



## VET Quality Framework audit report

### Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Flowers to Impress School of Floristry
Date/s of audit	16 November 2012

ORGANISATION DETAILS			
<b>RTO legal name</b>	Flowers to Impress School of Floristry	<b>RTO ID number</b>	32420
<b>Registered business trading name</b>	Flowers to Impress School of Floristry	<b>ABN</b>	84 920 395 685
<b>Address</b>	Shop 1, 33 Bell Street Mall, Toowoomba		<b>Postcode</b> 4350
<b>Phone</b>	46 382727	<b>Fax</b>	46328285
<b>E-mail</b>	<a href="mailto:school@flowerstoimpress.com.au">school@flowerstoimpress.com.au</a>	<b>Website</b>	www.flowerstoimpress.com.au
<b>Registration contact</b>	<b>Name</b> Debby Birach-Mayer	<b>Position</b>	Director

AUDIT TEAM			
<b>Lead auditor</b>	Denise Middleton	<b>Technical adviser/s</b>	N/A
<b>Audit team members</b>	N/A		

ASQA CONTACT DETAILS			
<b>Phone</b>	1300 701801 (ASQA Info line)	<b>E-mail</b>	compliancebrisbane@asqa.gov.au

AUDIT DETAILS	
<b>Audit type</b>	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
<b>Scope of audit</b>	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
<b>Date/s of site visit/s</b>	16 November 2012
<b>Site/s visited</b>	Shop 1, 33 Bell Street Mall, Toowoomba Q 4350
<b>Standards audited</b>	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

## ORGANISATION

- The organisation has a two year business plan to grow the business slowly and expand as the need arises
- The organisation is a sole trader who seeks administration assistance on a as needs basis
- The organisation delivers some non-accredited short floristry courses to persons suffering depression and stress. These courses are delivered in associated with a physiologist and attract a Medicare rebate.
- The organisation does not have partnerships with other organisations
- Primary clients are school based trainees and people who have being working in the floristry industry who do not hold a formal qualification in floristry
- The organisation has delivery sites in Toowoomba and Townsville
- Current student numbers are as follows:
  - Certificate II in Floristry (Assistant) - 7
  - Certificate III in Floristry – 6
  - Certificate IV in Floristry - 4
- Revenue is collected via fee for service and user choice
- Floristry units are delivered face to face while business and retail units are completed online.

## FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
SFL20110	Certificate II in Floristry (Assistant)	Face to face/on-line
SFL40110	Certificate IV in Floristry	Face to face/on-line

## INTERVIEWEES

### Staff (name and position)

Name	Position	Program (qualification, course, etc)
Debby Birch-Mayer	Director	SFL40110 Certificate IV in Floristry SFL20110 Certificate II in Floristry (Assistant)
Kimberley Halter	Consultant	Nil delivery

## SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

### AUDIT OUTCOME

#### Audit status as at 21 November 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be minor when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

<b>Auditor's Name</b>	Denise Middleton	<b>Signature</b>		<b>Date of Report</b>	21 November 2012
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### AUDIT RECTIFICATION

#### Audit status following additional evidence received 6 December 2012

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

<b>Auditor's Name</b>	Denise Middleton	<b>Signature</b>		<b>Date of Report</b>	6 December 2012
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