



Student Handbook

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Welcome!

Welcome to Flowers to Impress. Education opens the door to new jobs and new careers. Here at Flowers to Impress, we are dedicated to offering you the best education to increase your opportunities.

About Flowers to Impress Pty Ltd

Flowers to Impress Pty Ltd. is a nationally registered training organisation. We have been delivering floristry courses since 2004. We specialise in accredited courses to assist you to turn what you love to do into a new career. We deliver courses for Certificate II, III, and IV in Floristry.

The staff members at Flowers to Impress offer you years of experience combined with a fresh outlook. As an organisation, we are committed to providing the best in quality education. As a small RTO, we can offer highly customised programs and deliver exceptional customer satisfaction. Our teachers and staff members are leaders in their fields of expertise and are keen to assist you to achieve your goals.

Flowers to Impress deliver floristry training throughout Australia and online to offshore locations the USA, Canada, UK, Germany, and Croatia.

Students who study with us will get an international perspective of the floristry industry. This will help you forge a career in floristry in Australia or overseas.

Enrolment Procedure

Choose the course you would like to study.

Information on courses is available on our website, by e-mail or by phoning Flowers to Impress Pty Ltd. Email your enrolment form to school@flowerstoimpress.com.au or visit our administration centre at 33 Bell Street Mall and complete an enrolment form in person. You will need to pay a \$400 deposit before commencing class. We will then send to you a 'Confirmation of Enrolment Letter' and a receipt for payment. Following this you will receive a 'Welcome Letter', Student Handbook (this document) and a link to a Language Literacy and Numeracy Assessment.

Support Services

Our quality focus includes a commitment to the success of each participant. Following the completion of the Language Literacy and Numeracy Assessment, we will receive an overview of your learning abilities according to the Australian Core Skills Framework. This will allow us to assist you, if required, and where necessary, arrangements will be made for those clients requiring language, literacy and/or numeracy support programs and student welfare and guidance services. Flowers to Impress Pty Ltd is committed to flexible learning, customised courses, and reasonable adjustment in assessment. In some instances, these services may incur an additional fee. We will take every opportunity to ensure that this information is disseminated, understood, and valued by personnel and clients.

Assessment in Competency Based Training

Assessment means collecting evidence about your knowledge and skills and comparing it to a set of competency standards. This comparison will result in a "competent" or "not yet competent" result. If you are deemed "not yet competent", your assessor will talk to you about what you can do. You may need to participate in more training, gain experience or undertake additional assessment tasks.

It is your responsibility to either complete any written assessments such as exams and projects within the time specified by the trainer or to make alternative arrangements.

- You must keep copies and resubmit any assignment if a re-evaluation is required.
- Flowers to Impress Pty Ltd is under no obligation to accept or process any assessment item if training and student fees are not fully paid. If this occurs, we will discuss the situation with you.
- It is Flowers to Impress Pty Ltd policy to allow a student two attempts only at each assessment item. The repeat assessment item will usually be similar but not the same as the initial assessment.
- You should keep track of your progress by communicating regularly with your trainer.
- Online students are required to send videos of their work and photos of their design for assessment
- All Assessment documents must be signed

How to appeal the results of assessment

Candidates may seek to formally appeal the results of assessment on any grounds. The appeal must include details of the unit / course and clearly state grounds for appeal.

- Notify trainer / assessor within 21 days. Initially the staff member(s) responsible for assessing and issuing results will initially review appeals. Other staff or Flowers to Impress Pty Ltd management may be required to have input into the initial appeals process.
- Negotiate for re-assessment. You may be required to undertake further assessment tasks or submit further assessment evidence.
- All appeals will be handled as quickly as possible. Flowers to Impress Pty Ltd will provide a written statement of outcome within a further 21 days.
- Should you believe the appeal is not addressed appropriately, you may formally request to have the appeal heard by a third party or panel acceptable to all parties to the appeal.

Credit Transfer

Flowers to Impress Pty Ltd recognises AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). If you believe you may have units that you have previously completed with another RTO, Flowers to Impress requires a JP(qual) Certified Copy of the original Certificate or Statement of Attainment, or you can come into the Toowoomba office for the originals to be sighted by suitably qualified staff. Upon this assessment the staff will guide you with what cause of action can be taken and complete a Credit Transfer Application Form.

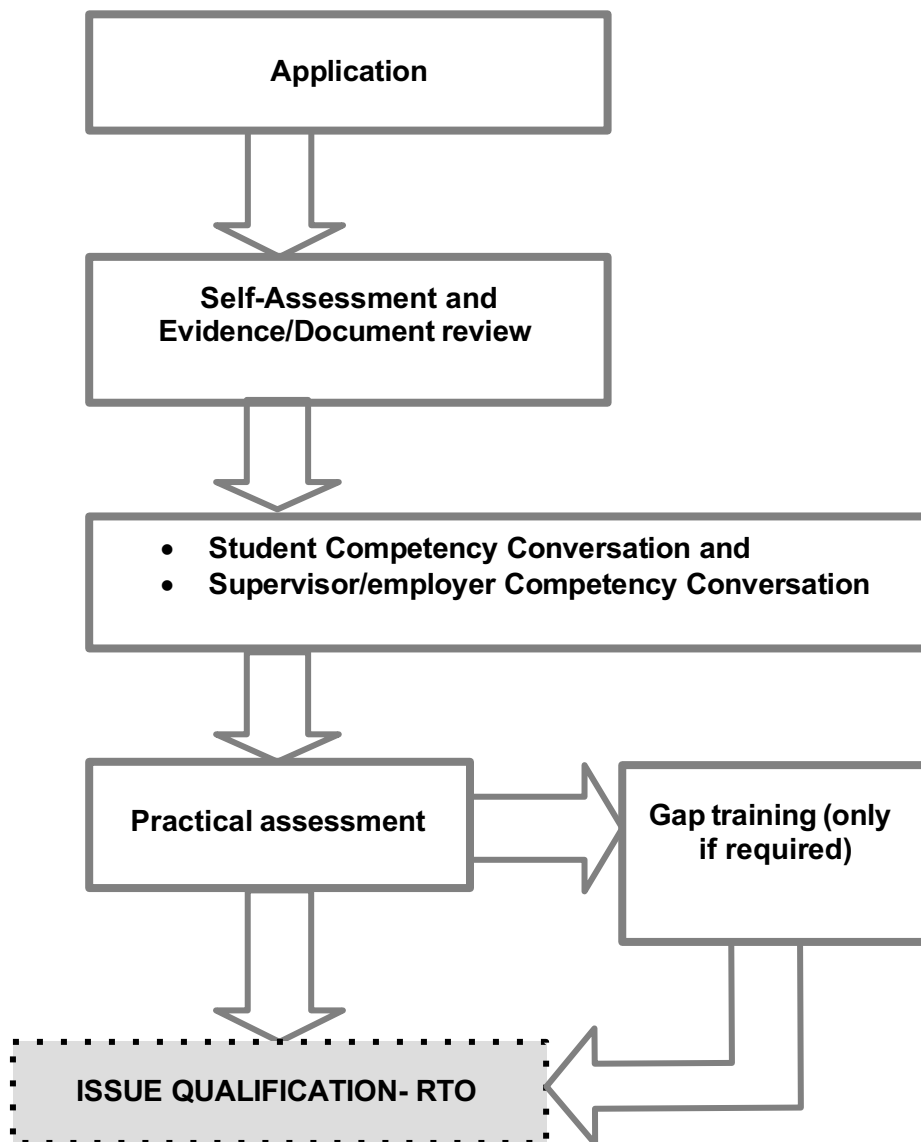
Recognition of Prior Learning

Recognition of prior learning (RPL) involves the assessment of the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process (rather than a training process) in which the individual's formal, non-formal and informal learning is assessed. This assessment determines the extent to which that individual has achieved the required learning outcomes, competency outcomes or standards for entry to, and / or partial or total completion of a program of study. Please note: RPL does not include any additional training at the unit of competency or module level as it is an assessment-only pathway.

The RTO must ensure sufficient evidence is retained to validate the RTO's decision to award RPL. Evidence retained by the RTO must incorporate all of the assessments undertaken for the RPL process along with any other supporting documentation, such as originals or certified copies of formal / informal course certificates, references or testimonials from employers, volunteer organisations, clubs, and associations etc. that contributed to the judgement of the student's competence.

Overview of the recognition process

This process will assist you to streamline the application for recognition of prior learning



Quality Management Focus

Flowers to Impress Pty Ltd has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff, and employers for incorporation into future programs. We follow the VET Quality Framework for Registered Training Organisations as our quality assurance system.

Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum and the standards of the relevant Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

To this end we will provide training programs and services that are accessible to all people in an environment that is free from harassment. We will seek to provide opportunities for all people to achieve outcomes that meet their personal goals. Flowers to Impress operates on the basis of mutual respect.

Sexual Harassment, Workplace Bullying

Flowers to Impress Pty Ltd is committed to promoting courtesy, trust, and respect and to a working environment that is free from workplace bullying and sexual harassment. This organisation finds harassment of any kind unacceptable and will not tolerate it under any circumstance. Should you find yourself harassed in any way, please contact a Senior Staff member or the Director of Flowers to Impress Pty Ltd. Flowers to Impress management will take action if anyone is found to be acting inappropriately and the person may be asked to leave the course.

Discipline

Flowers to Impress Pty Ltd expects participants to abide by Flowers to Impress Pty Ltd policies and to maintain a level of behaviour that displays an appropriate level of respect for other participants, Flowers to Impress Pty Ltd staff and any others involved in the training and assessment process. Flowers to Impress Pty Ltd will initiate disciplinary measures against participants who engage in any activity that could be determined as illegal, immoral, dishonourable, or disruptive to the training environment. Participants must also adhere to scheduled training/assessment times unless otherwise agreed upon by Flowers to Impress Pty Ltd staff.

Where participant behaviour is determined to be inappropriate, Flowers to Impress Pty Ltd will issue the perpetrator a single warning. If the behaviour reoccurs or persists, Flowers to Impress Pty Ltd will request the participant to leave the course immediately and cancel the enrolment without a refund.

Appeals and Complaints

You are encouraged to highlight any issues that cause you concern in dealing with Flowers to Impress Pty Ltd. Any complaint about any assessment or violation of the Code of Practice will be treated seriously and investigated thoroughly.

Organisational procedures ensure that:

- each complaint or appeal and outcome is documented in writing;
- each appeal is heard by an independent person or panel;
- each appellant –
 - [a] has an opportunity to formally present their case and
 - [b] is given a written statement of the appeal outcomes, including reasons for the decision

Any complaint about any aspect of Flowers to Impress Pty Ltd will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.

Should you have a complaint concerning any matter in relation to the training or the organisation, you may:

Speak to a staff member or the Director of Flowers to Impress Pty Ltd within 7 days. A verbal or written complaint will be documented and formally viewed by the Director.

A response in writing will be forwarded to you within a fortnight notifying you of the result of the complaint and any further action required to resolve the complaint.

If the complaint is unresolved the complainant will be given the opportunity to speak formally with an independent person or panel.

Our complaint form is located on our website- <https://www.flowerstoimpress.com.au/aqtf-audit-information>

Fees

The total cost for each course is provided to students prior to enrolment. Information sheets for each course detail what is included. Fees are to be paid to Flowers to Impress and total fees for each course are to be paid by the beginning of each term.

Certificate 3 Guarantee funding is available to eligible students completing SFL30115 Certificate III in Floristry. Eligible students include Australian residents, living in Queensland who have not completed a previous Certificate III or higher qualification. Government funding covers approximately half of the total fees. If you believe that you qualify for funding, please contact us for more details.

Please Note: We have no control over government funding. At times, the funding amounts do change. We check the funding prior to the start of each term, unfortunately at times it does change, these changes will be reflected in your fees.

Fee for Service students will need to pay their term fees at the beginning of each term.
Online students will need to pay their term fees at the beginning of each term.
Students accessing Government funding will need to pay their contribution to their term fees at the beginning of each term.

Refunds

All fees and charges will be outlined to students before enrolment for courses offered by Flowers to Impress Pty Ltd. Should Flowers to Impress Pty Ltd cancel any course, participants are entitled to a full refund or transfer of funds to a future course. An initial non-refundable deposit of \$400 applies to all courses, payable two weeks before course commencement. No refund is available to participants who leave before finalising the course or unit of competency unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis.

All monies received are entered into the Flowers to Impress Pty Ltd accounting system and are not accessed until the course commences. Flowers to Impress Pty Ltd has a comprehensive record keeping system to track payments and ensure pro-rata refunds for eligible students.

Marketing and Advertising

Flowers to Impress Pty Ltd markets our vocational education and training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. Flowers to Impress Pty Ltd will endeavor to provide all information needed by students prior to their making their decision to enroll in specific courses through the Student Information Sheet for each course. All marketing is compliant with the Skills Assured Supplier Guidelines outlined by the Department of Employment, Small Business and Training evidence guide.

International Students

International Students at Flowers to Impress will be treated with respect and assisted to obtain their academic goals in Australia. Flowers to Impress will be bound to the Education Services for Overseas Students Act 2000.

Dress Code

When you are attending classes, it is essential that you abide by work health and safety requirements. You need to be dressed in suitable clothing, no loose clothing or jewellery, hair should be tied back, closed in shoes and appropriate presentation. Students are required to wear an apron (provided). If a student is allergic, they should wear long pants and sleeves, gloves or a face mask if needed.

Non-Attendance

If a student is going to miss a training day, they need to inform the assessor three (3) weeks prior in writing via email. We understand that life sometimes gets in the way; however, we generally need to hire rooms, order materials, and allocate a trainer to your class. If you communicate with you Assessor and make arrangement to catch up on any missed lessons however, there may be an additional cost of \$200 per lesson which will apply to allow you to complete a private lesson.

Legislative Requirements

Flowers to Impress Pty Ltd strive to abide by the following laws.

Work Health and Safety Legislation, 2011

The Work Health and Safety Act provides a nationally consistent framework for managing health and safety risks across Australia. Nationally uniform laws ensure all workers in Australia have the same standard of health and safety protection, regardless of the work they do. The objective of Flowers to Impress Pty Ltd is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this legislation, regardless of the types of services and/or products they provide or sell.

Flowers to Impress Pty Ltd has systems in place for managing and minimising risk for the accredited courses and services we provide. Visit the Queensland Government's Work Health and Safety Website for more information on this legislation

<http://www.worksafe.qld.gov.au/>

Anti-Discrimination Act 1991

The Anti-Discrimination Act 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 Flowers to Impress Pty Ltd, including our administrative practices and assessment processes, must take into account the principles established by this legislation. www.humanrights.gov.au

Further Education and Training Act 2014

The registration of Queensland registered training organizations and the accreditation of vocational education and training courses comes under the jurisdiction of the national VET regulator, the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA's vision is that students, employers, and governments have full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organizations. www.asqa.gov.au

Further Education and Training Act 2014 (QLD) governs the roles and responsibilities of RTOs supervising trainees. <https://www.qld.gov.au/education/apprenticeships>

Standards for Registered Training Organisations (RTOs) 2015

The Standards are the nationally agreed quality arrangements under which all Registered Training Organisations (RTO's) are accredited. These Standards are to ensure nationally consistent, high quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

This legislation sets the standards for assessments, training, client services, management systems, and governance for RTO's. Flowers to Impress Pty Ltd has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of all participants.

Staff members at Flowers to Impress Pty Ltd believe in continuous improvement and all staff members adhere to the requirements of the Standards.

Copyright Act 1968

The Copyright Act relates to copyright and the protection of certain material and performances. Generally, one chapter or ten percent of a work can be copied for educational purposes. Specific rules apply to creative works such as music and poetry. This is overseen by CAL (Copyright Agency Limited). If someone wants to use copyrighted material beyond the usual allowance, then permission must be obtained from the copyright owner. www.copyright.org.au

Plagiarism is imitating another's ideas and passing them off as your own. Unless acknowledged, the following are forms of plagiarism:

- Copying or using the work of another person, in whole or in part
- Copying an assignment or the work of another student
- Summarising or paraphrasing the work of any other person
- Paying for someone else to complete your work.

Plagiarism is easily detectable and is classified as cheating.

Any student found plagiarising risks receiving no marks for the work completed. Plagiarism may lead to exclusion from further training upon the discretion of the director of Flowers to Impress Pty Ltd. No refund will be offered to someone excluded from training because of plagiarism or copying the work of another.

Workplace Relations, Fair Work 2009

Australia's workplace relations system, Fair Work, officially came into effect for employers and employees across Australia from 1 July 2009.

The system is designed to balance the needs of employees, employers and unions and will allow workplaces to become more productive and competitive without taking away workplace rights and basic conditions. Fair Work comprises the national tribunal, Fair Work Australia, and the Office of the Fair Work Ombudsman. www.fairwork.gov.au

Commission for Children and Young People and Child Guardian Act 2000

This act established the Commission for Children and Young People and Child Guardian in order to promote and protect the rights, interests, and well-being of children in Queensland. Staff members at Flowers to Impress Pty Ltd who work with young people under 18 are required to obtain a "Blue Card" in order to verify that they have undergone a criminal history check in relationship to working with children. www.legislation.qld.gov.au

Privacy Act

We at Flowers to Impress Pty Ltd have earned our client's respect and trust. You have our assurance that your personal, financial and health information will remain confidential.

Any information collected is stored safely and securely and is not released to anyone at any time without your permission. The only exception is for government auditing purposes. Students can apply to access their files. Formal complaints regarding release of private information must be in writing and follow the complaints procedures outlined above. For information on privacy regulations in Queensland and in other states and territories, visit the website of the Office of the Federal Privacy Commissioner. oic.qld.gov.au/about/privacy

Queensland's Privacy Act was updated July 2009. Further information can be found at www.legislation.qld.gov.au