

Flowers to Impress School of Floristry  
33 Bell Street Mall, Toowoomba QLD 4350  
P: (07) 4638 2727 | E: school@flowerstoimpress.com.au

## **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**

Flowers to Impress is a nationally registered training organisation. We have been delivering Vocational Education and Training 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.

## **Quality Management Focus**

Flowers to Impress 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.

## **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. Fax your registration form or visit our administration centre at 33 Bell Street Mall, and complete an enrolment form. You will need to pay a deposit before commencing class. We will then send to you a 'Confirmation of Enrolment Form' and a receipt for payment.



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## **Credit Transfer**

Flowers to Impress recognises AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Please see your course coordinator upon enrolment regarding Credit Transfer.

## **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 conclusion of the course.

## **Refunds**

All fees and charges will be outlined to students before enrolment for courses offered by Flowers to Impress. Should Flowers to Impress cancel any course, participants are entitled to a full refund or transfer of funds to a future course. An initial non-refundable deposit of 25% will apply 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 accounting system and are not accessed until the course commences. Flowers to Impress has a comprehensive record keeping system to track payments and ensure pro-rata refunds for eligible students.

## **Marketing and Advertising**

Flowers to Impress 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 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.

## **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.



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## 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 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 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.

## Support Services

Our quality focus includes a commitment to the success of each participant. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs and student welfare and guidance services. Flowers to Impress 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.

## Sexual Harassment, Workplace Bullying

Flowers to Impress 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.



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## Discipline

Flowers to Impress expects participants to abide by Flowers to Impress policies and to maintain a level of behaviour that displays an appropriate level of respect for other participants, Flowers to Impress staff and any others involved in the training and assessment process. Flowers to Impress 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 staff.

Where participant behaviour is determined to be inappropriate, Flowers to Impress will issue the perpetrator a single warning. If the behaviour reoccurs or persists, Flowers to Impress 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. 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 will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint.

### 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 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.



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- All appeals will be handled as quickly as possible. Flowers to Impress 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.

### **CUSTOMER 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 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.

## **Legislative Requirements**

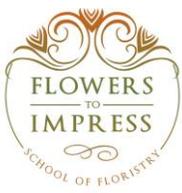
### **Work Health and Safety Legislation, 2011**

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 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 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. [www.deir.qld.gov.au](http://www.deir.qld.gov.au) or [www.worksafeqld.gov.au](http://www.worksafeqld.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, including our



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administrative practices and assessment processes, must take into account the principles established by this legislation. [www.humanrights.gov.au](http://www.humanrights.gov.au)

### **The Vocational Education and Training (Commonwealth Powers) Bill 2012**

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](http://www.asqa.gov.au)

### **The Standards for National VET Regulator (NVR) Registered Training Organisations 2011**

The NVR 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 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 believe in continuous improvement and all staff members adhere to the requirements of the NVR Standards.

### **Copyright Act**

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](http://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.



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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 Flowers to Impress Director. 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.

Information on Workplace Relations administered in the Employment, Education and Workplace Relations Portfolio can be found on the DEEWR website, [www.deewr.gov.au](http://www.deewr.gov.au)  
Guidelines for employing school-based apprentices and trainees in Queensland can be found on the Queensland Department of Education and Training website, [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

### **The Australian Consumer Law (ACL) 2011**

The Australian Consumer Law (ACL) came into effect 1 January, 2011, and replaces the Fair Trading Act. There is now one consumer law across all of Australia so that consumers and businesses have the same rights and obligations wherever they are located.

Businesses have clear obligations under the Australian Consumer Law.

- Businesses must not make false, misleading or deceptive claims about a product or service.
- No product can be advertised if it cannot be supplied.
- Clients entitled not to be harassed or coerced into purchasing good
- Clients are entitled to see the total price and to be told clearly what that total price includes.

Flowers to Impress abides by the Australian Consumer Law in the marketing and advertising of our goods and services. To this extent we strive to provide information that is clear to our clients and provide a service that meets or exceeds expectations. [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)



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### **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 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](http://www.legislation.qld.gov.au)

### **Privacy Act 1988**

We at Flowers to Impress 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. [www.privacy.gov.au](http://www.privacy.gov.au)

Queensland’s Privacy Act was updated July, 2009. Further information can be found at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

## **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is the acknowledgement of your current skills and knowledge obtained through life experience, education, work experience, or previous training. You can apply for RPL for a whole unit of competency or you may be able to negotiate with your instructor to gain recognition for part of a unit.

Recognition of Prior Learning is one form of assessment. This may involve providing a “hard copy” portfolio of evidence. But it may also take the form of examining available workplace documents, discussing work experience, and demonstrating skills and knowledge in the workplace. If you have previous experience but no formal qualification, you may demonstrate competency in the field to gain credit towards a unit of competency.

A flowchart outlining the steps for RPL follows. You will be required to meet every learning outcome for every performance criteria for each unit of competency. You have the responsibility for gathering your materials together and providing evidence. Please attach certified copies and provide your most recent examples.



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If you satisfy only some of the criteria, then you may enrol in the course and discuss accelerated progression within the program of learning with you instructors. Please enquire for further assistance in this area and an application form.

### Overview of the recognition process

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

