic progression and to meet visa requirements (latter for international students). All absences including late and early departure are recorded which affect a student's attendance rate.

Progression:

International students are required to maintain a full-time study load each study period in order to progress and complete their studies within the agreed study dates and visa grant approval. Due to the timetable of subject delivery in the Bachelor of Design, enrolment variations due to non-attendance, abandonment of studies, misbehaviour or failed subjects may not be available to international students. In the event of an international student not being eligible to progress, their enrolment will be cancelled, or a deferment maybe agreed upon. Whitehouse is obligated under the ESOS Act to notify the Commonwealth Government when a student's enrolment is deferred or cancelled by lodging a variation to the CoE.

This will have an immediate effect on your eligibility to remain on a student visa in Australia. Refer to the Progression and Exclusion Policy.

Financial matters:

It is a requirement of the student visa that International students have access to enough funds to ensure they can pay their tuition and associated fees, accommodation and living expenses while studying in Australia.

Whitehouse requires all students to pay tuition fees and SSAF in advance of each study period enrolled in. Also, any incidental fees a student may incur during enrolment. Non-financial students may be excluded from class participation until financial. Continued non-payment of invoiced fees could result in expulsion from the BDes program, which would result in a variation to your CoE being lodged. Students cannot receive proof of studies, an academic transcript (complete or incomplete) or be conferred the Bachelor of Design award if not financial.

Visa and Immigration matters:

The Whitehouse Institute is not permitted to assist an overseas student with visa or immigration matters including but not limited to:

- Initial applications to the Australian Government to obtain a student visa
- Subsequent applications for visa renewal or variation
- Reversing visa cancellations for defaulting students
- Visa applications from family members or associates of students
- Residency applications following course completion
- Requests from immigration agents or lawyers.

For assistance in these matters, refer to the Department of Home Affairs: <https://www.homeaffairs.gov.au/>

Support Services:

If you are an international student, you are entitled to the same conditions and access to student welfare services as domestic students. You need to be aware, though, that long term illness and/or absences may affect

your ability to undertake or continue studies due to visa requirements. Whitehouse will endeavour to put in place an individual learning plan to assist, however this may not always be possible. Your first point of contact should be your teacher or the Course Coordinator at your campus.

COMMUNICATING

Use of Social Media

Social Media is a pervasive force in our culture. You are strongly advised to behave and act professionally at all times, and to think carefully about what you present in this forum, as material you post projects your image to the public, including prospective employers.

While teachers encourage you to take every precaution and to be sensible about what you post and where, they will also encourage you to be responsible and act professionally when using social media to promote the work you do while at Whitehouse and to support your portfolio upon graduation.

There are several useful design portfolio hosting sites that are industry standard for professional designers, such as Krop <https://www.krop.com/online-portfolio-templates/>, Behance, <https://www.behance.net/>, and Networks, <http://portfolionetworks.com/digital-portfolio/>

Unauthorised use of the Whitehouse brand, logo or social media accounts is absolutely prohibited.

Communicating with Staff

Whitehouse uses your Whitehouse student email address as the primary means of communication. You should regularly check your Whitehouse inbox and/or Google Classroom for updates. When Whitehouse sends you an email, we assume that you have received and read it. You will need to use your Whitehouse email address for communication with your teachers outside of class time. Please respect that staff are not required to respond out of office hours. Please avoid inappropriate communications

with staff members, including on social media. Refer [G020 Bullying Harassment & Discrimination Policy](#).

Student and Graduate Experience Surveys

Your honest and succinct feedback is very important to us. Whitehouse conducts internal Student Course Evaluation Surveys (SCES) twice a year. These surveys provide a measurement of your learning experience satisfaction with teaching quality, course content and campus facilities and support services. Once survey results are collated, they are reviewed by senior management who develop and implement any necessary improvement changes.

You will also be invited to participate in an external, national Student Experience Survey (SES) during your enrolment, around August in a given calendar year.

Four months after you graduate, you will receive an invitation from the Federal government to respond to a Graduate Outcome Survey (GOS).

Refer [A006 Learning & Teaching Policy](#)

COURSE OUTLINES

Course Outlines for each subject you are enrolled in will be available at the start of each study period. The Subject Outline will provide the objective of the subject, the class schedule (overview of lesson plans), assessment criteria and weighting as well as recommended readings related to the subject.

The readings may include a list of recommended periodicals, published works and/or a Reader. It is your responsibility to read the subject outline and related materials BEFORE the commencement of each class to ensure you are well prepared.

It is important to seek clarification from your teacher for any material that is unclear to you. This is particularly important if you have more than one teacher for a subject.

Course Outlines are available on Google Classrooms.

Refer to the Whitehouse Learning and Teaching Policy ([A006 Learning & Teaching](#)) on the website.

ATTENDANCE & PROGRESSION

Class Attendance

It is important to be punctual for all lectures and classes; it shows respect for the teacher and classmates, demonstrates a commitment to your studies and maximises productive class time.

Regular attendance and participation in class are fundamental to learning and essential requirements in a design education environment, and will impact your subject results and overall qualification grade, as:

(i) 10% of your overall mark in any given subject is allocated to class participation, and

(ii) Penalties of up to 10% of the overall mark in any given subject apply for continued non-attendance. A rate of two marks per weekly class missed will be calculated and deducted from the overall course mark awarded at the end of the study period. The penalty applies to 'unapproved absences' and will take effect from the second missed class. In the case of the Workshop subject, which has more than one weekly class, the penalty is one mark per class missed.

Teachers use class time to assist your learning progression from novice to mastery of discipline specific skills and academic research and writing over the course of your studies. Non-attendance prevents your teachers from authenticating work submitted for assessment and providing constructive feedback.

You are strongly advised to *participate actively* in lectures and tutorials and complete the required readings and other activities that are provided to increase your understanding of the course material.

It is your responsibility to maintain an acceptable class attendance rate of at least 90%. To ensure that you are getting the most from your studies your teacher/s monitor your attendance. If you have been absent without good reason for two consecutive classes you will receive an "at risk warning letter", asking you to meet with staff to address the matter. You should discuss any attendance problems you are having with your teacher or Course Coordinator as soon as practicable.

Continued class absence and / or unsatisfactory academic performance has serious consequences, including subject failure; non-progression; suspension or deferral of study; exclusion, or non-course completion.

Academic Progress

Students are expected to successfully complete tasks set for each week of the study period and assessments by the set due dates in order to progress.

At the beginning of each class, your teacher provides an overview of the lesson content, so being late could affect your understanding and comprehension of a that subject. It is unfair to expect the teacher to repeat material as it limits the time the teacher can spend with each student during class. If you are habitually late to class or absent without reason you may be required to undertake private tuition at your own expense to catch up on missed content.

It is important to take ownership of your design education learning, as you are responsible for your own academic progress. Attending all classes, interacting with staff and fellow students, completing assessments to the best of your ability and submitting assessments on time will all contribute to you achieving course completion. If you need assistance be sure to ask for it early. It is too late to ask for help after the final assessment date.

Whitehouse monitors your progress through the course to assist you with your learning progress towards course completion.

Requests for special consideration (e.g. extensions, reasonable adjustments) or re-submissions may only be considered by the Course Coordinator upon satisfactory evidence of compelling grounds. Refer [A002 Assessment Procedure](#)

A Medical Certificate is required in cases of illness, to be handed in to Student Administration.

When you successfully complete all required subjects in a study period you will progress to the next study period. If you have partially completed or failed one or more subjects you may be moved to a reduced study load to enable successful completion. This would be determined at a progression meeting with the Course Coordinator and Academic Director. In such cases the overall duration of study will be increased, and in the case of repeated subjects there will be additional costs associated with completing your course. Refer [A009 Student Progression & Exclusion Policy](#)

G-SUITE: GOOGLE FOR EDUCATION

Upon completion of Orientation and Registration, you will be emailed your Whitehouse student email address and password which will enable access to G-Suite by Google. G-Suite is a cloud-based learning and information platform that will give you access to a wide range of student information, updates and services including:

Google Classroom – where teachers will post your course outlines, assessments and further information relating to your class.

Gmail by Google – is the platform where your student email is hosted
Go to: <https://mail.google.com/>

Student Portal – provides access to your assessment results and personal details which are held by student administration.

Google Classrooms

Go to:
<https://classroom.google.com/>

The G-Suite portal can also be accessed when you log into Gmail with your Whitehouse Student email.

Once you have logged in successfully, in the top right-hand corner click “google apps”. This enables you to toggle between all the different apps that Google Offers such as Gmail, Classrooms, Drive, etc.

Between the Student Portal on the website, your subject and campus Google Classroom you will have access to:

- Current Timetables
- Course Outlines & Lecture Notes
- Readings & Resources
- Assessment Submissions
- Academic Calendar / Subject & Fee Schedules
- Library Catalogue
- Academic Resources
- Student & Academic Support
- Student Forms
- Student Handbook
- Student Representative Council Updates and Information
- Whitehouse Institute Policies & Procedures.

If you are experiencing any difficulty with these platforms, please email:
classroom@whitehouse-design.edu.au

The Student Portal

The Student Portal is a dedicated space on the Whitehouse website and contains useful information for students. Learn more at:
<https://whitehouse-design.edu.au/student-portal-2/>

Student Services and Amenities Fee (SS&AF)

Higher Education Providers charge students this fee each year. In 2020 the maximum amount is \$308 per annum.

This fee is to cover non-academic matters like wellbeing, child-care, food services, financial advice, sporting and recreational activities or employment and career advice.

Eligible domestic students can pay the fee upfront or defer payment via the SA_HELP program.

International students are not eligible for SA-HELP and must pay the fee up-front.

Students may apply for a Student Services and Amenities Fee re-fund only under exceptional circumstances or conditions, as detailed in the Whitehouse policy / procedure.

Any student who is subject to the fee and has not deferred or paid their SS&AF liability in full by the due date: (i) will be identified as a student debtor; (ii) may be 'at risk' of course progression, and / or (iii) may not graduate and receive their Testamur until that fee is paid in full.

Learn more at:

<https://www.studyassist.gov.au/help-loans/sa-help>, and Refer Whitehouse G021 [Student Services and Amenities Fee Procedure](#)

Defer or withdrawal - if you defer or withdraw your enrolment you will no longer have access to the Student Portal.

Refer to the 'Code of Conduct' and 'Equipment' sections of this Handbook for information on the appropriate use of Google Classrooms and the Student Portal.

STUDENT WORK

Free Intellectual Inquiry

Students at Whitehouse have the right:

- to have access to information about free intellectual inquiry
- to develop design theories, concepts and products underpinned by the access to information from a broad and diverse scholarly base
- to freely and generously cooperate with other students to reciprocally exchange

information and ideas for significant scholarly advancement, and

- to create original and innovative design solutions to complex problems with open-minded and professional research approaches, unimpeded by preconceived notions of outcomes by staff or industry representatives.

Refer to Whitehouse 'Free Intellectual Inquiry Policy' ([A007 Free Intellectual Inquiry](#)).

Whitehouse Use of Student Work

Whitehouse Institute reserves the right to use students' work that has been prepared as part of the curriculum for educational and promotional purposes. This information is included in the Publicity Release signed at enrolment.

Ownership

Students are required to collect assessed work no later than two weeks after the date that it has been submitted, or if the submission date is within two weeks of end of the study period, upon return to class after the study period break. Please note that uncollected work becomes the property of Whitehouse Institute and will be disposed of after this time.

Academic Honesty and Integrity

You are expected to adhere to the strict rules around the use of published works (copyright) and the Intellectual Property Rights of others. You are expected to conduct yourself honestly and ethically and to accurately and clearly acknowledge the work of others in your academic activities and creative endeavours. You must declare on each Assessment Cover Sheet that you practice academic integrity and avoid plagiarism, cheating, collusion or fraud.

Academic misconduct

Academic misconduct includes instances of plagiarism, cheating, collusion or fraud.

Plagiarism is the presentation of the thoughts or works of another as one's own and is strictly prohibited.

Cheating, (including contract cheating by outsourcing one's work to a third party),

includes, but is not limited to copying from another student or submitting own work for another student.

Fraud is a type of cheating that includes but is not limited to, creating false data and falsifying collected data from systematic enquiry and research investigations.

Collusion includes, but is not limited to, presenting the product of unauthorised collaboration to an assessor as independent work, or knowingly allowing own work to be copied and passed off as the work of another person.

Proven cases of academic misconduct will attract penalties which may vary and include counselling and a warning, re-submission, suspension or exclusion. The penalty will depend upon the extent and severity of the misconduct, whether it was a first or repeated offence, whether there was evidence of deliberate deceit and whether advantage had been taken of another student.

Refer to Academic Honesty Policy ([A016 Academic Honesty](#)).

ASSESSMENT

Assessment Requirements

Assessment tasks – including assessment criteria, due dates, submission requirements, marking criteria and the weighting of the assessment – are published in course outlines for each subject.

Assessment requirements for each of the subjects will also be explained by your teacher during the first class for that subject. You can access course outlines from Google Classrooms.

It is your responsibility to be aware of and adhere to all assessment requirements and due dates and to follow your teacher's instructions for submitting assessments. Submissions made after the published due date will incur late submission penalties.

Whitehouse will not accept any responsibility for work that is not submitted as per the directions in the subject outline.

Assessment – Grading

Your assessment results are graded, as is your qualification. Each assessment task within a subject contributes to the overall grade for that subject, which in turn contributes to your award grade. This means that your Transcript of Academic Record will list your subject results (for example, High Distinction, Distinction, Credit, Pass or Fail), and your Testamur will also show the award grade level you achieved (e.g. High Distinction, Distinction Credit or Pass).

The grade cut-off marks are:

85-100% = High Distinction

75-84% = Distinction

65-74% = Credit

50-64 = Pass

0-49% = Fail

Refer to the Whitehouse [A002 Assessment Procedure](#) and A015 [Qualifications Issuance Policy](#)

Submission of Work

Your teachers will advise you of submission requirements for each of your subjects during the first class. Submission requirements are also covered in the course outline. Some teachers may require you to use several modes of submission.

Assessments are to be submitted electronically via Google Classrooms and on occasion through the campus library or reception.

Hard Copy Submission

All hard copy submissions must adhere to assessment details and be submitted to the library with an attached assessment cover sheet. Please retain submission receipt for your records as proof of submission until your results have been published online at the end of the study period.

Digital Submission

Your files must be named as follows:

StudentName_Subject_Code_Assessment_Number_TeachersName

Digital files uploaded must be either an exported PDF (from InDesign), packaged

InDesign folder that is compressed or JPG file. Files should not exceed 20MB each.

Upload your digital submission to:

Google Classroom

- Log on to your Gmail student account
- Open Google Classroom
- Select correct class for assignment submission
- Open assignment and upload your work
- Hand in assignment (make sure your work in correctly labelled)
- Once your work is correctly submitted you will receive a confirmation e-mail

When submitting to the library/reception, clearly name all work, complete the Assessment Coversheet and have it stamped by the librarian/receptionist. You will be issued with a receipt. Once you have submitted work it cannot be retrieved until after it has been marked.

Late Submission

- An assessment task is considered 'late' when it is **not** submitted by the due date or by the agreed extension date.
- Work submitted after the due date or agreed extension date will receive a deduction of 5% of the mark for each day thereafter.
- A 7-day deadline applies to late submissions and this deadline is absolute. Any work submitted after the 7-day period without an arrangement for special consideration and within the maximum 14-day late submission cut-off date will receive a Fail grade between 0-49%.
- All assessment tasks must be attempted and submitted in order to progress in the course, even if submission exceeds the 7-day deadline. Students will be unable to attempt the subsequent subject in the specialisation if they have outstanding assessment tasks.

Resubmission

Should a student not pass an assessment task, i.e. obtain a grade of 49% or lower (that was submitted on time), the student may re-submit the assessment. Only one re-

submission is permitted per assessment task and a deadline of up to 14 days is given to complete a resubmission. A 'Notice to Resubmit' form (available on Google Classrooms) must be filled out and signed by the assessor and include the date of notice and the deadline for re-submission. A student may only be awarded a Pass grade of 50% for a successful re-submission

Extension

Generally, you can apply for only one extension to an assessment deadline for each subject. The maximum extension you can seek without support documentation is two days. Should you wish to be granted an extension of more than two days you will need to complete an Application for Extension form (available on Google Classrooms) and submit it to Student Administration. Your Application for Extension must be submitted 10 days or more before the assessment due date. Extensions will not be approved on or after the due date. If your Application for Extension is approved, Student Administration will be notified.

When you submit your assessment, you must submit a **signed** Application for Extension form along with your assessment coversheet as proof that an extension has been granted.

Special Consideration

A student may apply for special consideration if they consider that illness or misadventure adversely affected their performance in an assessment task or they were prevented from attendance or submission of a task due to circumstances beyond their control, such as serious illness or hospitalisation. Special consideration can only be granted due to compassionate or compelling circumstances that are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- specific disabilities or special needs;

- bereavement of close family members (where possible a death notice should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Special consideration is divided into three categories:

- extension of time to complete an assessment task;
- adjustment of assessment mark, because of circumstances beyond the student's control affecting the assessment outcome and
- reasonable adjustment of assessment task, where a student has a specific disability or special need.

The following process applies for students who apply for special consideration:

- The application must be made as soon as practical prior to an assessment task due date once the compassionate or compelling circumstances are identified.
- Students must submit a completed 'Application for Special Consideration' form, to the Student Administration Officer.
- The Student Administration Officer will arrange a meeting with the Academic Director and/or Course Leader, an Administration staff member, and the student.
- During this meeting, the parties will negotiate an Individual Learning Plan (ILP) outlining the type of special consideration arranged, and any timeframes and conditions applicable.
- Individual Learning Plans must detail the negotiated arrangements, what deliverables are required, and the attendance timeframe.

- The Academic Director will then consider the negotiated ILP, ensuring it is fair and equitable, and advise the Student Administration Officer of their decision for recording on the student's file.
- If the ILP is approved by the Academic Director and the arrangement is for an extension or reasonable adjustment of assessment task, Administration will monitor the student's progress in regard to timeframes and conditions outlined in the plan.
- When the assessment task is submitted, an Academic staff member will assess the outcome and submit the result to the Course Coordinator for review.
- The Course Coordinator is then responsible for providing the result to Student Administration.

Reasonable Adjustment

Where you have a disability or need you may be eligible for adjustments to your assessment, attendance, and/or learning requirements. Under such circumstances you should complete an Application for Special Consideration form, attach documentation to support your application and submit both documents to Student Administration. Once your Application for Special Consideration has been submitted Student Administration will meet with you and an academic staff member to discuss your situation and to negotiate an Individual Learning Plan. This will be submitted to the Course Coordinator for approval. If your application is approved a notification reasonable adjustment will be emailed to the teacher(s) outlining the approved arrangements and a copy forwarded to Student Administration.

Information you provide to Whitehouse staff will be treated as strictly confidential.

Teaching staff are not permitted to ask you to divulge any information about your condition or circumstances and cannot approve reasonable adjustments.

Assessment Appeals

If you are dissatisfied with an assessment result, you should discuss the mark and any

written feedback with the assessor. The discussion will focus on how the mark and written feedback relate to the requirements of the brief.

If you are still dissatisfied with the result you can submit a written request for a review to the Academic Director outlining why the original mark was unfair or inconsistent with marking criteria, as outlined in the Academic Grievance Procedures and Academic Grievance Form available in Google Classrooms.

The request for a review must be made within 5 working days of the release of the academic result. The reviewed assessment grade will be taken as final. If the student remains dissatisfied with the outcome of the review the student can lodge a formal grievance in writing to the Academic Director within 10 working days after receiving the notification of the review outcome.

Refer to the Whitehouse [A002 Assessment Procedure](#)

Your Student Results

Results. At the end of each Trimester your individual subject results are finalised. You will notified soon after when results are available for you to view / access.

Testamur and Transcript of Academic Record

On successful course completion you will be eligible to graduate and receive your Testamur and Transcript of Academic Record at the Graduation Ceremony or elect to receive them *in absentia*. Refer [A015 Issuing a Qualification Issuance Procedure](#)

You can request a printed Statement of your results or a replacement Testamur. Email your request to Student Administration.

STUDENT AND GRADUATE OPPORTUNITIES

Whitehouse students and graduates are provided with opportunities relevant to their

studies during their course and after course completion.

Exhibitions | Graduate Exhibitions

Students' designs are showcased to the public annually during Open Days, End of Year Graduate Exhibitions & Fashion Runway. Your participation in and attendance at these events are compulsory.

Graduation Ceremony

Graduation ceremonies are held annually, usually in March. Graduands can attend or elect to receive their Testamur and Transcript of Academic Record *in absentia*. Attending graduands will be required to wear academic regalia which they can hire for the event.

Student Awards and Recognition

Students who demonstrate continued progress and excel academically are recognised with an Award throughout their study and at Graduation.

Industry and employers value graduates who display personal qualities and attributes such as regular class attendance and active participation; graduates who persevere, do their best, problem solve and overcome obstacles; graduates who show initiative as well as those who excel and achieve high grades through creative designs and technical skills.

It is these qualities, skills and attributes that Whitehouse values and instils in its students, recognises and rewards in their learning journey to becoming successful creative design professionals.

Competitions

While enrolled at Whitehouse there may be opportunities to enter design competitions. You must obtain Whitehouse approval prior to submitting designs to such competitions.

Industry Liaisons

Industry liaisons or Internships are vetted by the Industry Liaison Manager and will be forwarded to the students whose industry skills are appropriate to the offer. If you take up one of these opportunities, you are to do

so outside of your study commitments. This means that extensions/special consideration for assessment submissions will not be granted due to industry liaison opportunities.

Exchange Programs

Whitehouse has exchange agreements in place with institutions in the UK and Japan. Exchange opportunities will be forwarded to students when available. Each opportunity will involve a formal application for exchange as well as successful completion of current enrolled subjects. Enquires can be made to the Industry Liaison Manager.

Alumni

We love to hear from our past students – the successes as well as the trials and tribulations. Please do keep in touch. Also, the Industry Liaison Manager will contact you if a relevant Industry Liaison opportunity becomes available.

To enable us to keep track of our alumni online we encourage you to update your LinkedIn details as follows under the Education heading:

School: Whitehouse Institute of Design,
Australia

Degree: Bachelor of Design

Field: Fashion Design / Interior Design
/Creative Direction and Styling

Student Representative Council

The Student Representative Council (SRC) is comprised of elected representative from each student group. SRC meetings are held on each campus at least twice a year. You are encouraged to attend and participate in your SRC meetings and to use them to share any ideas or concerns you may have.

Student meetings

General Assemblies are called at various times throughout the year. The aim of these important meetings is to advise students of upcoming events or changes. Attendance is compulsory; any absences need to be recorded with Student Administration.

BUILDING ACCESS

Monday to Friday:

Sydney campus - 8:30am-5:00pm

Melbourne campus - 8:30am-5:00pm

Access to the campus outside of normal business hours requires approval by senior management.

RECEPTION

Reception provides a front-of-house service to Whitehouse. This service does not include services such as teaching, photocopying, or similar student services.

LIBRARY

Your Whitehouse campus library is a great resource – you are encouraged to take full advantage of what it has to offer.

Your campus librarian will provide information about accessing and utilising library resources.

Library Hours

Sydney:

Monday to Friday, 8.30am - 4.30pm

Melbourne:

Tuesday to Friday, 8:30am - 5:00pm

General Information

- The library is a shared space designed to be used for study, reading, research & group work
- Strictly no food is allowed in the library
- Please keep your valuables with you at all times
- Consider others by switching off/silencing your mobile phone when in the library
- Disable sound on library devices
- Refrain from having loud conversations while in the library

Library Catalogue

The library catalogue should be your first port of call when you search for a book. You can access the catalogue from the Whitehouse website – follow links to Library. You can look for books by title, author, subject, keywords or ISBN. Search results will tell you whether we have a book, where it is on the shelf and whether it is on loan.

Ask the librarian for help if you have trouble finding anything.

Online Databases

Whitehouse students can access the following online databases from the Library website.

EBSCO: Art & Architecture Complete: available on and off campus. To access, go to the Library Website and login with your student ID and PIN (1234). Ask the Librarian if you need help.

FUTURE LAB: Trend reports available on campus only

Loans

- Students must have their student ID number to borrow an item
- The loan period for books and magazines is one week (seven days).
- Maximum loan of five items at any one time.
- Two renewals are permitted per item.
- Ensure you return items by the due date to avoid fees or fines
- Overdue fees may prevent you from borrowing

NON-TUITION FEES

Refer Website for details at:

<https://whitehouse-design.edu.au/student-portal-2/>

Late Fees

Our libraries are limited in size. To ensure fair and equitable access for everyone to library resources, particularly core reading list items, fines are imposed for the late return of items.

You can help make our borrowing service work well for everyone by returning or renewing items by their due date.

You will be notified of overdue items by email and will be charged at \$1 per day per overdue item.

If you have accrued late fees of \$5 or less can still borrow from the library. Once you have accrued late fees of \$6 or more you will not be allowed to borrow from the library until the fees are paid in full.

You can talk to your campus librarian about how to pay library fees.

Please note that your access to Google Classroom and academic results will not be issued until overdue items have been returned and any outstanding fees for overdue items paid.

If you have not paid late fees by the time you have completed your course you will not be invited to graduation, and you will not be conferred a transcript | testamur until all fees are paid.

Lost/Missing Books

An invoice will be issued for replacement of any book that has been lost or has not been returned within 30 days of the due date.

The minimum fee is \$50.00 per item. The maximum fee is the replacement cost of the item. If the item is returned, you remain liable for overdue fees accrued to date.

If you disagree with a Library fine talk to the librarian, who will consider all legitimate concerns about library fines.

You may be required to provide documentation to support your claim.

Scan / Photocopying / Print

Printing and photocopying can be done at the library and are offered as a cost for service. Instructions and current costs are posted in the library. Scanning is free.

Binding

Some of your teachers may ask you to bind your work. There is a binding machine in the library and card, plastic covers and binding combs are available for purchase at the library desk.

For large binding and printing jobs, you should look to professional printers that can do this at a reduced cost.

PC Use

PCs in the library are only for research and printing related to your studies at Whitehouse. You may also use one of the computer labs for class work, provided it is not being used for a scheduled class.

COURSE KITS & MATERIALS

Course Materials such as those included in an Art Kit and a Technical Kit are required for a range of subjects, each of which will require specific materials and equipment.

You can purchase Art Kits and Technical Kits when you enrol. Alternatively, you can purchase the required course materials independently. You will need to purchase additional materials for individual assessment tasks and your signature exhibitions/collections.

The overall cost of materials and supplies will depend on your chosen specialisation and your choice of materials for assessment tasks. It is your responsibility to ensure you have the materials required for each class prior to the class being held. You are responsible for your supplies when on and off campus. Whitehouse will not accept responsibility for material left unattended in classrooms or elsewhere on the premises.

SAFETY ON CAMPUS

You are responsible for demonstrating safe work practice at all times. You should promptly report any hazard you identify to your teacher.

Toxic & Hazardous Materials

You may wish to use some materials that are toxic, potentially toxic, or that can cause discomfort to other staff and students in the building. All such materials need to be vetted and approved by your teacher prior to use and used only in suitably ventilated spaces. Aerosol sprays are not permitted on Whitehouse premises.

ACCIDENTS & INCIDENTS

All accidents and incidents occurring on Whitehouse premises should be immediately reported to your teacher, to Reception or to a senior staff member who will arrange for appropriate action.

A number of staff on each campus are trained first aid providers and may be asked to assist with any illness or injuries.

EQUIPMENT

Wi-Fi

Whitehouse has wireless access for enrolled students to assist with online research, you will be emailed the password once Orientation/ Registration has been completed.

Whitehouse Equipment

Students are required to use Whitehouse equipment only for educational purposes.

Whitehouse does not lend or loan equipment, machines or tools to students for any other purpose.

Whitehouse equipment is never to be taken off campus.

If you wilfully damage or use equipment unethically or illegally, you will be required to make restitution and replace such item/s.

Refer to the Facilities and Equipment Usage Policy ([G004 Facilities & Equipment Usage](#))

Defective Equipment

If equipment you are using is not working or is defective, you should advise your teacher or the Campus Manager immediately.

Workplace Health & Safety Signoffs

A few sign offs will be required for using equipment associated with your studies to demonstrate safe work practice. You will be advised in advance of what you need to do to fulfil such requirements. For instance, all photographic equipment requires a safe usage sign off before you can use it.

Computer Usage, particularly about accessing and downloading materials from certain sites, is governed by the Whitehouse Code of Conduct and the expectation of an appropriate professional attitude. You are always expected to appropriately use Whitehouse IT infrastructure.

CLASSROOMS

A clean and orderly campus, including studios and lecture rooms, promotes a positive and professional learning environment. The condition in which classrooms are left after a class is everyone's responsibility.

No food or drink is to be consumed in computer rooms.

After class you are required to:

- put all rubbish in the bins provided and ensure that the desk area is clean.
- put chairs on or under the desk, and ensure desks are clean and tidy.
- ensure all computers in computer rooms have been turned off.
- take all personal items with you - they can be stored in your Whitehouse locker.
- no responsibility will be taken for items left on Whitehouse premises.
- take assessed work home.
- Please note that work left on campus more than 2 weeks after assessment becomes the property of the Whitehouse Institute and will be disposed of.
- always wear covered shoes in the technical classrooms – regardless of the subject discipline.

STORAGE

Whitehouse Institute has limited storage capacity and cannot store student work or goods on campus. You are not permitted to leave your personal items in classrooms overnight or during holidays. Whitehouse accepts no responsibility for goods left on the premises.

Lockers

Lockers are available for annual hire on Whitehouse campuses. Refer to Application for Locker Hire form on Google Classrooms.

Please do not store any food items in your locker.

You are required to clear out your locker, return your locker key and take your personal property home prior to the end of the academic year. You are entitled to a refund

for the key providing you return it on or before the last day of academic studies. A fee will be charged for lost locker keys.

you are advised to exercise caution. Please advise the General Manager if you have encountered any problems.

Please note that Whitehouse Institute takes no responsibility for property left on the campus during or after the academic year.

Exhibitions

Be aware that it is your responsibility to remove any props or exhibition hardware bought in for your exhibition/showcase directly after the event. You will incur the cost of removal of anything left on Whitehouse premises after an exhibition.

EMERGENCY PROCEDURES

Evacuation

DO NOT USE THE LIFT

If the Evacuation Alarm sounds students are to follow the directions of staff and exit the building safely and promptly via the fire stairs to the campus designated safety area.

SAFETY IN THE PRECINCT

Stranger Danger

At times strangers wander in off the street; they must be immediately reported to Reception. If you are expecting a friend or family member, they are required to report to Reception to sign in. They must always be escorted by you.

Sydney

Students should exercise due caution when travelling in Surry Hills, particularly after sunset. Please advise Reception or your teacher if you have encountered any problems. Students working late should have a clear plan for safe transit home.

Melbourne

The City is considered safe with direct access to the tram network and the Southern Cross train station. Trains and trams are patrolled by Victorian Police Protective officers. However, if leaving the campus after dark,

CONDITIONS OF ENROLMENT

Each student enrolled at Whitehouse of Design, Australia is required to have read and understood the **Student Handbook**.

Your contact details

You must ensure that Student Administration has your most recent contact details including your personal email address, mobile number, local address and emergency contact. Please contact Student Administration if you need to change your original details.

Emergency Contacts

As part of the enrolment process Whitehouse requests that you provide an emergency contact. In the unlikely event that you become unwell or are injured on campus your emergency contact will be advised. Please ensure that your emergency contact details are always up to date by advising student administration of changes as they occur.

Student Information Security & Management

Whitehouse treats all student information as confidential.

Student information is managed according to current legislative requirements. On occasion, and as required by law, Whitehouse may be required to disclose your personal information to outside organisations which are also required to meet legislative requirements. Such organisations may include accountants, auditors and lawyers as well as government and regulatory agencies such as Department of Immigration and Border Protection (DIBP), Commonwealth Department of Education, Australian Skills Quality Authority (ASQA), Australian Taxation Office (ATO) and Tertiary Education Quality Standards Agency (TEQSA).

Refer to the Privacy Policy ([G008 Privacy](#)).

Authority to Disclose

Access to student information or student files by a 3rd party will only be possible if you have authorised it by completing and signing the [Consent to Disclose Information/Student File Access Authorisation Form](#) on the website.

Fees

Fee schedules are published on the Whitehouse website, confirmed at enrolment and are available from Student Administration. FEES include: Tuition Subject Fees (deferred to HELP and or payable upfront), Incidental Fees (levied as a Service or Penalty Fee); incidental Fees and Charges; and Student Services and Amenities Fee (SSAF). It is the student's responsibility to ensure that all FEES are paid in full on or before the due date and are paid in full at the end of enrolment (complete or incomplete). Whitehouse will withhold access to the student portal, academic transcripts (complete or incomplete), certification or conferral of the Bachelor of Design award until all amounts owing to Whitehouse Institute are paid in full.

The Bachelor of Design is a Commonwealth HELP Loans approved program. Applications for HELP Assistance are available with your enrolment pack and at any other time from Student Administration. You are required to hold Australian Citizenship or to meet specific visa and residency requirements to be eligible for a HELP loan. You are encouraged to consult the Commonwealth Government Study Assist website for up to date [HELP Loans information](#). You cannot defer incidental and material fees to your HELP Loan.

Enrolment and Resumption of Studies

All enrolment documentation will be made available to you prior to enrolment. You will be enrolled as a full-time student for the expected period of course duration (2 years for the Bachelor of Design and 1 year for the

Master of Design). If you have previously deferred your enrolment and wish to resume study, you are invited to complete an Application to Resume Studies form (available from the Student Portal on the Whitehouse website) and submit it to Student Administration. Please contact Student Administration regarding any questions you have about your enrolment or resumption of studies.

Students under 18 at Enrolment

If you are a domestic student under the age of 18 when you enrol a record indicating your age will be noted in the Class Roll. In addition, Whitehouse Institute may require parent or guardian approval for certain activities.

Life drawing – When you enrol in your course you will be asked to confirm by way of your signature that you are aware that your studies may include life-drawing activities. If you are under 18 or are uncomfortable with this practice, please notify your teacher prior to the activity.

Excursions – If you are under the age of 18 you require approval from your parent or guardian.

Events – Students under the age of 18 are precluded from events where alcohol may be served.

Parent/guardian access – If you are under 18 Whitehouse can communicate with your parents/guardian regarding your attendance and academic progress. Under provisions of the Privacy Act 1988, no further contact can be made once you have turned 18 unless you give your express permission by completing the [Consent to Disclose Information/Student File Access Authorisation Form](#) on the website.

Deferral | Leave of Absence

Whitehouse makes provision for you to defer subjects (partial deferral) or take a leave of absence from studies (with the intention of returning within 2 years).

You should contact the Academic Coordinator to discuss your options and familiarise

yourself with the Withdrawal and Deferment Policy ([A010 Withdrawal & Deferment](#)) on the website if you are thinking about deferring or taking a leave of absence.

If you decide to defer or take a leave of absence you will need to complete and submit a [Notification to Cancel Enrolment or Defer Subjects form](#) to Student Administration.

You can obtain the form from the website or from Student Administration. No action will be taken until you complete and submit the form.

Course Withdrawal

If you are considering withdrawing from your Whitehouse studies altogether you should familiarise yourself with the Withdrawal and Deferment Policy ([A010 Withdrawal & Deferment](#)).

You should also seek advice from the Course Coordinator, who may be able to suggest alternative options for your consideration.

You should make sure you understand the implications of the Census dates regarding fees should you choose to withdraw from the course.

If you decide to withdraw from your studies at Whitehouse you will need to complete and submit a [Notification to Cancel Enrolment or Defer Subjects form](#) to Student Administration.

The form is available from Google Classrooms or Student Administration.

When you withdraw you will need to pay any outstanding fees, return your Whitehouse Student card, your transport concession, library resources and locker key.

Providing you have paid any outstanding fees Whitehouse will issue an Academic Transcript for subjects you have completed. No action will be taken until you complete and submit the form

Academic Transcripts | Testamur

Upon graduation, you will be awarded a Testamur and an Academic Transcript in recognition of course completion. If you withdraw from studies before completion you will be issued with an Academic Transcript for subjects completed by the date of withdrawal. There is no charge for these documents. Additional copies of Academic Transcripts are available from Student Administration for a fee.

Graduation | Conferral of Award

Your graduation ceremony is formal recognition and celebration of the completion of your course. There are costs involved with the graduation ceremony and the hire of gowns. You are not required to attend graduation; you can be conferred your award *in absentia* at no cost. However, you cannot be awarded your testamur prior to this date or if you have fees outstanding.

Refer to the Academic Calendar in Google Classroom for graduation dates.

Changes to Agreed Services

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 studies. 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 Transcript of Academic record for subjects completed.

Students have a right to obtain a refund for services not provided by Whitehouse Institute of Design, Australia if the arrangement is terminated early, or Whitehouse is unable to provide the agreed services within a reasonable timeframe.

WHITEHOUSE STAFF

Whitehouse staff are introduced to you at your orientation. See Student Administration for further information on Whitehouse Staff.

WHITEHOUSE POLICIES & PROCEDURES

The Policies and Procedures pertaining to this handbook and to your studies at Whitehouse can be viewed on the website.

<https://whitehouse-design.edu.au/policies-procedures/>

Please note Whitehouse policies and procedures are updated on a regular basis. It is your responsibility to check for the most up to date version.