



STUDENT HANDBOOK Pre-Enrolment Information

The Flower School Pty Ltd is a Registered Training Organisation RTO 41063 offering a variety of floristry courses. We take our registration seriously and endeavour to ensure our policies and procedures comply with the requirements of Standards for NVR Registered Training. Outlined in these standards include 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 prospective students make an informed decision about whether studying at The Flower School Pty Ltd is right for them. It includes details of The Flower School Pty Ltd.'s policies and procedures that could affect prospective student enrolment. It also provides information about the various options that may be available to support student enrolment. 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 offer a range of study options to all students, including:

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

Please note that class structures, times and teaching days may change without notice. These changes may allow for students to have extra study time at home.

Recognition of Prior Learning (RPL)

RPL is the acknowledgment of current skills and knowledge which have been gained from a range of experiences, which may include 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 are currently 50% of the full course fee, including the tutor/student consultation, the completion of a tailor made RPL Kit and the completion of units in which the student needs to show competency.

Credit Transfer

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

- automatic status or credit in part(s) of a course/qualification and
- exemption from part or parts of the course, depending on the units credited

Status granted through credit transfer is recorded on a student's academic record. This is free of charge.



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. These documents will only be viewed once the prospective student has had their consultation.

Student Enrolment

When an enrolment form is completed students are acknowledging that they have been provided with, understand, and agree to the information contained in this brochure. Candidates must fill in all sections of the enrolment form and are encouraged to identify if they have a disability and require support so that we can make the necessary arrangements to meet their needs. These arrangements will allow us to ensure that all students have equal opportunity to successfully complete their course/s of study.

The enrolment and course detail forms for our accredited courses SFL20115 Certificate II in Floristry, SFL30115 Certificate III in Floristry and SFL40115 Certificate IV in Floristry forwarded to prospective students by email and can be downloaded from our website. [Download enrolment form](#). The form can then be filled out electronically and emailed back to us.

We must receive each prospective student's USI number to be able to enrol them into our courses. For more information on USI numbers, students are to refer to the Unique Student Identifier section below. Upon receipt of a completed enrolment form, information from the student is recorded and enrolment confirmation along with training times, venue and their trainer's name is sent to the student. All students studying on campus are required to attend a consultation before enrolment is confirmed. If possible, students studying remotely are also encouraged to attend a consultation. A record of students who enrol but do not start or complete the course is also kept.

Language Literacy and Numeracy (LLN)

Students participating in training may have special learning needs, including, but not limited to, language, literacy and/or learning, problems or disabilities that may affect a student's ability to engage with, or complete, the tasks required to complete each unit of competency. Students who believe they require support with their learning are strongly encouraged to specify so on their enrolment form, so that options available to the student can be discussed during their consultation with the school. If students do not inform TFS that they may require assistance, adequate reasonable adjustments may not be able to be made.

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 a potential student does not have a USI, or want to verify their USI, please visit the Australian Government's USI website www.usi.gov.au

Students will be required to provide their USI on their enrolment forms or prior to their start date.

The following information provided to TFS by students must be the same as the information used when registering their USI, this is so their USI can be validated.

- First name
- Last name
- Date of birth

Course fees

Each course has an established fee. For each course there is a non-refundable \$350 enrolment fee for students to secure their spot in the course. Fees vary depending on study mode, and if RPL is being undertaken or credit received from another RTO. A sundry fee also applies to each course. Details relating to specific fees are outlined on the relevant course flyer.



Payment Plans

Flexible payment plans are available for Full Fee and Subsidy students. Concession students are to pay in full prior to the course commencement date. All card transactions will incur a surcharge.

Cooling Off Period

Under the Queensland Government Training Legislation, all students are entitled to a cooling off period of 10 business days after signing the enrolment form. Students can cancel any time within this period and receive a full refund less the \$350 deposit and a \$65 administration fee.

The Flower School Pty Ltd Refund Policy

Enrolment Cancellations and Transfers

Should The Flower School 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). Students who wish to defer their course will be required to pay a non-refundable re-enrolment fee of \$350 when enrolling into a new course or intake. When cancelling, the \$350 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 / Deferral Due to Illness or Hardship

If a student is unable to continue in the course in which they are enrolled due to unforeseen circumstances, they will be required to complete a withdrawal form. Satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates will need to be provided by the student enrolled.

A cancellation or deferment of enrolment must be done in writing by completing a withdrawal / deferral 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 a student wishes to defer and enrol in a different intake (this will be held open for a period of 6 months only), they will be required to complete a new enrolment form along with a non-refundable re-enrolment fee of \$350.00. After 6 months, the student will be withdrawn from the course. If a student wishes to re-enrol after the six-month period, they will need to complete a subsequent enrolment form and the re-enrolment fee of \$350. These students will also be required to have their practical floristry skills assessed at the school prior to commencement to allow the tutors to determine their level of ability.

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 students attend all classes as scheduled. However, we understand that under some circumstances this may not be possible. Students are required to call or email if they are unable to attend their scheduled class. If the student or a family member is sick, a certified Doctor's certificate must be provided which will be added to a student's attendance record. If time off is required due to Compassion Care, students will need to speak with their 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 a practical lesson**, students can either:
 - a. book a private lesson at a cost of \$225 each lesson + materials, or
 - b. book into an existing, upcoming lesson and/or class (if available) with an administration fee of \$65 per rescheduled lesson.

NOTE: Some classes may have 2, 3 or more lessons per class.
2. **Missing theory or non-practical lesson:** will be \$60 per hour to make up a Theory lesson.

Course Extension

If a student is unable to complete the course by the course completion date they may apply for an extension. A fee of \$95 will be payable, allowing an extension of 4 weeks from the course completion date. If the student is unable to complete within the extension timeframe, they will have to defer into another intake, which will incur a re-enrolment fee of \$350.

Late Submission Fee

All courses require the submission of theory and practical assessments on the due date outlined on the course run sheet that is issued to each student during their first week of the course. Failing to hand in assessment on time will result in a not yet competent (NYC) outcome. Any late submissions of assessments will incur a \$55 late fee charge. Students are required to email their trainer to request an extension of assessment, or if they require any 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. Prospective concession 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 \$850 for Certificate III in Floristry SFL30115.

Certificate 3 Guarantee Program (Subsidy)

The Certificate 3 Guarantee program (Subsidised training) is available for those who do not hold a Certificate II or higher qualification. Applicants into this program must authorise The Flower 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 misleading information. The course fee is offered at a government subsidised rate for Certificate III in Floristry SFL30115. Our current subsidised rate for 2021 is \$2100.

Please click on the following link for more information regarding subsidised training. [Certificate III Guarantee Fact Sheet](#)

Commitment to Quality

The Quality Assurance programs embedded in our College Policies ensure that regular reviews of all our procedures and policies take place. By doing these reviews we will endeavour to maintain quality systems and training courses to provide our students with every opportunity to gain a successful result. Upon completion of each course, students are asked to complete a confidential course evaluation form.



Student Feedback

Students can assist our college in the process of continuous improvement. At the end of each course each student is asked to complete a short survey. This survey is submitted each quarter to the Department of Education and Training. We ask that students give their honest feedback, whether positive or negative, as this allows The Flower School to implement improvements into areas including, but not limited to, the curriculum, training methods, and support services.

Privacy Policy

The Flower School Pty Ltd is required to collect and store personal information 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 school's Policies, Programs and Procedures are all designed to satisfy the legislative and regulatory requirements of relevant State and Commonwealth legislation. Our school complies with:

1. Anti-Discrimination Act 1991
2. Copyright Act 1968 (Commonwealth)
3. Disability Services Act (Qld) 2006
4. Human Rights and Equal Opportunity Commission Act 1986
5. Privacy Act 1998 (Commonwealth)
6. Racial Discrimination Act 1975
7. National Vocational Education and Training Regulator Act 2011
8. Further Education and Training Act 2014
9. Work Health and Safety Act 2011
10. National Vocational Education and Training Regulator Act 2011
11. Student Identifiers Act 2014
12. Standards for Registered Training Organisations (RTOs) 2015

Occupational health and safety (face to face instruction)

All training will be conducted in an environment which ensures the WH&S of all participants. Students will be provided with the necessary safety information and equipment to guarantee safety.

To be compliant with WHS requirements, all students must wear closed-in shoes at ALL times whilst at The Flower School

Dismissible/Misconduct

The Flower School does not tolerate any behaviour that impedes upon any person(s) right to feel safe and respected and receive equal opportunity to gain the maximum benefit from their learning. Any person(s) displaying dysfunctional or disruptive behaviour will be asked to leave the session and / or the course.

Examples of dysfunctional or disruptive behaviour includes but is not limited to:

1. Continuous interruptions during class
2. Continued absence or late arrival
3. Refusing to participate in group activities when required
4. Smoking in non-smoking areas
5. Unlawful activities including, being intoxicated, possession of illegal drugs or weapons
6. Being disrespectful to other persons
7. Harassment, including (but not limited to) sexual, verbal, physical
8. Acting in an unsafe manner that places themselves and others at risk
9. Plagiarism / cheating



Student Rights

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, pregnancy, 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 prior to the commencement of their training
- appeal for a review of assessment results
- 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 from all forms of harassment and discrimination, and be treated with dignity and fairness
- expect that employees of The Flower School will be ethical and open in their dealings and their communications
- expect that employees of The Flower School 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

Student Responsibilities

Students are responsible for:

- understanding and accepting the enrolment terms and conditions for the course(s) they undertake
- providing accurate information about themselves at time of enrolment to The Flower School and any changes to their address or phone number within 7 days of the change
- paying of all fees and charges associated with their course and providing their own course materials where required
- 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 only smoke in open areas away from the building and other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to The Flower School's administration office
- respecting The Flower School's property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities
- understanding that they must not participate in any activity that could cause harm to themselves or others, including bullying, harassment, acts of self-harm, and any other unlawful activities or behaviour whilst on The Flower School property.



Access and Equity

The Flower School is committed to providing opportunities to all people for advancement in training on an equitable basis, including 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 educational background, gender, marital status, sexual preference, race, pregnancy, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within The Flower School'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, literacy, and numeracy support of students who have difficulty with written or spoken English
- modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students

Assessment & Issuance of Qualifications Policy

A statement of attainment (SOA) will be issued to students who complete one or more units of competency but are not eligible for the full qualification (i.e. a student who withdraws from the course prior to the course completion date, has their course cancelled by The Flower School or who does not successfully complete all units).

A certificate will be issued to students who have completed all the necessary assessment and evaluation procedures as prescribed by the school for any particular Unit of Competency.

Statements of attainment and/or certificates are usually issued to students on the day of course completion.

The school will employ a variety of assessment tasks to assess students' 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.

Assessment for a unit of competency will be by demonstration of students' skills and knowledge ability as outlined in the skills and knowledge requirements found on the government website (training.gov.au) for each unit. For each assessment item, students will be assessed as either:

1. "C" = Competent
2. "NYC" = Not Yet Competent

Upon completion of all assessment items required for a unit, the unit will be marked as "C" (competent) or "CNA" (competency not achieved). Students have the right to appeal a decision made by The Flower School regarding the outcome of their assessment items. Please see the Appeals and Complaints Procedures section below for more information.

Appeals Procedures

The Flower School's Complaints and Appeals policies make it possible for any student to appeal a decision on any assessment provided by the school 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 Flower School staff endeavour to reach a satisfactory resolution with any student who appeals an assessment result, however, if this cannot be done internally, then the school staff will advise students of the appropriate legal body where they might seek further assistance and advice.



Further, the school 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.

Complaints Procedure

Students may, at any time, discuss all complaints or concerns they have with the tutor or staff member most closely associated with the complaint or concern. If the student feels unsafe discussing the complaint or concern with this person, then they have the right to discuss the matter with another staff member with whom they feel comfortable in a safe, private, and confidential manner.

Should the complaint 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 reached, then an appropriate outside professional will be consulted.

Note: The decision reached does not limit the student's right 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 Flower School 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 TAE40116 Certificate IV in Training and Assessment and hold the qualification and relevant experience 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 and presentation to students is of the highest quality.

Replacement Certificates

The Flower School will replace lost certificates provided sufficient evidence can be produced by the student. To receive a replacement certificate, evidence of the student having completed the course must be made from the school's database supported by viewing the client's ID. Sufficient, adequate warning must be provided of at least 3 business days for the qualification to be prepared. Replacement certificates and statements of attainment currently cost \$20.

Age restrictions

Before undertaking a course, the student must be a minimum of 15 years of age at the time of enrolment.

Advertising

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



Enquiries - Further Information

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Disclaimer

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as of November 2020.

The Flower School reserves the right to alter policies at any time without prior notice. The Flower School will, however, endeavour to provide as much notice as possible of any changes to policies, procedures, courses, course dates and fees.

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 change.

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

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

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