



Student Handbook

'Creating and Inspiring florists of the future'

The Flower School Pty Ltd

National Provider RTO 41063

info@theflowerschool.com.au

Unit 9 50 Northlink Place Virginia 4014

+61 7 3868 2939 | www.theflowerschool.com.au



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Welcome to The Flower School

We are very pleased to welcome you to The Flower School Pty Ltd (Registered Training Organisation Code: 41063). You would by now be either thinking about or have already enrolled with The Flower School to undertake a Certificate II, III or IV in Floristry.

This student handbook covers all aspects of being a student at The Flower School. Our team is committed to providing a pleasant, friendly environment for the duration of your study.

This Student Handbook aims to answer frequently asked questions about our services, training and assessment, and our policies and procedures. The Flower School team hopes you have a productive and practical learning experience.

Please take the time to carefully read through this student handbook. We are sure it will answer most, if not all, of your questions. If you still have questions after reading this handbook, please do not hesitate to contact us.

The Flower School team is committed to ensuring you receive the training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are. If at any point during your course you require any assistance or support, please discuss these needs with your Tutor to help you.

If you have any special requirements including language, literacy and numeracy, learning, mobility, visual impairment or hearing, you need to let us know as soon as possible, preferably at the start of the course. This will allow us to cater, as far as possible, for any of these needs. We assure you that any information you provide us in relation to your needs will remain confidential and will only be used to support you in your learning journey.

The registering authority, the Australian Skills Quality Authority (ASQA), monitors all RTOs and subjects each to regular external audits to verify adherence to these standards in Australia.

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 – Pre-requisites apply.

Our Tutors are experienced Florists and are qualified in TAE40116 Certificate IV in Training and Assessment. We deliver high quality, personalised training with tutor-led demonstrations followed by hands-on student participation. You will master traditional and contemporary techniques under the guidance of our qualified trainers.

Our courses are composed of small-group training in a modern, floral industry atmosphere. We ensure your understanding with all aspects of the trade, whether for business or pleasure.

The Flower School offers an exciting range of courses, seasonal & specialised workshops and masterclasses for the floral enthusiast, including Introduction to Floristry, Event Styling, and Professional Wedding.

Study Modes

We offer a range of study options to all students, including:

- Face-to-face classes
- External study (Traineeships)
- Remote via Zoom, livestreaming into classroom (trainees and/or long-distance learners only)
- Blended delivery – combination of the above modes

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

Entry Requirements

The entry requirements for Certificate II & III in Floristry are follows:

- Students must be over the age of 15 years
- Students must have a willingness to learn, and the skills required to participate in adult learning
- Must be entitled to study in Australia (Australian or New Zealand Citizen or hold an existing Visa that has entitlements to study in Australia).

- International students (we are not CRICOS registered, but you may be eligible under your visa subclass)
- A Laptop with internet connection to access, complete & upload assignments and access the student portal
- Email address
- A smart phone with a digital camera and a printer (you need to be able to take photos of your arrangements)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is mandatory upon enrolment for Nationally Recognised Training delivered by a Registered Training Organisation (RTO). Students must log onto <http://www.usi.gov.au/Pages/default.aspx> to obtain their USI number and notify the administration team.

Students will be required to provide their USI on their enrolment forms or prior to their start date. The following information provided to The Flower School Pty Ltd 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

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 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 Pty 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, 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

Student enrolment and consultation

Upon completion of the enrolment form, students are acknowledging that they have been provided with necessary information contained in this handbook.

To proceed with enrolment, we require each prospective student's Unique Student Identifier (USI) number. Additional information on USI numbers, can be found in the Unique Student Identifier section below. Completion of all sections in the enrolment form is mandatory.

Student information is recorded, with enrolment confirmation, including training times, venue details, and the trainer's name, is sent to the student. It is mandatory for all to attend a consultation before enrolment is finalised. Remote students are likewise required to attend a consultation via Zoom.

After enrolment, a compulsory consultation will be arranged to ensure that students understand the requirements of the certificate. A record is maintained for students who enrol but do not commence or complete the course

Zoom

Zoom is an option of study generally reserved for our interstate/remote students. It is strongly encouraged that all on-campus students attend class in-person to get the most out of their learning; however, we understand that it may not always be possible to attend class in-person.

Students attending via Zoom are required to attend as if they were in class – camera on at all times; on screen from 9:00am – end of class.

On-campus students who wish to attend a class via Zoom must prearrange this with The Flower School via email or phone and provide a valid reason (see below).

- Students must have their flowers with them to attend class via Zoom - they cannot attend class to watch the demos then go and do the arrangements in their own time. They must be completed on Zoom or makeup fees will be incurred.
- Examples of valid reasons include (but are not limited to) illness, COVID (waiting on test results, self-isolation, lockdowns), and unexpected emergencies.

Course fees 2024

Course	Price	Duration
Certificate II		
Full Time	\$3,350.00	10 weeks
Part Time	\$3,350.00	17 weeks
Night / Saturday	\$3,950.00	13 weeks & approx. 4 Saturdays
Certificate III		
Full Time	\$7,250.00	22 weeks
Part Time	\$7,250.00	46 weeks
Night / Saturday	\$7,950.00	40 weeks & approx. 12 Saturdays
RPL	Price on Application	
Phase One Only	\$3,250.00	9 weeks (Full Time)
Phase Two Only	\$4,550.00	13 weeks (Full Time)
Concession		
Full Time & Part Time	\$1,450.00	
Night / Saturday	\$1,750.00	
Subsidy		
Full Time & Part Time	\$2,950.00	
Night / Saturday	\$3,350.00	
Traineeship		
Queensland	\$1,595.00	
	No charge for school based & Credit Transfer	
Northern Territory	\$638.35 Gap Fee	
Certificate IV		
Part Time	\$4,900.00	
RPL	Price on Application	

Payment plans available via Ezy Pay

Payment plans are available for Full Fee and Subsidied eligible students. Concession students must pay in full prior to the course commencement date. All card transactions will incur a surcharge.

To enrol and secure a placement in the course, the student must pay a \$400 enrolment fee which is non-refundable.

A further course fee of \$1100 is due 10 days prior to course commencement.

The remaining amount can be arranged on a payment plan via Ezy Pay, who collects on our behalf.

- Flexible Payment Options:** Ezy pay accepts bank direct debits, debit cards, credit card payments, and PayTo, and soon to support Apple Pay and Google Pay as well.

- **Digital Sign-Up:** Students can easily subscribe using Ezy Pays digital sign-up features
- These are **set up** through our student management system, in which you will be sent a link and will need to confirm your details.

Applicable Fees (ex.GST)

10% GST is applied to all fees charged by Ezy pay

Load Fee (start up, one of fee)	\$2.00
Failed Payment Fee	\$8.90
Transaction Fee – Bank transfer	\$2.00
Transaction Fee - MasterCard/Visa	2.00%
Transaction Fee - AMEX	2.60%

Automatic Notifications: If any payment fails, Ezy pay automatically notifies students and provides them with convenient options to resolve it.

How are fees applied?

We will share the subscription link with you via email, phone, or include it on the invoice. Once they open the link, you will be able to view the plan details, like the example below. They will also see Ezy Pay’s terms and conditions and give Ezy Pay consent to collect payments on our behalf.

Payment plans are available for Full Fee and Subsidied eligible students. Concession students must pay in full prior to the course commencement date. All card transactions will incur a surcharge.

To enrol and secure a placement in the course, the student must pay a \$400 enrolment fee which is non-refundable.

A further course fee of \$1100 is due 10 days prior to course commencement.

The remaining amount can be arranged on a payment plan.

Transaction Fee

If transaction fees are charged at a percentage (%) rate, and not a fixed (\$) amount, this means they will be charged as a percentage (%) of the debit value.

If the rates are charged at a percentage (%) per transaction, and the value of this rate is lesser than the value of the minimum transaction fee as per agreement with Ezy pay, then the minimum transaction fee will be charged instead.

Fee scenarios

Outlined below are some common scenario on how the fees are applied.

a. Customer paid fees scenario:

If the debit value is \$100 and the rate for the transaction fee is 2.60%, the transaction fee would be \$2.60. Therefore, the total debit value would be \$102.60.

How fees are applied on initial load (New Customer)



How fees are applied on the next recurring debit

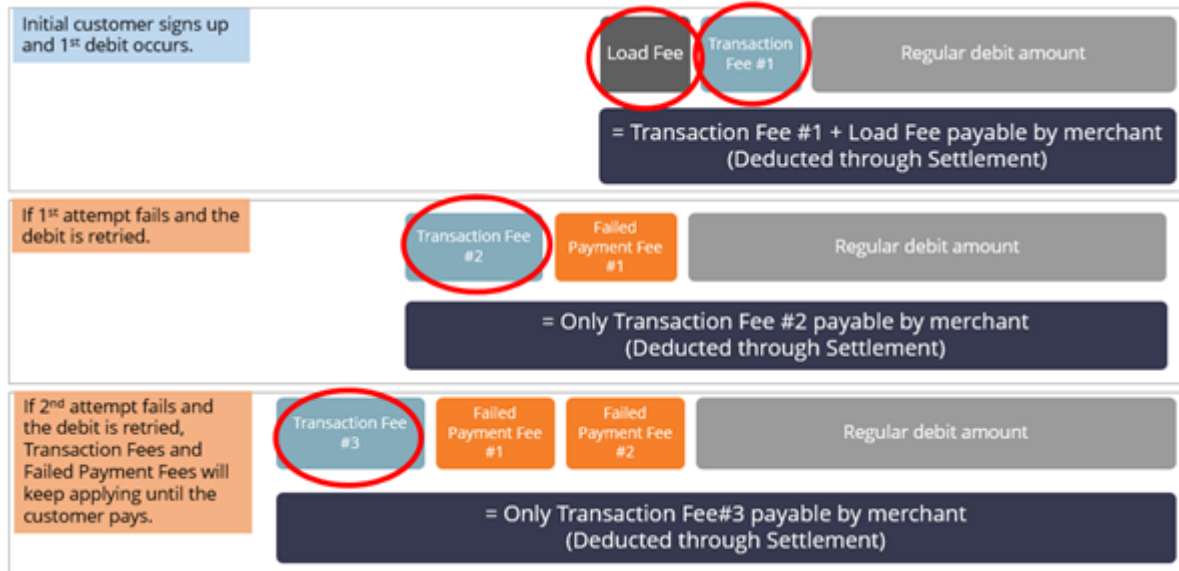


Every attempt and retry incurs a transaction fee and, if unsuccessful, a failed payment fee.

b. Merchant paid scenario #1

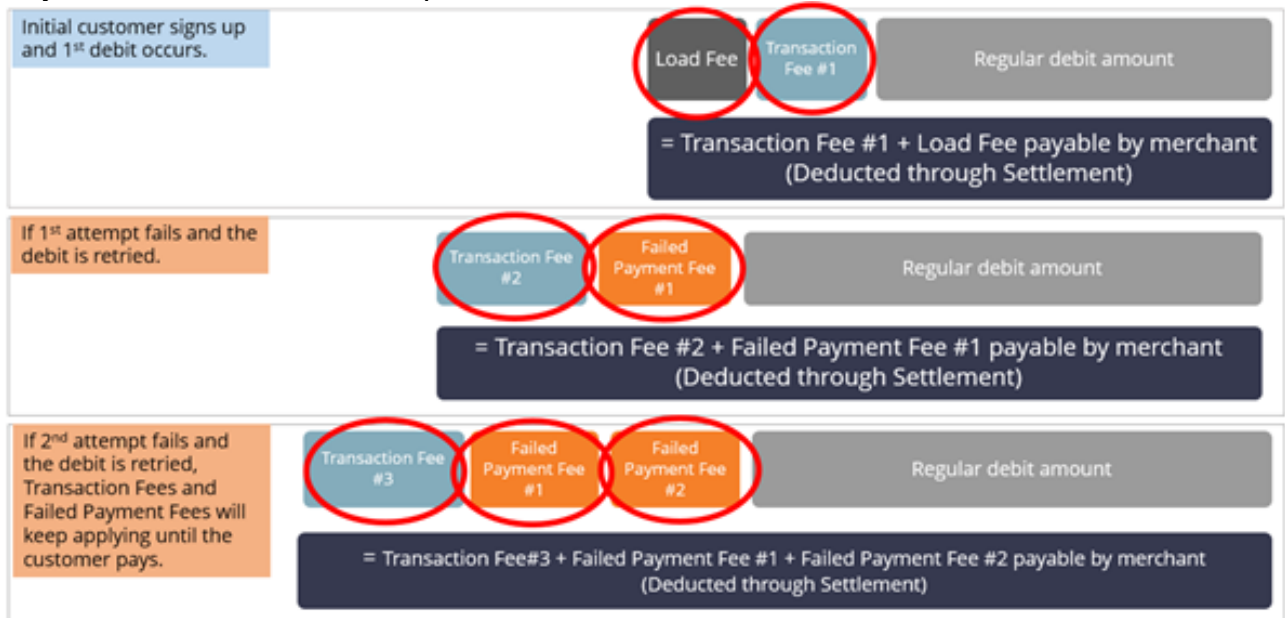
The scenario below is configured for the Load Fee and Transaction Fee only to be merchant paid.

**The failed payment fee will be charged to the customer in this scenario.



c. Merchant paid scenario #2

The scenario below is configured for the Load Fee, Transaction Fee, and Failed Payment Fee to be merchant paid.



Payment Plans - example

Please see examples below of how the fees are calculate

Certificate III in Floristry - Full Fee - Part time 46 Weeks	
\$7,250	
Enrolment fee - To be paid to secure your place:	\$400.00
Amount to be paid 10 days before commencing course:	\$1,100.00
Amount paid before commencing the course:	\$1,500.00
Remaining amount can be arranged on a payment plan:	\$5,750.00
10 monthly payments at \$575 by the 15th of each month:	
15th of August	\$575.00
15th of September	\$575.00
15th of October	\$575.00
15th of November	\$575.00
15th of December	\$575.00
15th of January	\$575.00
15th of February	\$575.00
15th of March	\$575.00
15th of April	\$575.00
15th of May	\$575.00
Total Course Cost:	\$5,750.00

Certificate III in Floristry - Subsidy - Part time 46 Weeks	
\$2,950	
Enrolment fee - To be paid to secure your place:	\$400.00
Amount to be paid 10 days before commencing course:	\$1,100.00
Amount paid before commencing the course:	\$1,500.00
Remaining amount can be arranged on a payment plan:	\$1,450.00
5 monthly payments at \$575 by the 15th of each month:	
15th of August	\$290.00
15th of September	\$290.00
15th of October	\$290.00
15th of November	\$290.00
15th of December	\$290.00
Total Course Cost:	\$1,450.00

Certificate III in Floristry - Concession - Full time & Part time	
\$1450 - Must be paid in full 10 days before class commences	

Assessment process

The Flower School is a provider of Vocational Education and Training (VET) accredited programs which delivers competency-based training and assessment.

Students are assessed against industry determined competency standards (units of competency) that are set out in the related training package or accredited course.

The school employs a variety of assessment tasks to assess students competency. These include, but not limited to written assessments including multiple choice, workbooks, presentations, practical demonstrations, role plays, group discussions, question and answer testing, etc.

Assessment decisions are based on your ability to demonstrate competency against performance criteria, required skills and knowledge which is outlined in the competency standard for each unit in the qualification. Competency will be determined after reviewing all the evidence you submitted.

When all the evidence has been compiled, your assessor will make a final judgment and signed off **C (competent) or NYC (net yet competent)**.

If you are competent, your Assessor will update your competency status to C (Competent). If you are not yet competent, your assessor will advise you what action/s you need to take to achieve competency, which may include resubmitting your assessment/s.

A timeframe to complete each unit is recommended and instructions on how to complete the unit are provided to the candidate.

Students are advised to read the overview and instructions at the beginning of each assessment to help them achieve competency for this unit. Signing at the end of the assessment, that it is their own work

Students are asked to complete all questions, of the written assessment via the student portal.

All relevant projects must be submitted along with the written assessment in assigned file upload areas within the student portal.

If a student has difficulty understanding the questions they can ask for guidance from their trainer/assessor.

Students have 3 attempts for unsatisfactory submissions and incorrect responses to questions within the assessment.

Any incorrect answers will be sent back along with trainer/assessor feedback.

Should strategies be needed to address gaps in performance, feedback will be given via online portal or face to face.

Effective assessment for a unit or program of study, the design typically includes a mix of assessment types.

Tools to gather evidence

a) Observation	d) Project	g) Written Assessment
b) Questioning	e) Role Play	h) Workbook Activities
c) Simulation	f) Case Studies	i) Practical Assessment

Feedback

We adhere to the policy of two-way feedback and your tutor will provide regular feedback during the assessment process. We invite you to provide your comments on the assessment process at the end of each unit. Your feedback is appreciated as we strive to continuously improve our assessment system and processes.

Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide students with the same educational opportunities as everyone else. Ask your trainer to discuss this with you if you feel that adjustments should be made within your training program.

To be deemed competent you will be required to provide:

- Evidence of the ability to complete tasks outlined in SFL30115 Certificate III in Floristry, 21 units of competency, made up of 16 core units and 5 elective units.
OR
- Evidence of the ability to complete tasks outlined in SFL20115 Certificate II in Floristry, 12 units of competency, made up of 9 core units and 3 elective units.

When marked competent in this unit, student's trainer/assessor has identified that your submission is **Valid, Sufficient, Authentic, and Reliable**.

A Statement of Attainment (SOA) will be issued to students who complete one or more units of competency.

Assessments are used:

- to measure students preparedness for further study or professional accreditation
- to provide feedback for both students and staff
- to define and protect academic standards
- to guide student learning outcomes

Assessment Types

Formative Assessment: Provides students with feedback intended to improve performance on current or subsequent tasks. Formative assessment aims to develop students' knowledge base and skills.

Summative Assessment: Involves awarding a grade (or score), that contributes to the overall grade of the unit.

Types of Evidence Gathering Tools

Observation - Practical floristry skills are observed in allocated class hours by the assigned trainer/assessor to assess progress and to meet industry standards.

Questioning - Questioning is conducted during delivery of theoretical and practical study face to face or via zoom to engage with the student and encourage confidence of student's own knowledge.

Simulation - Some assessments include simulations of contextualised floristry scenarios, relevant to industry standards. Simulations are delivered via scenario style questioning and or setting up shop, providing customers with varies priced bouquets and arrangements.

Project - Projects will be used to provide detailed student responses on a particular task. Projects are created in accordance with Unit of Competency requirements within the floristry industry.

Role Play – Role play is often conducted in a classroom setting, creating a simulated live experience, carried out between students or delivered via the Trainer.

Case Studies - Some assessments will require you to provide case studies focusing on the industry, situation over a period of time.

Written Assessment Written assessments will be delivered in class, along with time frames to complete each unit. These will be completed and submitted in students allocated time. Written assessments will be a series of questioning and responses relating to the individual Unit of Competency.

Workbook activities - Workbooks are provided for all practical arrangements. It is a record, knowledge and evidence of completion, creating floral arrangements and notes on how each floral design has been constructed. Workbook activities and notes must be complete and of sufficient detail to achieve competency. When each practical is completed, the tutor will stamp checked in class, that the floral arrangement is of industry standard.

Practical Assessment - Using skills and knowledge obtained from tutor demonstration. All, students will be required to perform practical assessments, complete a floral arrangement in accordance with industry standards and current trends. Practical skills will be observed in class, with tutor guidelines, observation and feedback.

Tools & Sundries

The Flower School provides each student with their own pair of floral scissors and a hand towel. Floral foam and floristry wire gauges will be provided in phase one only. It is the student's responsibility to purchase their own wires in Phase Two, along with other sundry items they will need.

A sundries list will be provided on your first day to what items are required for the course.

The purchase of Flowers are the student's responsibilities, which varies from \$100 per week.

Certificate 3 Guarantee Program (Subsidy) - Queensland residents only

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 Pty Ltd to access any records that may be held by the Department of Youth Justice, Employment, Small Business and Training showing their education level and completed courses.

To be eligible to receive the Certificate III Guarantee funding, you must meet the below criteria:

- Be aged 15 years or older;
- Be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program
- Permanently reside in Queensland;
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen (for more information see Visa eligibility under VET investment programs);
- Not hold, or not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.
- And that you are wishing to increase your skills to move into employment, re-enter the workforce or advance your career.

We also need to advise you, that if you are eligible and receive the Certificate 3 Guarantee funding for SFL30115 Certificate III in Floristry, you can only receive it once and will not be eligible to apply for future Certificate III Guarantee qualifications.

Students Receiving Government Assistance (Concession)

The Flower School Pty Ltd will offer nationally recognised training for a Certificate III in Floristry at a reduced rate if a student holds a current Health Care Card or Pension Card and meets the eligible requirements for subsidised training. Prospective concession students must complete an Authority Form that gives us their permission for The Flower School to confirm their Health Care Card or Pension Card status with Centrelink.

Language Literacy and Numeracy (LLN)

The purpose of the language literacy and numeracy (LLN) Policy is to ensure that the College can identify LLN skill levels and assist learners with LLN needs, to provide them with appropriate support and access to an obtainable and enjoyable course throughout their study.

Participants in our training programs may possess unique learning needs, encompassing challenges such as language barriers and literacy concerns. These factors can impact a student's ability to effectively engage with and fulfill the requirements of each unit of competency. Students identifying the need for learning support are urged to explicitly indicate this on their enrolment form. As a requirement of the student entry procedure, students may have to undertake a Language Literacy and Numeracy (LLN) assessment.

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. It is crucial for students to communicate their potential need for assistance, as failure to inform the school may impede the ability to implement appropriate and reasonable adjustments. The school is committed to addressing the individual needs of students, and open communication is key to achieving this goal.

Reasonable Adjustment - supporting students with Special Learning needs or Physical Impairments

At The Flower School, we are committed to assisting students with special learning needs and medical conditions. It is imperative that any specific requirements, medical conditions, or physical impairments be clearly indicated on the enrolment form to notify The Flower School.

Upon notification, The Flower School will arrange a meeting between the student and our assessor to assess and determine the most effective way to address specific learning needs and evaluate the course's suitability. Potential adjustments may include private tuition, revisiting a lesson, pre-class discussions, or additional reading materials. These accommodations will be tailored on a case-by-case basis and may involve additional costs to the student.

Our overall goal at The Flower School is to foster a supportive learning environment for all participants. However, it is essential to note that enrolment in the course does not automatically guarantee that a student will possess the skills to successfully complete all units of competency.

Punctuality and Breaks

At The Flower School, classes commence promptly at 9 am and conclude at 4:00 pm. It is anticipated that students arrive ahead of class to prepare their flowers, facilitating an on-time start. In the event of consistent tardiness, a Tutor will schedule a meeting to address any underlying concerns. Students are allotted a ten-minute morning tea break and a 30-minute lunch break. Tutors will guide students on the timing of these breaks throughout the lesson.

Absence

If a student is unwell or cannot attend class, please contact The Flower School via phone 07 3868 2939 or via email info@theflowerschool.com.au. A missed lesson may incur a markup fee. Fees are listed under Missing a Theory or Practical Lesson.

If you are unable to attend a class due to illness, kindly inform your Tutor in writing at least two weeks in advance. A makeup lesson will then be arranged for you. Please refer to the fees outlined under the section titled "Missing a Theory or Practical Lesson" for further details.

Missing a Theory or Practical Lesson

It is a requirement that students attend all classes as scheduled. However, it is understood that under some circumstances this may not be possible. The following charges apply for rescheduled lessons:

Missing a practical lesson - students can either:

- Book into an existing, upcoming lesson and/or class (if available) with an administration fee of \$65.00 per rescheduled lesson/arrangement.
NOTE: Some classes may have 2 or more lesson/arrangement per class.
- Book a private class at a cost of \$225.00 each lesson plus materials.

Missing a theory or non-practical lesson - students will be required to book a private theory lesson (if available) charged at \$80.00 per hour or part there-of. If a student requires time off for compassionate grounds i.e., a family member is seriously unwell, they will need to speak with their tutor/trainer or the admin team. All decisions made regarding rescheduled lessons, compassionate grounds and applicable fees are at the discretion of The Flower School.

Late Submission Fee

All courses require the submission of practical and written assessments on the due date outlined in the course structure. Each student is provided with a weekly structure during their first week of the course. Failing to hand in an assessment on time will result in a not yet competent (NYC) outcome. Any late submissions will incur a \$55.00 late fee. Students who require an assessment extension are required to email or discuss with their tutor. All decisions made regarding assessment extensions and applicable fees are at the discretion of The Flower School.

Course Extension

If a student is unable to finish their course by the completion date, they may contact the office to apply for an extension. Extensions periods are for 4, 8 or 12 weeks. The following charges apply for course extensions:

Schedule of Fees:

<i>Amount</i>	<i>Extension period requested</i>
\$200	4 weeks
\$350	8 weeks
\$550	12 weeks

If a student is unable to complete all units of competency within the maximum extension timeframe (12 weeks), they will either be withdrawn from the course or will need to discuss re-enrolment options with The Flower School if they wish to receive their certificate. Additional fees may apply. Extension approvals are at the discretion of The Flower School.

Course Withdrawal or Deferral

Students who are unable to continue with their enrolled course due to unforeseen circumstances will need to complete a Withdrawal or Deferral Form. If a student wishes to defer their current classes, they have 6 months from the signed date on the Deferral Form to re-enrol and will be required to pay a re-enrolment fee of \$400.00, along with a new enrolment form.

If a Withdrawal or Deferral form is not returned by the student within 30 days of issue, the student will be automatically withdrawn.

If a student wishes to re-enrol in the course more than 6 months after their Withdrawal or Deferral date, the student may be required to pay for and complete a refresher course as a pre-requisite. This decision will be made by a Tutor at The Flower School and based on factors including but not limited to industry experience during the withdrawal/deferral period.

After commencing a course, if a student wishes to transfer to a different class (i.e. from Full time to Part time class), of an equivalent certificate, an administration fee of \$95.00 will be required.

Students that wish to cease a Certificate III in Floristry and would like to gain a Certificate II will be required to pay a re-enrolment fee of \$400.00, along with a new

enrolment form, and a signed withdraw form. To complete a Certificate II, 3 units will need to be completed that are not in Certificate III. Please note in the future if you want to continue on with a Certificate III, the units completed in Certificate II will be credit transferred to a Certificate III at no cost.

The Flower School Pty Ltd Refund Policy

In the event of The Flower School cancelling a course, participants have the option to receive a full refund or transfer the funds to a future course.

For students facing personal circumstances that prevent attendance, a refund is available. In such cases, the refund is calculated on a per-unit basis of the total course price if the course has been paid in full. This ensures a fair and proportional reimbursement based on the individual circumstances of the student.

No refund is available to students who leave before finalising the course or a unit of competency.

Should a cancellation of enrolment be advised less than 10 working days (Monday to Friday) prior to the course commencement, the student may request a refund minus the non-refundable deposit of \$400.00.

If the course has commenced and a student does not notify The Flower School of any non-attendance, the student will not be entitled to a refund or transfer, and the entire cost of the course will be forfeited or payable in full.

For students experiencing personal circumstances preventing attendance, a refund is offered, calculated on a per-unit basis of the total course price if the course has been paid in full. This approach ensures a fair and proportionate reimbursement based on the individual circumstances of the student. It's important to note that no refund is available for students who depart before completing the course or a unit of competency.

In cases where cancellation of enrolment is communicated less than 10 working days (Monday to Friday) before the course commencement, a refund may be requested, with the deduction of a non-refundable deposit of \$400.00.

Once a course has commenced, if a student fails to notify The Flower School of non-attendance, no refund or transfer will be granted, and the entire course cost will be forfeited or must be paid in full.

Recognition of Prior Learning (RPL)

Both RPL and credit transfer offer pathways for skills recognition and can help individuals fast-track their qualification journey. RPL considers one's prior learning and experiences, while credit transfer acknowledges completed study.

RPL, as a well-established assessment process, operates within the framework of Skills Assured. It is 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. This recognition is achieved by evaluating evidence against specific criteria within a qualification.

A 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 the RPL Kit along with submission of your evidence to show competency.

Credit Transfer

Credit transfer is where a training provider recognises your previously completed studies and accepts qualifications and statements of attainment issued by another registered training organisation (RTO), which may allow entry into a qualification and/or provide credit towards the qualification.

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

Photography

Throughout the course, The Flower School will take photographs and videos of your work. These photographs and videos may be used on The Flower School website or social media. A Still and Images privacy form will be provided to the student to read and sign if they are happy for The Flower School to use material for promotion, otherwise we will respect your privacy.

Course progress

The Flower School aims to see all student's success and stay on track.

We encourage all students to do the following:

- Attend all classes (make up classes can be arranged)
- Actively participate in your learning by asking your Tutor questions and seeking clarification on topics where required.
- Complete study at home both online and workbooks.

Student general health and well-being

The Flower School is committed to providing a safe and healthy work/training environment. Students must take care of their own health and safety, following all safety rules, procedures, and instructions.

Smoking is not permitted, within 5 metres from the building. If you have any concerns regarding safety and health, you should immediately report the situation to your trainer or supervisor.

Turn your irrelevant electronic devices OFF during training. For exemptions, please discuss with your trainer prior the class.

Alcohol and Other Drugs

The Flower School endorses a substance-free learning environment. Possession, consumption and/or provision of alcohol and/or illicit drugs is not permitted in the class. You cannot not come to class if you are affected by alcohol and/or drugs (whether legal or illegal) as this presents a WHS risk to yourself and others in the class. You cannot return to class if you have consumed illicit drugs and/or alcohol during a class break (including lunch).

Accidents

In the event you have accident or injury whilst undertaking your learning at The Flower School, it must be reported to the Tutor or to staff immediately. All injuries at The Flower School must be reported, no matter major or minor. This is to ensure adequate protections.

An Accident Report Form will be required to be completed regardless of the injury. Should the injury require medical treatment, the First aid officers must be advised, to administer First aid at The Flower School and/or to request an Ambulance.

Studying in an Ethical Manner

Unethical behaviour such as academic dishonesty (cheating, copying, plagiarism, of another's work) is not acceptable.

- Copying or attempting to copy someone else's work
- Knowingly allowing someone else to copy your work
- Submitting work of another person as your own
- Plagiarism, which includes:
- Handing in someone else's work as your own

This will result in you redoing your whole assessment.

Unacceptable behaviour

Unacceptable behaviour from The Flower Schools staff, contractors and students includes:

- Disobeying any reasonable direction by The Flower School staff.
- Discrimination, harassment and victimisation.
- Bullying and intimidation. This includes malicious gossip, demeaning remarks or consistent sarcasm or spiteful comments directed at other individuals in the workplace or class. Comments or posts in social media that are aimed at colleagues, students or management.
- Behaving in a manner that is disruptive or unacceptable. This includes yelling at another person, making threatening gestures or using offensive language (including swearing) that is inappropriate or may cause another person to feel unsafe, frightened or threatened.
- Making racist or sexist comments.
- Disrupting the workplace or class in a way that causes unnecessary stress or distress to others and reduces harmony within the workplace or class.
- Vandalism or causing wilful damage to The Flower School or other organisation's property.
- Endangering the safety of self or others.

Any breaches to the policies and procedures are dealt with under the Grievances, Complaints and Appeals Policy and Procedures

Students must follow all safety rules, directions and instructions given by any person acting on behalf of The Flower School. Where a threat or a risk is identified, this may result in a temporary exclusion from a class until the threat or risk is negated.

Dismissal/Misconduct

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following unacceptable and/or disruptive behaviour as listed above in unacceptable behaviour may be asked to leave the session or the course.

Student Support

Our Tutors and staff are available to guide you towards your learning success. If you are having difficulties with the course material, managing your time, commitment to your course, or any other academic related matter, do not hesitate to speak with our staff.

Support is provided to all students. The aim of this support may, within reason, include monitoring your progress, assisting with any learning or technical issues that may be hindering your progress, reviewing your training plan timelines and discussing planned activities.

Time Management

Whether you are undertaking Face to Face learning or via Zoom, well-developed time management skills are the foundation of good study habits. At the Flower School, we will assist you by providing a course structure, including a timetable at the beginning of the course, and supporting you to achieve this.

Below are some hints for affective Time Management:

- Set realistic goals – what and when you would like to achieve.
- Write a to do list.
- Gather the information needed for the task.
- Allow time for brainstorming and creative thinking.
- Recognise the causes of procrastination to keep this under control.

National Recognition

A recognised qualification is a course that is recognised and taught to the same standard all over Australia. Nationally recognised courses are VET Accredited by the Australian Skills Quality Authority (ASQA). This means a nationally recognised qualification is the same, no matter where you earn it. This provides employers with the guarantee that the qualification listed on your resume is quality assured. A recognised qualification will be valuable (and recognised) anywhere within Australia.

In order to teach a recognised qualification here at The Flower School, we have to meet a variety of standards as defined by ASQA. This means a nationally recognised qualification is the same, no matter where it's earned. Employers anywhere in Australia are thus provided the guarantee that the qualification listed on your resume is quality-assured.

Assessment - Working within a competency-based training

The Flower School is a provider of vocational education and training (VET) accredited programs which delivers competency-based training and assessment. This means that you are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards are known as units of competency.

A Statement of Attainment (SOA) will be issued to students who complete one or more units of competency.

The school will employ a variety of assessment tasks to assess students' competency. These include, but they are not limited to written assessments, workbook, presentations, practical demonstrations, role plays, group discussions, question and answer testing, multiple choice assessments, 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 for each assessment, students will be assessed as either:

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

Our Tutors are experienced industry professionals who are committed to supporting you in meeting your course requirements.

Replacement - Student Card, Workbook & Certificate

The Flower School Pty Ltd will replace a lost or damaged Student Card, workbook, provided the student is still enrolled into the Certificate course. Replacement Student Card \$20, Workbook \$40, Re-issuing of Certificate or Statement of Attainment \$30.00.

Student Feedback

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

Complaints & Appeals Procedures

The Flower School Pty Ltd's Complaints and Appeals Policy ensures that every student has the right to appeal any decision on an assessment, providing a fair and equitable hearing on the matter. If you disagree with an assessment outcome or feedback, or if you wish to make a complaint, please follow the process outlined below:

Initiate a direct conversation with the Tutor involved to resolve the issue. The staff at The Flower School Pty Ltd strive to achieve a satisfactory resolution with any student appealing an assessment result. However, if the matter remains unresolved, contact The Flower School Administration Team to discuss the issue further, where feedback will be recorded.

The Director will be informed of the appeal, and within 5 business days, will reach out to the student to discuss the situation and hopefully find an agreeable resolution.

In rare cases where the complaint persists, the student has the option to request an independent mediation session. Please note that fees incurred during this process will be the responsibility of the student.

If the grievance remains unresolved, the student can escalate the matter to the Ombudsman Department of Youth Justice, Employment, Small Business, and Training by calling 1800 773 048.

Additionally, The Flower School commits to honouring all guarantees outlined in the Code of Practice. It is acknowledged that failure to meet the obligations of this Code or supporting regulatory requirements may result in the withdrawal of registration as a training provider.

Staffing Policy

The Flower School Pty Ltd 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. We also require all staff to undertake a continuous professional development to ensure their skills, training techniques and presentation to students is of the highest quality.

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 fairly assess students' work.
- 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 Pty Ltd will be ethical and open in their dealings and their communications.
- Expect that employees of The Flower School Pty Ltd 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 Pty Ltd and notify administration of 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 Pty Ltd's administration office.
- Respecting The Flower School Pty Ltd'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 Pty Ltd property.
- Keep workrooms clean and tidy and participate in cleaning.
- Focus on work safety requirements, including wearing personal protective equipment (PPE) , closed shoes.
- Be responsible for identifying and informing your Tutor or The Flower School staff of your individual learning needs.
- Inform your Tutor or The Flower School staff of any difficulties may interfere your learning or extra assistance needs.
- Check the assessment requirements for each unit including due dates and number of assignments .
- Be aware of, and meet, the trainers' expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies.
- Comply with The Flower Schools policies and procedures.

Sustainability

The Flower School Pty Ltd is dedicated to ensuring that our practices and principles align with environmental responsibility, economic viability, and social equity

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

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. 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

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 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.

Enquiries

The Flower School Pty Ltd
9/50 Northlink Place, Virginia
Brisbane QLD 4014
+ 61 7 3868 2939
info@theflowerschool.com.au

We are excited for you start your floristry journey with us!

Disclaimer

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as of July 2024.

The Flower School Pty Ltd reserves the right to alter policies at any time without prior notice. The Flower School Pty Ltd 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 Pty Ltd will not be held liable for costs incurred due to course cancellation or rescheduling. The Flower School Pty Ltd will use all endeavours to give as early advice as soon as possible of any course changes.

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.