

STUDENT HANDBOOK 2024

BACHELOR OF DESIGN

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

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BEING A WHITEHOUSE STUDENT

Welcome to all 2024 new and returning students at Whitehouse Institute of Design, Australia.

Studying a nationally endorsed and accredited course is a serious commitment. Whitehouse courses are challenging and demand your attention and 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.

Once you fully engage and participate in all aspects of your learning and campus activities, you will have an excellent chance to successfully complete your course.

At Whitehouse, you are always expected to demonstrate a professional approach. This is an integral part of your overall learning and graduate achievement. This includes practicing behaviour of mutual respect and treating your fellow students and staff with courtesy and dignity. Whitehouse does not tolerate any form of discrimination, bullying, sexual assault, or sexual harassment.

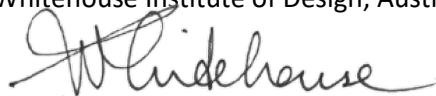
Mobile phones must not be in studios for any other purpose except where they are used in coursework, in learning and assessment activities, in exceptional/emergency situations. Also, for your safety, do not use mobile devices while “walking” on campus grounds and around the campus precinct. Interruptions caused by mobile devices have been proven to cause accidents, disrupt concentration, and as a budding design student such interruptions can negatively impact your learning.

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. Your learning does not stop when you leave the classroom. Off-class, independent and self-directed learning is very important as you continue to work on your design thinking, research, learning activities and assessments.

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.¹

We look forward to guiding you on your learning journey this year.

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



¹ Most links in this document hyperlink to the repositories on the Whitehouse Institute of Design Australia Website. Some links point to important information for students on Australian and State Government Websites.

BACHELOR OF DESIGN

The Bachelor of Design has three specialisation options, namely: fashion design, interior design, and creative direction and styling at its Sydney, Melbourne, and Brisbane campuses.

The Bachelor of Design program is based on a trimester model with six study periods completed over two years in a full-time study mode, or three to four years, part-time. Students undertake five integrated subjects in 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 a 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, academic approach underpinned by sound and rigorous research 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' briefs 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 first year and stage of the course content is addressed via five main study fields subjects:

- Design Contexts: (Art & Design; Super Future)
- Digital Design
- Illustration for Design (including Elements and Principles of Design)
- Design Methods (Fashion Design | Styling Design | Interior Design)
- Design Workshop (Fashion Design | Styling Design | Interior Design)

The second year and stage of the course becomes tightly focused around five main study field subjects:

- Design Contexts: Business, Marketing, Industry Ready
- Digital Design
- Illustration for Design
- Design Methods (Fashion Design I Styling Design I Interior Design)
- Design Workshop (Fashion Design I Styling Design I Interior Design)

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

Design Contexts

Design Contexts – Art & Design; Super Future

The Design Context 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 the elements and principles of design, 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 offer a 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 these subjects 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 signature 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 (live and / or digital) where each student presents their body of work to design professionals and the public.

Course Completion:

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 |

Note:

Design Contexts 1-3 includes Art & Design and Super Future. Illustration 1-3 also include Elements & Principles of Design.

PRINCIPAL STUDY DATES – 2023 - 2025

ACADEMIC AND CENSUS DATES - SYDNEY CAMPUS DATES

| 2023 | Commencement | Census Date | End | Administrative/Due date |
|-------------|--------------|------------------------------|------------|-------------------------|
| Trimester 1 | 20 February | 22 February (DI1) 8 March | 12 May | 6 February |
| Trimester 2 | 5 June | 21 June | 25 August | 22 May |
| Trimester 3 | 18 September | 4 October | 8 December | 28 August |
| 2024** | Commencement | Census Date | End | Administrative/Due date |
| Trimester 1 | 19 February | 6 March | 10 May | 5 February |
| Trimester 2 | 3 June | 19 June | 23 August | 20 May |
| Trimester 3 | 16 September | 2 October | 6 December | 26 August |
| 2025** | Commencement | Census Date | End | Administrative/Due date |
| Trimester 1 | 17 February | 5 March | 9 May | 3 February |
| Trimester 2 | 2 June | 18 June | 22 August | 19 May |
| Trimester 3 | 15 September | 1 October | 5 December | 25 August |

ACADEMIC AND CENSUS DATES - MELBOURNE + BRISBANE CAMPUS DATES

| 2023 | Commencement | Census Date | End | Administrative/Due date |
|-------------|--------------|---------------------------|-------------|-------------------------|
| Trimester 1 | 27 February | 1 March (DI1) 15 March | 19 May | 13 February |
| Trimester 2 | 12 June | 28 June | 1 September | 22 May |
| Trimester 3 | 25 September | 11 October | 15 December | 4 September |
| 2024** | Commencement | Census Date | End | Administrative/Due date |
| Trimester 1 | 26 February | 13 March | 17 May | 12 February |
| Trimester 2 | 10 June | 26 June | 30 August | 20 May |
| Trimester 3 | 23 September | 9 October | 13 December | 4 September |
| 2025** | Commencement | Census Date | End | Administrative/Due date |
| Trimester 1 | 24 February | 12 March | 16 May | 10 February |
| Trimester 2 | 9 June | 25 June | 29 August | 19 May |
| Trimester 3 | 22 September | 8 October | 12 December | 3 September |

** Academic dates are subject to change. Study period commencement and end dates includes independent study and assessment week. Always check principal study dates on the **Academic Calendar in Google Classrooms** and record all Whitehouse principal dates in a personal wall/desk/digital planner.

DEFINITIONS:

Census Date: is the deadline for various requirements, including submitting your electronic *Request for Commonwealth Assistance* form (eCAF) for a FEE-HELP loan and SA-HELP (SSAF). If you miss the Census Date, you will not be eligible to access FEE-HELP/SA-HELP for that study period for the enrolled subject(s). The Census Date is also the deadline for withdrawing from subjects without incurring the full cost of your subject(s) or a FEE-HELP debt. Academic dates are subject to change, which may affect the census dates. Student will be notified of any change.

Administrative Date: The Administrative Date is the last date that you are to finalise upfront tuition fees for the relevant study period and complete the requirements for enrolment and or progression. The **Administrative Date** is 2 weeks before the **study period commencement date**.

NATIONAL & STATE PUBLIC HOLIDAYS

| Holiday | 2023 | 2024 | 2025 |
|---|-------------|-------------|-------------|
| New Years Day | 2 January | 1 January | 1 January |
| Australia Day | 26 January | 26 January | 27 January |
| Labour Day (VIC) | 13 March | 11 March | 10 March |
| Good Friday | 7 April | 29 March | 18 April |
| Easter Monday | 10 April | 1 April | 21 April |
| ANZAC Day | 25 April | 25 April | 25 April |
| Labour Day (QLD) | 1 May | 6 May | 5 May |
| Kings Birthday (NSW+VIC) | 12 June | 10 June | 9 June |
| Brisbane Show Day | 9 August | 14 August | 13 August |
| Labour Day (NSW) + Kings Birthday (QLD) | 2 October | 7 October | 6 October |
| Melbourne Cup (Melb only) | 7 November | 5 November | 4 November |
| Christmas Day | 25 December | 25 December | 25 December |
| Boxing Day | 26 December | 26 December | 26 December |

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 learning 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. The assessment period closes at the end of each trimester and late submissions will not be accepted after this date. 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. These events are subject to change.

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

CODE OF CONDUCT

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. Breaches of the Code have consequences and may result in course enrolment cancellations for serious offences committed.

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

Whitehouse encourages students to report incidents of misconduct, and which will be addressed in a confidential and professional manner. [Refer G02 Critical Incident Policy.](#)

Enrolled students must not present staff with gifts or gratuities as this may constitute a Conflict of Interest, whether perceived or real.

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 Student Administration 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](#).

COVID-19 Pandemic and continued support for students

The vaccination and restrictions previously mandated by Federal / State / Territory governments have been lifted.

To keep the Whitehouse students and staff and the community safe, Whitehouse still recommends (but does not mandate) vaccinations, hygiene, and other safety measures.

As conditions may change, Whitehouse will keep students informed with regular and timely notifications.

Refer Whitehouse [COVID-19 Policy](#)

Mental & Physical Health

Disclosure of any personal information regarding your mental or physical health or personal situation is completely voluntary and is treated as strictly confidential.

It is to your advantage to complete the enrolment form honestly and indicate if you have a cognitive or health condition that may affect your learning at Whitehouse. Whitehouse can develop a learning plan to support your academic performance and progression.

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 Wellbeing Officer; teacher or Course Coordinator at your campus.

Refer [G018 Student Wellbeing and Support Services Procedure](#)

Phone Help Lines:

Australia wide: [1800 RESPECT](#)

(1300 737 732)

Emergency: 000

[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

You can make a sexual assault or sexual harassment complaint to the Australian Human Rights Commission on 1300 656 419 (local call).

NSW Rape Crisis Centre (02) 9819 6565;
Outside Sydney - 1800 424 017

VIC Sexual Assault Crisis Line 1800 806 292

QLD Sexual Assault Helpline 1800 010 120

Face-to-Face Help:

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

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

If your learning is adversely impacted by a mental or physical condition, under its “*special consideration*” and “*reasonable adjustment*” provisions, Whitehouse can develop an individual learning plan and vary learning and assessment requirements in the event of proven exceptional circumstances. Student requests for special consideration 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 health or other condition which is affecting your learning, and

you choose to disclose this personal information, your first point of contact should be Student Administration at your campus. Your personal information will remain confidential and if you agree it is necessary, only relevant staff will be advised of the academic support you require.

Disability Support

Students with disability can have an individual learning plan developed for them in conjunction with their teacher or the Course Coordinator. The relevant staff will provide advice as to how your learning needs will be accommodated. Refer [G001 Access and Equity Policy](#)

Academic Support

If you are having difficulty with the coursework and or assessment, for example with academic reading, writing, and referencing, speak to your teacher without delay to request assistance. Whitehouse will work with you to develop an appropriate learning strategy and ongoing academic support. Refer [A009 Student Progression and Exclusion Policy](#)

Emergency Support

For emergency support after hours, students are advised to ring this number: +61 3 466 181 561.

You can text or leave a message, clearly stating your name, campus, and course specialisation, and return phone number.

Other Support Services

Whitehouse provides information on how to access a range of professional support services, including assistance with career and course decisions, counselling and assistance with complaint and grievance resolution. If you require assistance, in the first instance you should speak to your Student Administration.

Refer [G018 Student Wellbeing and Support Services Policy](#) and Whitehouse website at: <https://whitehouse-design.edu.au/student-portal/>

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 course placement and / or fees refund service for 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 pre-paid tuition fees via an unconditional financial (bank) 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
- Always remain financial
- Comply with all Visa and Immigration requirements
- Access support services, when needed.

To meet these requirements, Whitehouse recommends that overseas students read the following information carefully at:

<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 to progress and complete their studies within the agreed study dates and visa grant approval.

International student can however apply to vary their study pattern to a reduced or increased load, based on compassionate, compelling or exceptional circumstances (e.g. COVID-19 pandemic), in accordance with the [National Code, Part D, Standard 9](#) regulations.

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 action 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 the Student Services and Amenities Fee (SSAF) in advance of each study period enrolled in. Also, any incidental fees a student may incur during enrolment. Non-financial students may be suspended from class participation until financial. Continued non- payment of invoiced fees could result in cancellation of enrolment from the Bachelor of Design 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/>

Wellbeing and Support Services:

International students are entitled to the same wellbeing and student support services as domestic students. Refer [G018 Student Wellbeing and Support Services Policy](#).

If you have medical or mental health condition(s) that is likely to affect your ability to study at Whitehouse, you are strongly encouraged to disclose this on the enrolment form or early during the first trimester by speaking to your teacher in the first instance.

Whitehouse can develop an individual learning plan to support your academic performance and progression.

COMMUNICATING

Use of Social Media

Social media is a pervasive force globally. You are strongly advised to always behave and act professionally, and to think carefully about what you present in any digital forum – any 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. It is important that you create a separate social media profile for your design work as your personal profile may contain content that is counter to your professional image.

Your digital portfolio can be hosted on the Whitehouse graduate exhibition platform: <https://whitehouse-design.myportfolio.com/>

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. It is important that you 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 student email address for communication with your teachers outside of class time. Please respect that staff are not required to respond out of office hours.

Whitehouse will not tolerate inappropriate communications with staff members via email and or 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 measure 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 changes to improve the student learning experience.

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

SUBJECT OUTLINES

Whitehouse provides students with a Subject Outline for each subject they are enrolled, which is uploaded to the Google Classroom at the start of each study period. The Subject

Outline provides an overview of the subject, the learning objectives, a class schedule for the current study period and overview of each lesson, assessment brief-criteria-weighting, and recommended readings related to the subject. The subject outline also includes important information about academic support, consultation with teachers, attendance, submitting assessments, grading criteria, academic integrity, and student appeals.

The recommended 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.

Subject Outlines are available on Google Classrooms.

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

ATTENDANCE & PROGRESSION

Class Attendance

Whitehouse courses are designed to advance your learning progression from novice to mastery of discipline-specific skills and academic research and writing.

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

Attendance and class participation are worth 30% of a subject's overall mark/grade, 10% for attendance and 20% for in-class participation.

Students will be expected to come to class, engage with the subject's learning coursework requirements by participating in and

undertaking set activities; interacting with teachers, peers, asking questions and responding to feedback, preparing, and submitting formative assessment tasks by the end of the lesson.

Refer [A002 Assessment Procedure](#), section 8 and 9 for more details.

Punctuality

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.

At the beginning of each class your teacher will introduce the lesson content, so being late could affect your understanding and how you engage in the coursework for the subject. Please note the teacher has a limited amount of time they 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.

All coursework helps you to develop an original design project under the guidance and feedback provided by teachers in class time.

Being absent or late for class prevents or limits your teachers from providing you with individual constructive feedback and authenticating your original design work submitted for assessment.

You are strongly advised to *participate actively* in lectures, studio, workshop, and tutorials and complete the required readings and other in-class activities which are designed to develop your knowledge and skills in design.

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 learning tasks set for each week of the study period and all assessments by the set due dates to progress.

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 successfully completing each subject and progressing to the next stage of the course. If you need assistance be sure to ask for it early. Whitehouse monitors your academic progress throughout the study period to ensure your learning progress towards course completion.

It is too late to ask for help after the final assessment due date.

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 reasons. A medical [Professional Practitioner Certificate](#) (PPC) is required in cases of illness for special consideration. All applications must be submitted to Student Administration in advance of the assessment or task due date. Refer A002 [Assessment Procedure](#)

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 / or Academic Director.

In such cases the time to complete your Bachelor of Design degree will be extended beyond the original two-year program. In the case of failing and having to repeat subjects, it is important to note that **you will be required to pay the course fees again, and where you fail more than 50% of your full or part-time study load in a Trimester, you will be ineligible for a FEE-HELP loan in the following Trimester**

Refer: <https://www.studyassist.gov.au/help-loans/fee-help>

Whitehouse strongly encourages all students to have a clear understanding of their financial responsibility associated with completing their degree.

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

G-SUITE: GOOGLE FOR EDUCATION

Upon completion of Orientation Day and Registration in week 1 of the study period, 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:

Gmail by Google – is the platform where your student email is hosted.

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

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

Your access to Google Classroom will be set up after your enrolment is processed and during your Orientation when your student user account is set up. Go to:

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

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 Whitehouse website, Student Portal on the website <https://whitehouse-design.edu.au/student-portal/>, your subject and campus Google Classrooms you will have access to:

- Current Timetables
- Subject Outlines & Lecture Notes
- Readings & Resources
- Assessment briefs, marking criteria and submissions requirements
- 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 experience any difficulty with these platforms, email your teacher in the first instance, and your issue will be directed to the appropriate Whitehouse staff member for resolution.

The Student Portal (Whitehouse Website)

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/>

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 Services and Amenities Fee (SS&AF)

Higher Education Providers charge students a Student Services and Amenities Fee each year. The SSAF is used to support the student experience non-academic services like wellbeing, child-care, food services, financial advice, sporting and recreational activities or employment and career advice.

The SS&AF is \$324.00 per annum for full-time students (\$108 per Trimester), and \$54.00 part-time per Trimester (less than 75% EFTSL)

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 in full by the due census date will still be liable and: (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 results and 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](#)

STUDENT WORK

Free Intellectual Inquiry

Students at Whitehouse have the right to:

- have access to information about free intellectual inquiry
- develop design theories, concepts and products underpinned by the access to information from a broad and diverse scholarly base
- cooperate with other students freely and generously to reciprocally exchange information and ideas for significant scholarly advancement, and
- 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 design course work in hard copy or material form 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, once it has been marked, or formally request to collect work 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

Students 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 acknowledge the work of others accurately and clearly 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 latter resulting in the cancellation of enrolment.

The actual 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 subject outlines for each subject and in the Google Classroom ‘assignment’.

Assessment requirements for each subject will also be explained by your teachers during the first class. You can access subject outlines from the 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.

Exam Panel Assessment Requirements

The panel assessments at Whitehouse are equivalent to formal examinations. Presenting

at Panel is a form of workplace simulation of what you will be expected to do in employment with your clients, so the benefits are considerable in preparing you for professional practice.

Students must attend and present at scheduled exam panel assessments. Failure to attend and present at Panel will lead to a subject FAIL result grade and place you at risk of not progressing in the course.

There are circumstances where an absence from exam panel assessment may be approved, which may include, unplanned, unforeseen, catastrophic events, or compassionate reasons, that is circumstances beyond one’s control for example, a natural disaster, political upheaval / conflict or pandemic, serious accident, illness or medical condition, a traumatic experience, or bereavement; threat to life or livelihood, and other similar situations that may be considered.

The required evidence to support an application for “special consideration” related to exam panel assessments are quite rigorous and strict.

In the case of natural disasters or pandemics or upheavals (wars), required evidence, includes statutory declaration; public report / official media reports and /or coverage, medical record / certificate.

For compassionate reasons (e.g. death of a family member or close friend and / or attendance at their funeral, required documentation includes evidence of the situation (obituary, funeral notice, hospital / medical certificate), a professional practitioner certificate or statutory declaration supported with relevant documents. In the case of being a primary carer, a professional practitioner certificate or statutory declaration supported with relevant documents.

For unplanned, unforeseen events and reasons, for example accident, misadventure or medical episode, a professional practitioner certificate is required. A medical certificate and /or a “stat dec” in the case of a short-

term medical issue is not sufficient.

A statutory declaration with supporting documentation related to serious hardship arising from misadventure or threat to safety or livelihood (e.g. eviction notice, police report).

In the case of technical matters affecting preparations for panel, the declaration must include supporting evidence like a screenshot or photo of error with date and time stamp, and repair / booking service documentation.

Refer [Assessment policy /procedure, section 7](#) and relevant clauses for details.

Special considerations will not be granted for situations that are **foreseeable or avoidable, and under the student's control**, for example:

- delays due to public transport or traffic.
- predictable emotions (e.g., assessment stress).
- personal events (birthdays, weddings, travel plans).
- minor ailments
- study – life – work balance issues
- employment commitments.
- misinterpretation of timetables or course outlines.
- ICT problems as cloud storage is provided with student email.

It is the student's responsibility to make a timely application and submit the required accurate and sufficient evidence to support their case for special consideration. Failure to do so may result in the application being declined. These rules are put in place to maintain the integrity and standard of the Institute's qualifications and students' academic progress.

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 overall average award grade level you achieved for the entire program (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 subject outline. Some teachers may require you to use several modes of submission.

All 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 is 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% from the awarded 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 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.
- Whitehouse closes the overall assessment period at the end of each trimester. Late submissions will not be accepted after this date.

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 has the right to 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

Students must plan and speak to the teacher about an extension before the assessment due date: the maximum extension you can seek without a formal application is two days. Generally, you can apply for only one extension to an assessment deadline for each subject.

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 if relevant, include supporting documentation to justify the reasons for you need extra time to work on your assessment. The application must be submitted to Student Administration 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 notify you.

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 wellbeing and their ability to do the coursework and or assessment and will affect their academic

progress. A *Professional Practitioner Certificate* is required for an absence during Panel Assessment week and for an absence or non-submission of assessment items on due dates, while a Medical Certificate is acceptable during all other, non-assessment dates and times.

These could include, but is not limited to:

- serious illness or injury;
- specific disabilities or special needs;
- bereavement of close family members (where possible a death notice should be provided);
- major political upheaval or natural disaster, or pandemic 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 of a serious crime, or
 - being the victim of a serious crime (e.g. sexual assault; physical assault)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, and a Professional Practitioner Certificate (PPC) for medical related issues.

- The Student Administration Officer will arrange a meeting with the Academic Director and/or Course Coordinator, 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 regarding 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

Students are encouraged to be honest when completing the enrolment form and indicate if they have any physical or mental health condition. Students with disability or individual learning need may be eligible for adjustments to the assessment, attendance, and/or learning requirements. Information you provide to Whitehouse staff will be treated as strictly confidential.

Under such circumstances students should complete an Application for Special Consideration form, attach documentation to

support their 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.

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 Student Administration 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 five working days of the release of the academic result. The reviewed assessment grade will be final. This may be that the original mark / grade stands or improves (goes up) or goes down. An incidental fee will apply where the appeal for result review is not successful but will be re-funded where the appeal is successful.

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 [A005 Academic Grievance and Appeals Procedure](#) and [A002 Assessment Procedure](#)

Student Results

Results. At the end of each Trimester your individual subject results are finalised. You will be 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 Runways. Your participation in and attendance at these events are compulsory. These events are subject to change.

Graduation Ceremony

Graduation ceremonies are held annually, usually between March and May. 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. The format of this event is subject to change.

Student Awards and Recognition

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

Whitehouse recognises students who demonstrate excellence in design, innovation, and learning. At the end of study periods 1-5, students will be nominated for a Learning Award and Designer Award. At the end of the degree graduands will be nominated for the Student of the Year and Designer of the Year Awards.

Industry and employers value graduates who display personal qualities and attributes such as regular class attendance and active participation; graduates who preserve, 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 for students to enter design competitions. You must obtain Whitehouse approval prior to submitting designs to such competitions.

Industry Liaisons

Industry liaisons or Internships are an important experience for students. They reflect what happens in industry, in “real life”. 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.

Under the restrictions caused by the COVID-19 pandemic, industry liaisons or internship opportunities are subject to regulations and government health advice.

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. Under the restrictions caused by the COVID-19 pandemic, industry liaisons or internship opportunities are subject to regulations and government health advice.

Alumni

Whitehouse Alumni are always expected to be professional as designers or in any professional position they hold after graduation. We love to hear from our past students – the successes as well as the trials and tribulations. Please do keep in touch. 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 representatives from each student design specialisation group. SRC meetings are held on each campus at least three 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

Brisbane 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 always keep your valuables with you
- 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

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 up to first seven days, \$10 per day thereafter (fine).

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 \$150.00 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 will need to purchase Art Kits and Technical Kits when you enrol. 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.

WORK SAFETY ON CAMPUS

You are responsible for always demonstrating safe work practice. 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.

Refer [G002 Critical Incident Policy](#).

Several staff on each campus are trained in First Aid and may be asked to assist.

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 who will report to WH management.

Workplace Health & Safety

Signoffs

Students are required to undertake WHS training before using electrical or technical equipment associated with their studies to demonstrate safe work practice, for example. using industrial sewing machines. 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 at the end of the academic year or study period, whichever applies, and return your locker key and take your personal property home. 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.

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. It is a high traffic (pedestrian, bicycle, and motor vehicles) area. 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, you are advised to exercise caution. Please advise Reception or your teacher if you have encountered any problem.

Brisbane

Students should remain aware of vehicle and foot traffic, particularly when accessing the property from Shafston Avenue. The main gate and carpark are shared traffic zones. Exercise caution if leaving the campus after dark, particularly when in the underground carpark.

With extensive campus grounds, there can be varying ground surfaces and low-lying branches. Please remain aware of your surroundings and report any hazardous objects.

Note: All campuses.

Do not use your mobile devices while walking on and around campus precincts, as they can distract you from potential hazards.

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 of results (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. Current Tuition fees and terms & conditions of enrolment apply on confirmation of re-enrolment. Please contact Student Administration enquiry@whitehouse-design.edu.au 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 Student Administration enquiry@whitehouse-design.edu.au about

the options available and familiarise yourself with the Withdrawal and Deferment Policy ([A010 Withdrawal & Deferment](#)) 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, and meet with the Academic Director to formalise the changes to your enrolment.

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

If Whitehouse Institute of Design, Australia makes 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 on the Website.