



## STUDENT HANDBOOK Pre-Enrolment Information

The Flower School Pty Ltd is currently a Registered Training Organisation (RTO 41063) offering; Certificate II, Certificate III and Certificate IV in Floristry. We take our registration seriously and endeavour to do all that is required to ensure our policies and procedures comply with the requirements of Standards for NVR Registered Training which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to proposed students.

This information has been prepared to help proposed students make an informed decision about where to study. It includes details of The Flower School Pty Ltd policies and procedures that could affect proposed Students. It also provides information about the various options that may be available to those Students. It is important that students read this information carefully prior to enrolment.

### General Course Information

#### Choosing a Course

The Flower School Pty Ltd offers:

SFL20115 - Certificate II in Floristry (Assistant)

SFL30115 - Certificate III in Floristry

SFL40115 - Certificate IV in Floristry

### Study Modes

We propose to offer a range of flexible study options that may include:

- Face-to-face classes
- External study
- Remote study
- Blended delivery – combination of the above modes

Please note that class structures, times and teaching days may change without notice allowing students to study at home.

### Recognition of Prior Experience or Study

Recognised Prior Learning (RPL) is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence provided against a set of criteria in a qualification.

A service fee applies for the RPL process. The costs associated with conducting a RPL; including the tutor/student interview, the completion of a tailor made RPL Kit and the completion of units which the student needs to show competency in is currently 50% of the full fee.

### Credit Transfer

Credit transfer is the formal recognition that parts of some courses are equivalent in content and AQF level to parts of others. The Flower School Pty Ltd has developed a formal credit transfer arrangement. If proposed clients are eligible, credit transfer results in:

- automatic status or credit in part(s) of a course/qualification and
- exemption from that part of the course

Status granted through credit transfer is recorded on Student Academic Record. A credit fee of \$50.00 applies per unit when students are granted credit transfer.



## National Recognition

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework and Statements of Attainment issued by another RTO in Australia.

The Flower School Pty Ltd will accept Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs. Credit will only be viewed once you have been interviewed.

## Student Enrolment

When an enrolment form is completed Students will be acknowledging that they have been provided with the information contained in this brochure. Candidates are required to ensure they fill in **all** sections of the enrolment form so that we may support any specific study requirements. This assistance will enable us to ensure students are enrolled in the correct course of study. Candidates are encouraged to identify on the enrolment form if they have a disability and require support so that we can make the necessary arrangements to meet those needs.

Our accredited courses SFL20115 Certificate II in Floristry, SFL30115 Certificate III in Floristry and SFL40115 Certificate IV in Floristry enrolment and course detail forms are forwarded to prospective students by email, and can be downloaded from our website.

<https://theflowerschool.com.au/wp-content/uploads/2019/02/ENROLMENT-FORM-RTO-2019.pdf> The PDF can be downloaded, filled out on the computer and emailed back to us. The completed form must include your USI Number. Upon receipt of a completed enrolment form, information from the student is recorded in our College records and enrolment confirmation along with training times, venue and the trainers name is sent to the student. A record of students who enrol but do not complete the course is also kept.

**PLEASE NOTE: All students are required to have an interview before enrolment in person**

## Langue Literacy and Numeracy (LLN)

Student(s) participating in training may have special needs. Where these needs are identified **before** the enrolment process the TFS office will explore the options available to the student through the training and assessment plan. These may include, but are not limited to, students with language, literacy and/or numeracy problems, or disabilities. Students are **required** to notify the office **prior** to the course to discuss possible adjustments to support the student. Please note; it is important for us to be notified so we can make reasonable adjustment.

## Unique Student Identifier (USI)

It is mandatory for all students to have a Unique Student Identifier (USI) for Nationally Recognised Training (NRT) delivered by a Registered Training Organisation (RTO). If you do not have a USI, or want to verify your USI, please visit the Australian Government's USI website [www.usi.gov.au](http://www.usi.gov.au)

Students will be required to provide their USI on their enrolment forms or prior to their start date. e training. Please note the following information provided to TFS must be exactly the same as the information used when registering for your USI;

- First name
- Last name
- Date of birth

If SMA cannot validate your USI you will not be issued with a statement of attainment.

**Students must have access to a laptop and or computer, reliable internet connection and printer while a student of The Flower School.**

## Course fees

Each course has an established fee which varies between courses. Details relating to specific fees are outlined on the relevant course flyer.



## **Cooling off period**

Under the Queensland Government Training Legislation, you are entitled to a cooling off period for 10 business days after signing the enrolment form. You can cancel any time within this period and receive a full refund less the \$300.00 Deposit and a \$65.00 administration fee.

## **The Flower School Pty Ltd refund policy**

### *Enrolment Cancellations and Transfers*

Should The Flower School Pty Ltd cancel any course, participants are entitled to a full refund or the option to transfer funds to a future course. No refund is available to students who leave before finalising the course or unit of competency unless they can provide a medical certificate or show extreme personal hardship.

Should a cancellation of enrolment be advised more than 10 working days (Monday to Friday) prior to the course, the student will be automatically enrolled into a future equivalent course, or may request a refund (if they have paid more than the deposit). A \$65.00 processing fee will apply if deferring. When cancelling the \$300.00 course deposit is non-refundable.

When a non-attendance occurs (i.e. The course has started and no notification was provided to us about the non-attendance) NO REFUND or transfer is applicable and the entire cost of the course will be forfeited or payable in full.

## **Withdrawal due to illness or hardship**

If you are unable to continue on in the course you are enrolled in due to unforeseen circumstances, you will need to complete a withdrawal form. The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.

A cancellation or deferment of enrolment must be done in writing by completing a Withdrawal Form from the school's office and returned to us either by post, email or in person. The cancellation takes effect from when we receive this form. If you wish to defer and enrol in a different course you will need to complete a new enrolment form along with your deposit of \$300.00

## **Withdrawal due to other circumstances**

The college will not give a refund for the following reasons:

1. Change in students work hours
2. Inconvenience of travel to class
3. Moving interstate
4. Job change or retrenchment
5. Students who leave before finishing course / module
6. Students who are unable to find the training course location



## Missing a Theory or Practical Class

It is recommended that you attend all classes as scheduled. However, we understand that under some circumstances this may not be possible. Please call or email if you are not attending your scheduled class day. If you or a family member is sick, please provide a certified Doctor's certificate which will be added to your attendance record. If you require time off due to Compassion Care, please speak with your trainer or the admin team. We will always try and schedule a make-up class where we can, however the following charges apply;

1. **Missing practical** flower class will be booked as a private lesson at a cost of \$225.00 each lesson + materials.
2. **Missing theory or non-practical** class will be \$60.00 per hour to make up a Theory lesson, if needed.
3. If not able to join an existing makeup class, an additional \$65.00 administration fee will apply per reschedule booking of makeup classes.

## Course Extension

If you are unable to complete the course by the graduation date you may apply for an extension. A fee of \$95.00 will be payable, this will allow you an extension of 4 weeks from your course completion date. If you are unable to complete within the extension timeframe, you will have to defer into another intake. Which will incur a re-enrolment fee of \$300.00

## Late Submission Fee

With all courses you are required to submit theory and practical assessments. These assessments are required on the due date given to you as per course run sheet that is issued to you on your first week of the course. Failing to hand in your assessment on time will gain a **NON-Competent** result. Any late submissions of assessments will incur a \$55.00 late fee charge. You are required to email your trainer to request an extension of assessment and if you need any other additional information.

## Students receiving government assistance (Concession)

The College will offer National recognised training at a reduced rate if a student holds a current Health Card, and be a disadvantaged learner. The Student must complete an Authority Form that gives their permission for the School to confirm their Health Card status with Centrelink. The current concession rate is \$695.00 for Certificate III in Floristry SFL30115.

## Certificate 3 Guarantee Program (Subsidy)

The College will offer an Accredited Course at a reduced rate if a student does not hold a Certificate II or higher qualification. The applicant must authorise the school to access any records that may be held by the Department of Education showing their education level and completed courses. The applicant must also sign a Statutory Declaration confirming that they do not possess a qualification higher than a Certificate II to ensure the College will not be held liable for any miss-leading information. The course fee is offered at a government subsidised rate for Certificate III in Floristry SFL30115. Our current subsidised rate for 2017/2018 is \$1995.00

**Certificate 3 Guarantee Student Fact Sheet -**  
<https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

## Commitment to quality

The Quality Assurance programs embedded in our College Policies ensures that regular reviews of all of our procedures and policies take place. By this process we will endeavour to maintain quality systems and training courses to provide our students with every opportunity to gain a successful result. Students will be asked to complete a course evaluation form at the end of each course



## Student feedback

You, the student, can assist our College in the process of continuous improvement. At the end of each course you will be asked to complete a short survey. This survey is submitted each quarter to the Department of Education and Training. We ask you to give positive or negative feedback to our staff about any aspect of your relationship with us. You are important to our future and we hope we are an important part of your future.

## Privacy policy

The Flower School Pty Ltd is required to collect and store personal information in order to administer applications and enrolments, to monitor academic progress and to provide other services. The Flower School Pty Ltd will ensure that information collected is not excessive and is only used for the purpose for which it was collected.

## Legislation

Our college's Policies, Programs and Procedures are all designed to satisfy the legislative and regulatory requirements of relevant State and Commonwealth legislation. Our College complies with:

1. Anti-Discrimination Act 1991 Copyright Act 1968 (Commonwealth)
2. Disability Services Act (Qld) 1992
3. Human Rights and Equal Opportunity Commission Act 1986
4. Privacy Act 1998 (Commonwealth)
5. Racial Discrimination Act 1975
6. National Vocational Education and Training Regulator Act 2011
7. Further Education and Training Act 2014
8. Work Health and Safety Act 2011
9. National Vocational Education and Training Regulator Act 2011
10. Student Identifiers Act 2014
11. Standards for Registered Training Organisations (RTOs) 2015

## Welfare and guidance services

1. Occupational Health and Safety;
2. review of payment schedules when requested
3. learning pathways and possible RPL opportunities;
4. provision for special learning needs;
5. provision for special cultural and religious needs; and
6. provision for special dietary needs

## Occupational health and safety (face to face instruction)

All training will be conducted in an environment which ensures the WH&S of all participants. Trainees will be provided with the necessary safety information and equipment to guarantee safety. A core subject of both Certificate II SFL20115 & Certificate III SFL30115 is SFLWHS001 Participate in safe work practices

**As required by WHS all students must wear closed-in shoes at ALL times whilst here at The Flower School**



## **Dismissible/Misconduct**

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and / or the course. Examples of unacceptable behaviour includes, but is not limited to:

1. Continuous interruptions during class;
2. Smoking in non-smoking areas;
3. Being disrespectful to other participants, TFS staff and external clients;
4. Harassment by using offensive language;
5. Sexual harassment;
6. Acting in an unsafe manner that places themselves and others at risk;
7. Refusing to participate when required, in group activities;
8. Continued absence or late arrival at required times.

## **Student Rights and Responsibilities**

The Flower School Pty Ltd recognises that students have the right to:

- expect The Flower School Pty Ltd to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all The Flower School Pty Ltd.'s services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination, and be treated with dignity and fairness
- expect that will be ethical and open in their dealings, their communications and their advertising,
- expect that will observe their duty of care to them
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law





## Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment terms and conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to The Flower School Pty Ltd of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- ensuring they attend classes regularly, punctually, sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to The Flower School Pty Ltd administration office
- respecting The Flower School Pty Ltd property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities. When in doubt abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on The Flower School Pty Ltd property or engaged in a The Flower School Pty Ltd controlled or sponsored activity
- abstain from acts of self-harm

## Access and Equity

The Flower School Pty Ltd is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Ltd.'s scope of registration.

Any issues or questions raised regarding access and equity can be directed to the manager.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English
- numeracy support
- modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

## Assessment & issuance of qualifications policy

The College issues a Statement of Attainment to students that have met all requirements for the course they have undertaken. Courses that are Nationally Recognised are consistent with the Australian Qualifications Framework.

In order to achieve a statement of attainment students are required to have completed all the necessary assessment and evaluation procedures as prescribed by the College for any particular Unit of Competency. The College will issue a Statement of Attainment on the day of course completion.



Assessment for a statement of attainment will at all times be by demonstration of competency in any given area of study or within a Unit of Competency. Grades will not be given. Students will be assessed as EITHER:

1. "C" = Competent
2. "NC" = Non Competent

The Complaints and Appeals policies make it possible for any student to appeal a decision on any assessment provided by the College and he/she can be assured of a fair and equitable hearing on the matter.

A Complaints and Appeals Form must be completed and submitted before the formal process of reviewing the assessment can commence.

The College will employ a variety of assessment tasks to assess your competency. These include, but they are not limited to written tests, presentations, papers, seminars, practical demonstration, role plays, simulation assessments, group tasks, skill tests, challenge tests, question and answer testing, multiple choice assessments, field review etc.

Students who do not agree with the results of their assessment or practicum evaluations have the right of appeal.

## Appeals and Complaints Procedures

The College has a fair and equitable process for resolving disputes, complaints and appeals. Should a satisfactory resolution not be reached internally then the College staff will advise students of the appropriate legal body where they might seek further assistance and advice.

Further, the College will honour all guarantees outlined in the Code of Practice. We understand that should we not meet the obligations of this Code or the supporting regulatory requirements, we may have our registration as a training provider withdrawn.

## Policy

Any student who feels they have a genuine complaint or concern about any aspect of the College, its structures, staff, courses or Units of Competency has the right to have their concerns heard fairly and impartially. Students who do not agree with the results of their assessment or practicum evaluations have the right of appeal

## Student Procedure

In the first instance all complaints or concerns should be discussed with the tutor or teachers most closely associated with the complaint. Should the complaint still remain unresolved seven (7) days from the discussion with the person(s) as above then the student is urged to discuss the matter in a non-threatening environment with the Training Manager.

Should resolution still not be affected, then an appropriate outside professional will be consulted if the complaint is in relation to assessment, then students are referred to the procedures applicable for such matters under the Appeals Policy below.

Note: The decision provided does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice. A list of appropriate referral agencies and Government Departments can be obtained from the School Office.

## Staffing Policy

It is the policy of the College to ensure that all trainers and assessors have a proven track record and excellent reputation in their industry prior to being engaged by the College. All trainers and assessors hold a minimum Certificate IV in Assessment and Workplace Training and hold the qualification for the subject being taught. In addition, many of our trainers must also undergo stringent review by various Government and Industry Bodies to be approved to teach certain topics. We also require all staff to undertake a program of continuous professional development to ensure their skills and training techniques is of the highest standard, and their presentation to students is of the highest quality.





## Replacement Certificates

The College will replace lost qualifications and without having to do the course again providing sufficient required evidence can be produced by the student. To receive a replacement certificate confirmation of having completed the course must be made from the College's database supported by viewing the clients ID. Sufficient adequate warning must be provided of at least 3 business days for the qualification to be prepared. Replacement Certificates currently cost \$20 and the replacement of Statement of Attainments are also \$20.00.

## Age restrictions

Before undertaking a course, the student must be a minimum of 16 years of age at the time of assessment

## Advertising

The Flower School PTY LTD will honour all commitments made in any marketing or advertising materials. This includes meeting the standards relating to marketing and providing accurate information in all of our marketing material. Our advertisements will be clear, accurate and not misleading. The names/titles of qualifications and or accredited courses will be advertised accurately. The Nationally Recognised Training Logo is used only with nationally recognised qualifications/courses which the registered training organisation is registered to deliver. The following terminology will be the only terminology to be used to acknowledge national/state recognition: Nationally Recognised Training. At no time will the words "Government Accredited" or "Government Registered" be used in advertising

## Sustainability

The Flower School Pty Ltd is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

## Enquiries - Further Information

### **For all course information enquiries:**

9/50 Northlink Place, Virginia

Brisbane QLD 4014

PH: 07 38682939

E: [info@theflowerschool.com.au](mailto:info@theflowerschool.com.au)

## Disclaimer

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as at January 2019

The Flower School Pty Ltd reserves the right to alter policies at any time without prior notice.

Enrolment is accepted on the basis that The Flower School will not be held liable for costs incurred due to course cancellation or rescheduling. The Flower School will use all endeavours to give as early advice as possible of any course changes;

Cancellation policies for specific course/s may apply to override this general policy;

Course dates and fees are subject to change without prior notice; The Flower School will endeavour to provide as much notice as possible of any changes;

Students who have a complaint with the application of this policy may take action in accordance with the Complaints and Appeals Procedures.

Course fees and charges are clearly documented in our course marketing materials. This information can also be obtained by contacting our College office.