

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Procedure Name</b>   | <b>ACADEMIC GRIEVANCE AND APPEALS PROCEDURES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Procedure Number</b> | <b>A005_PR_HE (Academic)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Purpose</b>          | The purpose of this procedure is to detail the steps the Whitehouse Institute of Design, Australia (Whitehouse) will take to resolve an academic grievance or assessment appeal that has been initiated by a currently enrolled student.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Scope</b>            | <p><b>Enrolled Students:</b></p> <p>This procedure applies to all currently enrolled students related to teaching and learning in accredited Higher Education courses at the Whitehouse Institute of Design, Australia (Whitehouse).</p> <p><b>Courses and Campuses:</b></p> <p>This procedure applies to Whitehouse across all campuses and for all FEE-HELP enabled courses offered by Whitehouse to prospective and current students.</p> <p><b>Exclusions:</b></p> <p>Graduates are excluded. Under Commonwealth legislation, graduates cannot appeal an academic grievance (e.g. FEE-HELP debt remitted) after they have completed a unit(s) or a qualification of study.</p> <p>This is clearly specified on the Australian Government's Study Assist website: <a href="#">StudyAssist – Cancel your HELP debt under special circumstances</a>. The Study Assist guidelines state that <i>"You cannot have your HELP debt cancelled if you have successfully completed the unit of study."</i></p>             |
| <b>Procedure</b>        | <p>The following procedure requires actions by the following who have rights and responsibilities under the terms of this procedure:</p> <ul style="list-style-type: none"> <li>• Enrolled students</li> <li>• Executive management staff</li> <li>• Course coordinators</li> <li>• Academic staff</li> <li>• Student administration.</li> </ul> <p>While the process detailed below relates primarily to matters of assessment, the most common form of academic grievance occurring, the complaint and appeal process detailed below in Stages 1- 5, from informal to formal resolution applies to the other forms academic complaints, as defined by the policy. (refer Definitions section below).</p> <p><b>Stage 1: Informal resolution process</b></p> <p>1.1. If the student has a grievance regarding formative or summative feedback on specific briefs/assessment tasks in the duration of a subject and before results are published, they can in the first instance contact Student Administration.</p> |

A senior academic staff member will consult with the teacher delivering the subject for clarification, before deciding.

- 1.2. If the issue is not resolved informally, the student can then escalate the grievance and/or appeal to formal process as outlined in Stage 2 below.
- 1.3. If the student has a grievance with a final result in the first instance, the student should contact Student Administration in writing no later than five (5) working days from the date of publication of the official results to initiate an informal review of the grade received for a subject or from the date of the grievance arising.
- 1.4. Student Administration will consult with a senior academic staff member who will take what action is deemed appropriate to resolve the matter.
- 1.5. The result of the informal review has three possible outcomes: (i) the student's mark will stand as the original mark, or (ii) improve (go up), or (iii) go down.
- 1.6. The senior academic staff member will advise student administration who in turn will advise the student in writing of the outcome of the informal review of the assessment appeal / grievance.
- 1.7. If applicable, Student Administration will amend the student's results and file all correspondence.
- 1.8. If the matter is not resolved informally, that is, the student is not satisfied with the outcome of the formal review, then they may initiate a Formal Resolution Process (Stage 2).

#### **Stage 2: Formal Resolution Process**

- 2.1. If the student is not satisfied with the outcome of the informal resolution process the student can submit in writing to Student Administration within five (5) working days from the date of notification of the outcome from the informal review process, a request for a formal assessment / grievance review.
- 2.2. The written request shall state the following:
  - 2.2.1. an outline of why the student thinks the original assessment result and the decision of the informal review was inappropriate.
  - 2.2.2. any new and relevant evidence in support of their appeal.
  - 2.2.3. where assessed work has been handed back to the student, the student will attach the marked work to the letter as well as a clean copy of the assessment task.
- 2.3. The assigned senior academic staff member will read the student's communication and may request additional information from student administration and / or the relevant subject teacher.
- 2.4. The assigned senior academic staff member will determine if a formal resolution process is warranted.
- 2.5. If the assigned senior academic staff member does not consider a formal review is warranted, a letter so advising the student must be sent within five (5) working days of the decision being made. The student must be advised as to why a formal review has not been initiated. The student can appeal this decision (Stages 3- 5below).
- 2.6. If the student's request for a formal review is granted, the student will

be advised and the process will commence, as detailed below.

- 2.7. If a formal review is warranted, the assigned senior staff Officer will apply the relevant (and any related) policy and procedure. **For example,** if the appeal relates to assessment, the assigned Officer will:
  - 2.7.1 verify that the assessment policy and procedure have been correctly carried out.
  - 2.7.2 if required, arrange for work to be independently re-assessed by an academic with experience and knowledge in the field and a report written by this person whose identity is not revealed to the staff member who carried out the informal review.
  - 2.7.3 if required, ensure the work to be marked is an unmarked copy and no original mark, comment or grade is disclosed to the independent assessor.
  - 2.7.4 discuss the matter directly with the student if further information is required.
- 2.8 Student Administration will inform the student the outcome of the formal review in writing within five (5) working days of the decision being made. The written report will set out the result of the reassessment / review and, if relevant the revised mark given and the reasons for the decision.
- 2.9 The final result of the formal review has three possible outcomes: (i) the student's mark will stand as the mark decided at the informal review, or (ii) improve (go up), or (iii) go down.
- 2.10 A student can appeal the outcome of the formal resolution process, if they are not satisfied with the decision. (Stage 3 below)

### Stage 3: Appeal

- 3.1. A student may appeal an outcome from a formal resolution process on one or more of the following grounds:
  - 3.1.1. that the case had not been heard or decided on all available evidence
  - 3.1.2. that the student can provide new evidence
  - 3.1.3. that a procedural irregularity had occurred.
- 3.2. A student must lodge the appeal in writing within five (5) working days of the notification of the outcome of the formal resolution process.
- 3.3. The student must lodge the appeal with Student Administration for attention by the Chair of the Academic Board.
- 3.4. The appeal must be lodged in the format below:
  - 3.4.1. itemise the grounds for appeal in accordance with above.
  - 3.4.2. detail and provide relevant evidence relating to the ground(s) for appeal to enable the Appeals Committee to prepare for the hearing.
  - 3.4.3. if applicable, state the procedural irregularity and as far as possible how this has affected the outcome of the review.
  - 3.4.4. include student's signature, date, family name, given names, student number, address for notices, contact phone number, email address.

- 3.5. Upon receipt of the appeal the Chair of the Academic Board will confirm that the case has been considered in accordance with the informal and/or formal resolution process. If the case has not been considered through the formal resolution process, the matter shall be referred to Academic Board and the student advised accordingly.
- 3.6. Where the appeal does not comply with the criteria and therefore should not be heard by the Board, the Chair of the Academic Board will reject the appeal. The student will be notified of the decision and reasons for the rejection.
- 3.7. Where the appeal has not been rejected, the matter shall be forwarded to the Academic Board, who may choose to convene an Assessment Appeals Committee.

The Assessment Appeals Committee shall be made up of the Chair of the Academic Board (presiding), a senior Whitehouse academic staff member not previously involved with the student's case, and a nominated external industry member from a related area of the creative industries.

- 3.8. The Academic Board or the Assessment Appeals Committee hears all appeals in respect of assessment and other academic matters referred to it by the Learning Teaching and Assessment Curriculum Committee (LT&ACC) and/or other relevant Institute body.
- 3.9. Where a member of the Assessment Appeals Committee has had any involvement in a student's case, that member cannot sit as a member of the Committee hearing that student's appeal.
- 3.10. The Chair of the Academic Board or their delegated representative is the Chair to that Committee.

#### Stage 4: Appeal Hearing

- the student, designated academic staff member and the Academic Board/Assessment Appeals Committee (Board/Committee) are *given* a minimum of five (5) days written notice of the hearing and all relevant documentation forwarded to the members of the Committee.
- the student and designated academic staff member will be given the opportunity to give evidence at the hearing.
- the student can be represented by an advocate at the hearing, such as a friend or family member or student representative.
- the Board/Committee must hear the matter on its merits, considering all circumstances of the student's case.
- after consideration of all evidence available in the case, the Board/Committee shall reach its decision by a majority vote by agreement with the members, each of whom has equal voting rights. The Secretary does not have voting rights. If it is a split decision, the Chair will make the final decision.
- the Board/Committee may decide to:
  - confirm the outcome / decision against which the student lodged their appeal.
  - uphold the appeal, or parts of it.
  - cancel any penalty imposed on the student; modify any penalty imposed on the student; direct Whitehouse to undertake a course of action (for example: re-assess the student's work, allow the student to sit a further supplementary

assessment task and provide ongoing academic support for the student).

- the Secretary of the Board/Committee will then:
- document the decision and the reasons for the decision
- contact Student Administration and designated academic staff member with the decision and the reasons for the decision
- prepare the written communication for the student for co-signing by the Chair of the Academic Board/Assessment Appeals Committee and the designated academic staff member
- send the written advice to the student's contact email address.
- place documents on the student's file.

### Stage 5: External appeals

Students are encouraged to complete all internal complaints and appeals processes to try and resolve their complaint before taking any external action. If the student feels that the outcome of their internal appeal is unfair or incorrect, the student can apply for an external appeal. Whitehouse will participate fully in any such external appeal and resolution process.

External agencies include:

- National Student Ombudsman <https://www.nso.gov.au/>
- [Commonwealth Ombudsman](#), international student complains.
- Administrative Review Tribunal (ART): <https://www.art.gov.au/>
- [Australian Human Rights Commission](#)
- [Department of Fair Trading \(NSW\)](#)
- [Consumer Affairs Victoria \(VIC\)](#)
- [Office of Fair Trading Qld](#)
- [The Resolution Institute](#)

For information on the above external appeals processes, students are encouraged to contact the agency or visit their website directly.

Whitehouse acknowledges that if the external appeal decides in favour of the student, the Institute will immediately implement the decision/recommendation and/or take corrective action and advise the student in writing of the outcome.

### International Students

If the international student is unsuccessful with the internal appeals and complaints process, Whitehouse will notify the student in writing within five (5) working days of concluding the appeal and will advise the student of the external appeal options available, which will be at no cost to the international student.

If an international student is not satisfied with the outcome/decision of the institute's internal appeals process, the international student can lodge a complaint about the decision to the [Commonwealth Ombudsman](#), international student complains.

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Relevant Legislation</b>  | <ul style="list-style-type: none"> <li>• National Student Ombudsman <a href="https://www.nso.gov.au/">https://www.nso.gov.au/</a></li> <li>• <a href="#">Commonwealth Ombudsman</a>, international student complaints.</li> <li>• Administrative Review Tribunal (ART): <a href="https://www.art.gov.au/">https://www.art.gov.au/</a></li> <li>• Australian Human Rights Commission <a href="https://humanrights.gov.au/">https://humanrights.gov.au/</a></li> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">2016 Higher Education Support Act (2003)</a></li> <li>• <a href="#">Australia Qualifications Framework (AQF)</a></li> <li>• <a href="#">Fair Trading NSW</a></li> <li>• <a href="#">Department of Fair Trading (Victoria)</a> <a href="#">(NSW)</a></li> <li>• <a href="#">Consumer Affairs Victoria (VIC)</a></li> <li>• <a href="#">Office of Fair Trading Qld</a></li> <li>• <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000</a></li> </ul> |
| <b>Key Related Documents</b> | <ul style="list-style-type: none"> <li>• Academic Grievance and Appeals Procedure</li> <li>• Student, Grievance Form, Academic</li> <li>• Student Consultation Form</li> <li>• Code of Conduct (Students)</li> <li>• Student Course Handbook</li> <li>• Privacy Policy and Procedure</li> <li>• Learning and Teaching Policy and Procedure</li> <li>• Assessment Policy and Procedure</li> <li>• Critical Incident Policy and Procedure</li> <li>• Student Grievances and Complaints Resolution, Non-Academic Policy and Procedure.</li> <li>• Supporting Students Policy and Procedure.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Definitions</b>           | <p><b>Complaint or Grievance:</b> a complaint or grievance can be defined as a student's expression of dissatisfaction with an aspect of the Whitehouse Institute's services and activities.</p> <p><b>Complainant:</b> the student making the complaint or grievance.</p> <p><b>Executive Management Committee:</b> Whitehouse's Senior Operations Group.</p> <p><b>Advocate:</b> a person nominated by a student to present their case in an appeal on their behalf. This person must not be a legal practitioner</p> <p><b>Product:</b> in this context, material goods are provided to a student, either free of charge or for a fee, to assist them to study at the Whitehouse Institute.</p> <p><b>Service:</b> in this context, an act done for a student as part of their experience at the Institute.</p> <p><b>Written Notice/Letter:</b> unless otherwise specified, written notice/letter can include notification by presentation with a written document, mailed or couriered letter, emailed and/or faxed.</p> <p><b>Grievances / Appeals about Academic Matters.</b></p>                                                                        |

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               | <p>These are usually complaints or appeals against academic decisions. They include but are not limited to:</p> <ul style="list-style-type: none"> <li>• course entry requirements</li> <li>• selection or admission decisions</li> <li>• structure of academic programs, coursework, nature of teaching, or assessment</li> <li>• assessment matters (e.g. assessment briefs; tasks, methods, types, rubrics; penalties; marks/ grades / results)</li> <li>• academic progress decisions</li> <li>• decisions by academic staff that affect the academic program of an individual or group/s of students</li> <li>• attendance / participation</li> <li>• credit recognition</li> <li>• issues relating to and breaches of academic integrity, authorship and / or intellectual property.</li> </ul> |
| <b>Responsible Officer</b>                    | Chief Executive Officer or delegated Senior Executive Management Committee member.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Approval Authority/ Authorities</b>        | Academic Board                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Date Approved</b>                          | 20/12/2023                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Date of Commencement</b>                   | 21/12/2023                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Date for Review</b>                        | 21/12/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Documents superseded by this Procedure</b> | Admission Policy and Procedure (06/02/2013)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Amendment History</b>                      | <p><b>10/2025</b></p> <ul style="list-style-type: none"> <li>• Updated the purpose, scope and procedure statement sections.</li> <li>• Checked, updated URLs and updated the Relevant Legislation section.</li> </ul> <p><b>12/2023</b></p> <ul style="list-style-type: none"> <li>• update to procedure section and clauses 1.4-1.6, 2.1.1 – 2.7, 2.8, 3.3, 3.6, 4.1- 4.2, 4.8, 4.12-4.15.</li> <li>• checked and updated relevant legislation section and links.</li> <li>• updated key related documents section.</li> <li>• Added definitions section and relevant definition statements.</li> </ul> <p><b>02/2019</b></p> <p>Update External appeals and The National Code 2018 reference.</p>                                                                                                   |

|                                                        |                                                                                                                                                                                                                                                            |                          |                   |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------|
|                                                        | <b>05/2018</b><br>Re-branding – Header & Footer only<br><br><b>11/2016</b><br>Policy and Procedures separated, and HE and VET documentation separated. Updated formatting and minor amendments. Consideration of grievance for individual assessment task. |                          |                   |
| <b>Signed and dated<br/>for Whitehouse<br/>Pty Ltd</b> |                                                                                                                                                                           |                          |                   |
|                                                        | <b>Signature</b>                                                                                                                                                                                                                                           | <b>Leanne Whitehouse</b> | <b>20 12 2026</b> |
|                                                        |                                                                                                                                                                                                                                                            | <b>Name</b>              | <b>Date</b>       |

| INFORMATION FOR PUBLISHING ON POLICY REGISTER |                                                                                              |
|-----------------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Category</b>                               | Academic                                                                                     |
| <b>Stakeholders</b>                           | Academic Board<br>Executive Management<br>Academic Staff<br>Administration Staff<br>Students |