

Policy Name	STUDENT APPEALS POLICY
Policy Number	V005_PO_VET
Purpose	The purpose of this policy is to acknowledge the right of enrolled students to raise and have addressed grievances and appeals related to their studies.
Scope	This policy applies to all students, employees and contractors involved in the provision of teaching and learning in vocational education and training courses at the Whitehouse Institute of Design, Australia (Whitehouse).
Policy Statement	Whitehouse will work to ensure that an appeals process related to students' learning is conducted: • fairly • impartially • transparently, and • in a timely manner. All students have the right to lodge informal and/or formal grievances and appeals against decisions affecting them arising from their studies. <i>Appeals and/or grievances of non-studies related matters are addressed by a separate policy and procedure, G005 Student Grievance and Complaints Resolution, non-Academic Policy and Procedure.</i> Grievances, complaints and appeals will be taken seriously and handled professionally and in accordance with the appeals procedures to achieve a prompt resolution. There is a clear and transparent step by step procedure for the resolution of grievances and appeals. A student may seek assistance and advice in relation to the appeals process from the Campus Wellbeing or Senior Officer, which will direct them to the appropriate procedures.
Relevant Legislation	• Standards for Registered Training Organisations (RTOs), 2025 • Australia Qualifications Framework (AQF) • National Student Ombudsman https://www.nso.gov.au/ • Administrative Review Tribunal (ART): https://www.art.gov.au/ • Australian Human Rights Commission • Fair Trading NSW • Consumer Affairs Victoria • Office of Fair Trading Qld
Key Related Documents	• Student Appeals procedure (VET) • Code of Conduct, students • Access and Equity policy and procedure (VET) • Supporting Students policy and procedure • Critical Incident policy and procedure

	• Privacy policy and procedure • Student Consultation Form • Relevant Student Course Handbook
Definitions	Complaint or Grievance: 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. Complainant: the student making the complaint or grievance. Executive Management Committee: Whitehouse's Senior Operations Group. Advocate: a person nominated by a student to present their case in an appeal on their behalf. This person must not be a legal practitioner. Product: 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. Service: in this context, an act done for a student as part of their experience at the Institute. Written Notice/Letter: unless otherwise specified, written notice/letter can include notification by presentation with a written document, mailed or couriered letter or emailed. Grievances / Appeals about academic matters. These are usually complaints or appeals against academic decisions. They include but are not limited to: • course entry requirements • selection or admission decisions • structure of training programs, coursework, nature of teaching, or assessment • assessment matters (e.g. assessment briefs; tasks, methods, types, rubrics; penalties; marks/ grades / results) • learning progress decisions • decisions by staff that affect the training program of an individual or group/s of students • attendance / participation • credit recognition • issues relating to and breaches of academic integrity, authorship and / or intellectual property.
Responsible Officer	Executive Director or delegated Senior Executive Management Committee member.
Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023

Date for Review	20/12/2026		
Documents superseded by this Procedure	Academic Grievance & Appeals Policy and Procedure (23/03/2017)		
Amendment History	05/2026 • Checked and updated relevant legislation section and links. • Updated key related documents section. • Updated definitions section and relevant definitions statements • Removed statements, links, <i>et al</i> related to international students, as Whitehouse is not a CRICOS registered RTO VET provider. 12/2023 • Checked and updated relevant legislation section and links. • Updated key related documents section. • Added definitions section and relevant definitions statements. 08/2018 Policy re-branded, renamed and reformatted. 02/2017 Policy and Procedures separated, and higher education and vocational education and training documents separated and updated.		
Signed and dated for Whitehouse Institute Pty Ltd	 Leanne Whitehouse 20 12 2026		
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Vocational Education and Training (VET)
Stakeholders	Whitehouse Executive Management VET Trainers Assessors Administration Support Staff Students