



Student Handbook

'Creating and Inspiring florists of the future'

The Flower School Pty Ltd

National Provider RTO 41063

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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

SFL40125 - 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

Diversity and Inclusion

The Flower School supports employees, contractors and students by building an inclusive, culturally capable and diverse workforce that reflects the workplace communities we serve and the organisational values.

This policy is supported by a diversity and inclusion framework where the goal is about creating an inclusive culture that promotes the performance and wellbeing of our employees, contractors and students, irrespective of family responsibilities, marital status, age, disability, race, religion, political beliefs, trade union activity, gender identity or sexuality.

The Flower School is committed to eliminating unlawful discrimination, workplace bullying, sexual harassment and victimisation through modelling inclusive leadership, and promoting an inclusive, respectful and safe workplace and learning culture for all students, staff and contractors, inclusive of First Nations people. This policy is supported by the Anti-Discrimination Act specific to each State of Australia.

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 2025/2026

Course	Price	Duration
Certificate II		
Part Time	\$3,350.00	17 weeks
Night / Saturday	\$3,950.00	13 weeks & approx. 4 Saturdays
Certificate III		
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		
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	\$6,900.00	
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:** Ezypay 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 Ezypay

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, Ezypay 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 Ezypay's terms and conditions and give Ezypay consent to collect payments on our behalf.

Payment plans are available for Full Fee and Subsidised 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 Ezypay, 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

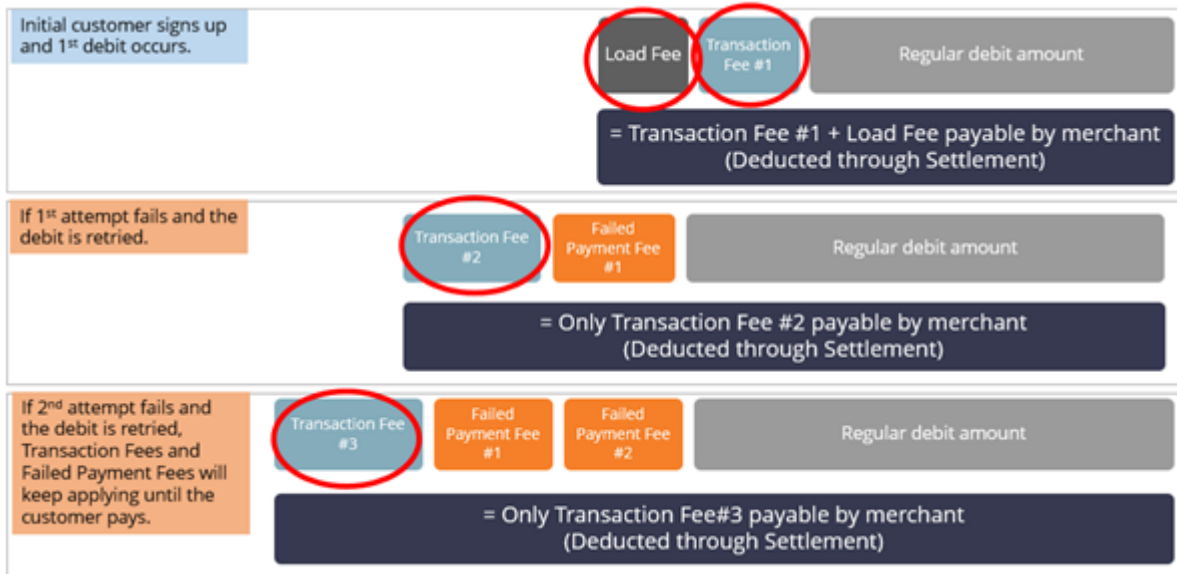


Every attempt and retry incurs a transaction fee and, if unsuccessful, a failed payment fee.

b. Merchant paid scenario #1

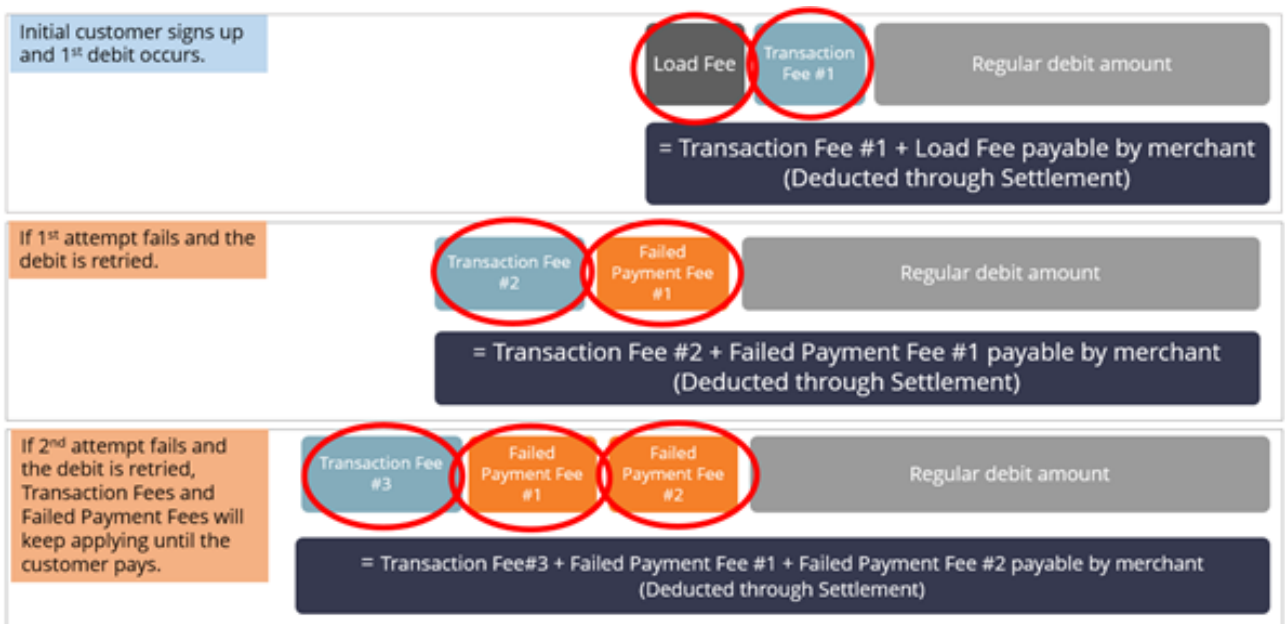
The scenario below is configured for the Load Fee and Transaction Fee only to be merchant paid.

**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	
\$7,750	
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:	\$6,250.00
10 monthly payments at \$575 by the 15th of each month:	
15th of August	\$625.00
15th of September	\$625.00
15th of October	\$625.00
15th of November	\$625.00
15th of December	\$625.00
15th of January	\$625.00
15th of February	\$625.00
15th of March	\$625.00
15th of April	\$625.00
15th of May	\$625.00
Total Course Cost:	\$6,250.00

Certificate III in Floristry - Subsidy - Part time 46 Weeks	
\$3,450	
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:	\$1,950.00
5 monthly payments at \$575 by the 15th of each month:	
15th of August	\$390.00
15th of September	\$390.00
15th of October	\$390.00
15th of November	\$390.00
15th of December	\$390.00
Total Course Cost:	\$1,950.00

Certificate III in Floristry - Concession - Part Time Courses	
\$1950 - 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 Numeracy and Digital Literacy (LLND)

LLND support is available to provide students with advice and support services in the provision of language, literacy, numeracy and digital literacy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff within The Flower School can provide students with support to assist the student throughout the learning process.

Language, Literacy, Numeracy and Digital Literacy skills are generally included and identified before enrolment into an accredited course. In identifying language, literacy, numeracy and digital requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure
- Digital literacy in terms of using the technology, researching, storing & locating documents, participating and sometimes coordinating digital meetings, and use of programs such as Microsoft Office, as pertinent to the job role and course requirements.

All students undertaking training are required to undertake an LLND Assessment as specific to their nominated course.

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 allocated 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 support, general health and well-being

The Flower School is committed to providing a safe and healthy learning environment and promoting a culture of care and mutual respect. The wellbeing of our students is a key priority in maintaining a nurturing and welcoming atmosphere that values individuality and diversity.

We encourage open communication and seek regular feedback from students to ensure their safety, health and wellbeing. Students are expected to treat others with kindness and communicate any wellbeing concerns.

Students are encouraged to seek help and support when needed and report any concerns whilst maintaining confidentiality. We encourage open dialogue between students, trainers and management, with regular check ins.

We provide additional assistance, access to support services and referrals for external mental and physical health and wellbeing, and personal challenges.

When a student is experiencing mental health difficulties, they may:

- Speak confidentially with their trainer, supervisor, or Director, who will always maintain privacy and confidentiality
- Access external support services such as:

Mental Health Helplines:

- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- Suicide Call Back Service: 1300 659 467
- Headspace (ages 12–25): 1800 650 890
- QLife (LGBTQI+ support): 1800 184 527

In an emergency, contact 000 immediately.

Students are responsible for their own health and safety, and must follow all safety rules, procedures, and instructions. Students are encouraged to actively participate in mental health awareness programs, physical fitness activities, and wellbeing workshops to contribute to a positive culture.

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 to the class.

Employee and Contractor Health and Wellbeing

The Flower School is committed to managing psychosocial hazards and risks amongst staff and contractors. We ensure a fair and transparent process, so workplace behavioural standards are known and upheld, including reminding all workers of their legal duty not to cause harm through their behaviours to others or themselves while at work.

Specifically:

- Management are responsible for instigating regular communication with each individual one-on-one, to openly discuss personal issues that may be affecting their workplace performance.
- Management are responsible for managing work-from-home arrangements (where applicable) with team members to ensure there is sufficient guidance, communication and follow-up with responsibilities.
- The CEO is responsible for managing the workload of individuals, including contracted trainer/assessors; to ensure quality is not compromised and the individual is coping with the load.
- Job descriptions and one-on-one appraisals are implemented to keep staff on track and drive self-improvement.
- Individuals will be referred to external support organisations where appropriate.

Supporting your learning

The Flower School caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

We are committed to providing students requiring additional support, advice, or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, we provide support services to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

The Support Services Form is used by The Flower School to record any counselling we may have undertaken with the student, including any discussion about providing extra support or referral to the Support Services List. This form is available from our school office and can also be emailed to you upon request.

In this form we include any of the following:

- Discussions raised by students that may be of a concern, this may have been during class or individually
- Referrals to other Support Services that may have been advised or discussed with the student
- Any discussion on disabilities and wellbeing issues that the student may or may not have disclosed, whereby they may need further assistance
- Discussions on any adjustments to training that may be required to meet student needs. We may also complete an Adjustment Plan following this meeting to identify a strategy to assist the student.
- Discussions on Language, Literacy, Numeracy and Digital Literacy, and referral to external organisations.

Upon completion of the Support Services Form the staff member should submit this form to the RTO Manager and arrange a time to discuss the student needs with the RTO Manager or other senior management.

All completed Support Services Forms will be discussed at the monthly Team Meetings to monitor student progress.

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.

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

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.

Legislative and Regulatory Requirements

The Flower School is subject to legislation related to training services as well as to general business practice. The legislation governs our obligation as an accredited training organisation, our obligations to consumers, and to the industry in which we deliver our training and assessment services. The Flower School staff are made aware of the legislations and of changes as they occur. The legislation and regulatory requirement that particularly impacts on consumer protection include:

National:

- Australian Consumer Law - the national law for fair trading and consumer protection which is administered and enforced jointly by the Australian Competition and Consumer Commission (ACCC) and the State and Territory consumer protection agencies.
- Competition and Consumer Act 2010 - a series of laws and organisations designed to ensure the rights of consumers as well as fair trade, competition, and accurate information in the marketplace
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Standards for Registered Training Organisations 2015

QLD:

- Anti-Discrimination Act 1991
- Information Privacy Act 2009
- QLD Skills Assured Supplier Agreement

Procedures

The Flower School ensures all its marketing activities only provide factual and accurate information to consumers about The Flower School and gives a full disclosure of the services that are on offer and the corresponding fees. The Flower School's advertising and marketing do not include any inducements and do not provide its consumers guarantee of successful completion outcome regardless of them not achieving competency. We do not guarantee that a course can be completed in a manner inconsistent with the Training Package requirement. We do not commit that completing a course will lead to an employment outcome if this cannot be guaranteed.

The Flower School provides you with this Student Handbook which reiterates your rights and obligations as well as the obligations of The Flower School. To ensure that consumers have full understanding of our processes, consumers are provided with an overview in this Handbook before enrolling into a The Flower School qualification.

During the enrolment process, consumers are made aware of The Flower School's privacy policy. The privacy policy is noted on our enrolment form, in this Handbook and on our website. The policy includes information on how we use the consumers' personal data and how consumers can access and correct your personal information held by The Flower School. The Flower School only collects personal information by fair and lawful means which is necessary for the functions of The Flower School and is committed to ensuring the confidentiality and security of information provided by consumers, please refer to The Flower Schools Privacy Policy and Procedure.

The student acknowledges that they must observe The Flower School's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

I. Statutory Education License

Provisions under Part VB of [The Copyright Act 1968](#) allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. [The Copyright Agency Ltd \(CAL\)](#) administers the Statutory Education license on behalf of the Attorney General's Department.

Any accredited training organisation electing to rely on this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner. It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license an educational institution is generally not allowed to reproduce any third-party material from any source, other than where there is a direct license/subscription in place, or permission has been granted by the creator of the work.

For further details about the Statutory Education license and/or how to apply, call CAL's education team on 02 9394 7600 or email educationlicenses@copyright.com.au.

II. Standards for Registered Training Organisations 2025

The [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025 - Federal Register of Legislation](#) form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards set out the requirements that The Flower School are required to meet.

The Flower School is required to comply with these Standards and with the:

- National Vocational Education and Training Regulator Act 2011 or equivalent legislation covering VET regulation in a non-referring State as the case requires
- VET Quality Framework

Note – the National Vocational Education and Training Regulator Act 2011, or equivalent legislation covering VET regulation in a non-referring State, provides the VET Regulator with the powers necessary to carry out its functions. Nothing in these Standards may be read as limiting or diminishing those powers.

These Standards should be read in conjunction with the:

- Standards for Training Packages
- Standards for VET Accredited Courses
- Standards for VET Regulators

All employees, including contractors, of Targett Retail Training Pty Ltd are required to comply with the regulatory requirements of these standards across The Flower School's operations and scope of registration. Compliance with the Standards includes ensuring that training products delivered by The Flower School meets the requirements of training packages or VT accredited courses and have integrity for employment and further study and ensure that The Flower School operates ethically with due consideration of learners' and enterprises' needs.

III. National Vocational Education and Training Regulator Act 2011

The [National Vocational Education and Training Regulator Act](#) establishes the regulatory requirements for registration of an accredited training organisation in Australia. The objectives of this act are:

- a) to provide for national consistency in the regulation of vocational education and training (**VET**); and
- b) to regulate VET using:
 - i. a standard-based quality framework; and
 - ii. risk assessments, where appropriate; and
- c) to protect and enhance:
 - i. quality, flexibility, and innovation in VET; and
 - ii. Australia's reputation for VET nationally and internationally; and

- d) to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and
- e) to protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and
- f) to facilitate access to accurate information relating to the quality of VET.

Note 1: The standards-based quality framework mentioned in paragraph (b) consists of instruments made by the Ministerial Council, the Minister, or the National VET Regulator.

Note 2: These objects are subject to the constitutional basis for this Act (see Division 3).

IV. Australian Qualifications Framework (AQF)

Applicants and accredited training organisations are required to comply with the [Australian Qualifications Framework](#) (AQF), when developing materials or writing Training and Assessment Strategies. The AQF is the quality assured national framework of qualifications in the school, vocational education and training, and higher education sectors in Australia. The AQF Handbook outlines the requirements for setting up Certificates and Testamurs.

V. Data Provision Requirements 2012

The [Data Provision Requirements 2012](#) outlines the requirements for applicants and registered training organisations (RTOs) to capture and provide data to the regulatory body.

The data required relates to registration and performance information, including [quality indicator data](#) and information derived from the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

For a copy of the AVETMISS Standard go to <http://www.ncver.edu.au/> and select Statistical Standards – VET Providers.

(Note: AVETMISS is revised from time to time to maintain relevance and appropriateness. The current version can be accessed from the NCVET website (above).

The Data Provision Requirements require relevant applicants and RTOs to show that they have adequate systems to capture and report on this data against the agreed quality indicators.

VI. Privacy Protection Act 2012 & Privacy Act 1988

The Flower School respects the importance of securing any form of personal information which is collected from the student (s) and/or other Stakeholders. The Flower School promotes and conducts the following policy in accordance with the privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

Australian Privacy Principle 1 – Open and transparent management of personal information

Types of information which will be collected and where it is held

The Flower School collects information for training purposes and compliance against NVR standards to ensure quality service is given to its students in an open and transparent way.

The information collected and stored in The Flower School's AVETMISS database includes.

- Student Name
- Age, sex
- Contact information

- Record progress

How information is gathered

This information is collected for statistical purposes by the Government & regulating bodies. How The Flower School gathers such information through the AVETMISS data collected on the enrolment form and the Q1 AQTF feedback form.

Australian Privacy Principle 2 – Anonymity and Pseudonymity

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so.

In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by The Flower School.

Australian Privacy Principle 3 – Collection of solicited personal information

Personal information other than sensitive information

The Flower School will only collect personal information that is reasonably necessary for one or more of their functions or activities.

Sensitive information

Sensitive information in which The Flower School may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information related to the students' health and safety, The Flower School may collect this information with the consent of the individual or authorised by or under Australian Law.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Should The Flower School receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified.

The Flower School will also, within a reasonable period after receiving the information, determine whether it could have been collected under APP 3.

Australian Privacy Principle 5 – Notification of the collection of personal information

At or before the time, or if that is not practicable as soon as practicable after, The Flower School collects personal information about an individual, such steps will be taken to inform the individual:

- The identity of The Flower School and contact details
- If The Flower School collects or has collected person details from someone other than the individual
- If the collection of personal information is required or authorised by or under and Australian law or a court/tribunal order.
- The purpose for which The Flower School has collected the information
- The consequences (if any) for the individual if all or some of the personal information is not collected by The Flower School
- Whom The Flower School discloses the personal information too
- How the individual may access the personal information and seek correction of such information
- Please refer to access to records section in this handbook
- How the individual may complain due to any form of breach
- Please refer to our Complaints and Appeals Policies & Procedures

Australian Privacy Principle 6 – Use or disclosure of personal information

The Flower School will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is not prohibited unless the individual has consented to the use of disclosing information.

Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

Australian Privacy Principle 7 – Direct marketing

The Flower School will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual.

This includes sharing your personal details with another Organisation unless it is a government department.

Australian Privacy Principle 8 – Cross border disclosure of personal information

The Flower School will only transfer personal information to an individual or someone overseas if.

- The receipt of the information is subject of law
- The Flower School believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

The Flower School must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

- The identifier is prescribed by the regulations
- The Organisation is prescribed by the regulations
- The adoption, use or disclosure occurs in the circumstances prescribed by the regulations

In this case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number, which will be used for identified with the relevant government department.

In the case of the Unique Student Identifier (USI) all students will be required to produce this number prior to enrolment.

Australian Privacy Principle 10 – Quality of personal information

All personal information collected by The Flower School must be accurate, up to date, complete and relevant.

Australian Privacy Principle 11 – Security of personal information

The Flower School must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification, or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only.

Australian Privacy Principle 12 – Access to personal information

All students have the right to gain access to information on request that fall within the definition of personal information. Should the information be withheld from the individual, The Flower School should provide reason why access will not be made available for lawful reasons.

VII. Workplace Health and Safety Act 2011

The Flower School is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors, and employees.

The Flower School monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the QLD Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of The Flower School management this generally occurs through the Trainer / Assessor.

According to Division 2, Section 19 - Primary duty of care:

- a) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of:
 - workers engaged, or caused to be engaged by the person, and
 - workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.
- b) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
- c) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:
 - the provision and maintenance of a work environment without risks to health and safety, and
 - the provision and maintenance of safe plant and structures, and
 - the provision and maintenance of safe systems of work, and
 - the safe use, handling, and storage of plant, structures, and substances, and
 - the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and
 - the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
 - that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

According to Division 4 of the Act:

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

A person at a workplace (whether the person has another duty under this Part) must:

- a) take reasonable care for his or her own health and safety, and

- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

WHS Incident Report

The WHS Incident Report is utilised to record injuries and incidences that occur within The Flower School/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken. In the incident of a student injury, it is the responsibility of the Trainer/Assessor to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on The Flower School premises or whilst on work placement. These should be either reported to your trainer or to the administration office at The Flower School. The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the “WHS Incident Report” form from either a trainer or from The Flower School website.
2. Complete the form to the best of your abilities, by ensuring all fields are completed as indicated.
3. Submit completed copy to The Flower School office for the WHS Officer.
4. Your supervisor will identify and implement any controls and forward them to your WHS Coordinator.
5. WHS Coordinator to complete the relevant sections of the report “Action Required/Taken”, including:
 - a. How was the risk managed?
 - b. Whether the relevant safety authority and/or the insurance company was contacted
6. WHS Coordinator to identify whether a required WHS Risk Assessment is required.
7. WHS Officer to log the “WHS Incident Report” into the “WHS Register” and file.
8. All incidences to be discussed at the next Team Meeting.
9. In the case of minor incidences an “Opportunity for Improvement” form should be completed.

Hazard Identification

Everyone is responsible for identifying and reporting hazards, which include students, sub-contractors, and employees of The Flower School. If you identify a hazard, please report it to either your director of compliance or the administration office. You will be required to complete either an *WHS Injury Report Form* or a *Hazard Identification Report Form*.

It is important all staff report any injury immediately, by completing a *WHS Injury Report Form*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of RTO Manager or an Administration staff member of The Flower School.

Emergency Procedures

An emergency may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency develops suddenly and unexpectedly and requires immediate action to be brought under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating e.g., remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

Fire Emergency

If the emergency involves a fire the following points should be remembered if attempting to fight the fire:

1. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
2. Do not stand down wind or downhill of a fire.
3. If there is any chance of chemicals or explosives in the fire, evacuate the area.
4. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
5. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
6. You must notify your name, type of emergency, location of the emergency and assistance required.
7. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Evacuation Procedure

In the event of an emergency e.g.: a fire, bomb threat, gas leak etc.... each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, e.g., alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
 - a. follow the Fire Warden to the Evacuation Meeting Point
 - b. leave the building in an orderly manner, and
 - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

Anti-Discrimination Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by TFS, including our administrative practices and assessment processes, consider the principles established by this legislation.

The Flower School is committed to ensuring that all its representatives, clients and participants are treated fairly and equally in their employment and training.

1. All opportunities are determined based on merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics, or impairment.
2. Trainer/Assessors are accountable for the implementation of this policy.
3. The Flower School and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

Sexual Harassment Act 1984

All representatives of The Flower School are required to note and agree to comply fully with the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements. Sexual Harassment includes but is not limited to:

1. Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual over tones (for example: jokes, slurs, assault, touch, or posters)
2. Continuing to express sexual interest after being informed that the interest is unwelcome
3. Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (For example, suggesting a poor performance report will be given)
4. Engaging in implicit or explicit coercive sexual behavior which is used to control, influence, or affect the career, salary, or environment of another
5. Offering favors or benefits such as promotions, favourable reviews, favourable assigned tasks, etc. in return for sexual favours.

The Flower School strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff, and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal, or cancellation of contract.

Harassment Act 1997

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation, and bullying can take many forms. It can be overt or subtle, direct, or indirect.

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene, or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades, or humiliates a person
- Aggression, verbal abuse, and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

Anti-Bullying

Violence, harassment, and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment, and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect well-being and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.

These are not issues that concern only children and young people. Violence, harassment, and bullying can occur in a number of different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas, and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment, and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients to be in violation of The Flower School harassment, victimisation and bullying policy, report the situation to management. Refer to your state regulatory body for more information.

AFP National Police Check

Several industries require students and staff to complete a National Police Check before the students can commence Work Placement, these include Aged Care and Children's Services industries. To meet the requirements of these industries, The Flower School may be required to undertake Police Record Checks of staff and students. Please refer to the following website for details: <http://www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx>

The following requirements **must** be met when submitting an AFP National Police Check (NPC) application. **Failure to meet the required standards will result in the application not being processed.**

1. All other names by which you are known or have previously been known (such as your maiden name), must be provided in full, including given names. Check that your date of birth is correctly entered.
2. **Full payment must accompany the application.** You can pay using either Visa, Mastercard or American Express. Alternatively, for a manually completed application you may pay by bank cheque, which must be in Australian dollars, or money order obtainable from Australia Post. **Personal and Company Cheques will not be accepted. Please do NOT send cash. Applications with incorrect amounts will not be processed.**
3. Copies of identification documents totaling 100 points must be provided. Details of the points attributed to identification documents are provided as part of the application process. **DO NOT SEND ORIGINAL IDENTIFICATION DOCUMENTS WITH YOUR APPLICATION.**
4. Ensure all the necessary details are submitted, including signed consent and copies of identification documents. Please note parental consent will be required if the applicant is under 18 years of age.
5. For manually completed applications:
 - You must submit the form no more than three months after signing it.
 - Mark the appropriate check boxes with a cross (X).
 - Ensure you secure all paperwork, forms, payment, and identification to your application.

- Ensure all the necessary details have been completed and the form is **signed and dated**.
- The application form must be completed using **block letters** (i.e., capital/uppercased)
- Bank cheques and money orders are to be in Australian dollars (\$AUD) and are to be made payable to the **Australian Federal Police**.
- If paying by bank cheque it must be from an Australian bank or financial institution affiliated with an Australian bank. **Personal and Company cheques will not be accepted**.
- The correct payment must be included with **all** applications.
- Do not include self-addressed/stamped envelopes for return of certificates. These will not be used or returned.

Applications can be completed online through the following portal:

<https://afpnationalpolicechecks.converga.com.au/>

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:

<https://www.legislation.gov.au/Series/C1968A00063>

Students and staff need to be aware that photocopying of textbooks and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy.

Working with Children Check (Blue Card)

Who needs a Working with Children Check?

A Working with Children Check is a prerequisite for anyone in child-related work in QLD. All training and administration staff who may meet students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18.

As a Registered Training Organisation, we have adopted child-safe policies and practices to help keep students under the age of 18 safe. For more information about creating child-safe organisations or to register for a workshop, go to [Blue cards for working with children | Your rights, crime and the law | Queensland Government](#)

A Working with Children Check includes a national police check and review of findings of misconduct involving children. The result is either a clearance or a bar.

If the outcome is a clearance, the Check is valid for five years and may be used for any child-related work (paid or voluntary) in QLD. Cleared applicants will be subject to ongoing monitoring and relevant new records could lead to a bar and the clearance being revoked.

Before engaging a new, paid, child-related worker, an employer must ensure the worker has a clearance to work with children, or a completed Check application in progress. Existing workers and volunteers should be verified online as they are phased in to the new Check.

The only way to accurately determine a person's clearance status is by verifying their Working with Children Check online; **paper evidence of a clearance should not be accepted**.

Child related work is defined as face-to-face contact with children in a child-related sector or work in a child-related role.

Child Protection (Working with Children) Regulation 2013

In accordance with the legislation for Child Protection under Child Related Work-Education, Trainers and staff need to be aware of their responsibilities as a Trainer to protect students under the age of 18, this includes staff who:

1. Work in schools or other educational institutions (other than universities) is child-related work.
2. Work providing private coaching or tuition to children is child-related work. Please refer to our Child Safe Policy.

Enquiries

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

Appendix...Student Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for you. If a student is unsure of the service that they require, they should contact their trainer or The Flower School to discuss further.

Organisation	Website	Phone #	Email	Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	1300 222 222	http://www.aa.org.au/contact-central-service-offices.php	Clients who are/or have been affected by alcoholism
Australia.gov.au	http://www.australia.gov.au/	Website	Refer to Website	Covers a broad range of assistive support including LLN
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	http://www.education.gov.au/feedback-and-enquiry-form	Assisting clients who have migrated to Australia and require assistance with LLN
Beyond Blue	www.beyondblue.org.au	1300 224 636	https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx	For clients who are experiencing anxiety and/or depression
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	http://www.blackdoginstitute.org.au/aboutus/contactus.cfm	Depression and Bipolar Disorder Information Australia

Organisation	Website	Phone #	Email	Needs Addressed
NSW Community Help	www.community.nsw.gov.au	1300 555 727	Refer to website	For clients who are experiencing difficulties in the home, domestic violence, child abuse and neglect
CEDD - Eating Disorder Help Centre	www.cedd.org.au	Refer to website	info@cedd.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Just Ask Us!	www.justaskus.org.au	03 8413 8413	http://www.turningpoint.org.au/About-Us/Contact-Us2.aspx	For clients who are concerned they may have a drug (incl. alcohol), emotional or mental health concern
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/	03 9606 0118	http://www.precisionconsultancy.com.au/contact/	Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat	Clients who may be in a crisis or at risk of suicide or know of someone at risk of suicide
The Reading Writing Hotline	http://readingwritinghotline.edu.au/	1300 655 506	rwhotline@det.nsw.edu.au	If a client is having difficulty with reading, writing and numeracy
NA - Narcotics Anonymous	http://na.org.au/index.php?lang=en	1300 652 820	info@na.org.au	Clients who are/or have been affected by drugs
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	http://www.nswrapecrisis.com.au/GetHelp/NSWServices.aspx	To assist clients, and their non-offending supporters, who have experience or are at risk of sexual assault

Organisation	Website	Phone #	Email	Needs Addressed
Workplace Bullying Helpline	www.workershealth.com.au	02 4926 2129	newc.admin@workershealth.com.au	For clients who have been affected by bullying
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For clients who may be contemplating suicide or do not know how to help someone in their family who has been affected
Men's Helpline Australia	https://www.mensline.org.au/	1300 78 99 78		For male clients who have male related health issues
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	Available on website	Helping people with a wide range of issues affecting communities and individuals.
National Council for Single Mothers and their Children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For clients who require assistance with their physical disability
Deaf Australia Translating and Interpreting Service	http://www.deafau.org.au/	(07) 3357 8266	Available on website	For assisting the trainer who might require an interpreter for clients who are deaf or have hearing impairments
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Available on website	For clients who require financial assistance or emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability

Organisation	Website	Phone #	Email	Needs Addressed
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Family and Community Services Ageing, Disability and Home Care	http://www.adhc.nsw.gov.au/	(02) 9377 6000	servicembx@facs.nsw.gov.au	Support for family, ageing, disability, or home care
Job Access	https://www.jobaccess.gov.au/	1800 464 800	hotline@workfocus.com	Driving Disability Employment through a variety of support services
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for students who are affected by health or mental health issues

Disclaimer

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as of March 2026.

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.