

Code of Conduct		
1.	Purpose	This policy is to ensure that all Flowers Design School business activities, recruitment, course delivery, assessments, appeal mechanisms, refund, welfare, and guidance are conducted in an ethical manner applying access and equity principles at all times.
2.	Scope	<p>The scope of this policy applies to all FDS stakeholders, including but limited to FDS management, team members and students.</p> <p>The Performance indicators aligned to this policy include but are not limited to: Client feedback Client survey Student monitoring forms Team members meeting Team members self assessment Industry Feedback</p>
3.	Definition(s)	<p>For the purposes of this policy, unless otherwise stated the following definitions shall apply;</p> <p>TAC ⇒ Training Accreditation Council</p> <p>AQTF ⇒ Australian Qualifications Training Framework</p> <p>FDS ⇒ Flowers Design School</p> <p>Stakeholders ⇒ All persons with a vested interest in FDS including but not limited to; Students Team Members Professional Associations Employers Government & Regulatory Agencies Contractors / Service providers</p>
4.	Policy Guidelines	<p>Marketing</p> <p>Flowers Design School will market their educational products with integrity, accuracy and professionalism. All promotional literature and marketing materials published by or on behalf of Flowers Design School will be truthful, accurate and unambiguous.</p> <p>Flowers Design School will only use student information for marketing purposes if the student provides written permission. It will only advertise National qualifications once registered to do so. The names of the accredited courses, training packages and qualifications will be consistent with the name and/or titles recognised by the Training Accreditation Council.</p> <p>Our marketing and promotional literature will be realistic in the level of qualifications attainable and also with the facilities provided by FDS. FDS team member qualifications will be given honestly and accurately and no attempt to</p>

make any misleading statements with regard to prospective employment following course completion will be made.

Course Information

Prospective students receive a detailed course brochure which provides:

- A complete description of the course and its content
- Detailed information on course fees and any other fees FDS impose
- Details of the basic assessment requirements for the course
- A description of the qualification and the process for issuing a statement of attainment for the course
- A statement indicating course recognition within the industry, professional organisations, public institutions or government authorities
- A description of course participant support services
- Any course prerequisites
- Skills recognition options and RPL pathways

Recruitment

Recruitment of course participants must be conducted at all times in an ethical and responsible manner. Flowers Design School will provide documentation to prospective course participants disclosing, in full, all of the contractual arrangements between Flowers Design School and the course participant. This documentation will be written in clear, concise, plain English to avoid any potential vague and ambiguous clauses.

Flowers Design School will make available in writing all information concerning fees and charges to course participants and the refund policy prior to their completion of any enrolment agreement or contract.

Delivery

Prospective students will be advised of the specific course delivery structure, typically off the job group training. A facility large enough to accommodate the maximum number of course participants will be provided, with adequate room to conduct practical assessment and individual learning to ensure an environment comfortable for each participant.

Assessment

Flowers Design School will provide assessment of training:

- In accordance with the National Assessment Competency Standards
- In accordance with the Guidelines for Competency Based Assessment, in Vocational Education and Training in Western Australia
- In accordance with the National Principles of Assessment (e.g. valid, reliable, flexible authentic and fair)
- In accordance with the Assessment Guidelines of any Training Packages which Flowers Design School may seek to register within its scope

Skills Recognition (RPL & RCC) will be provided which acknowledges skills and knowledge obtained through:

- Formal training (conducted by industry or educational institutions in Australia or overseas)
- Work experience (informal training)
- Life experience

Appeal Mechanisms

Flowers Design School will ensure that participants have a fair mechanism for appealing assessment decisions. FDS policy on Academic Appeals details the process in full and is published for easy access and reference

Refund Policy

Flowers Design School refund policy is published and available for all prospective and current course participants to review

		<p>Welfare and Guidance Services</p> <p>Flowers Design School aims to ensure that every student gains maximum benefits and experiences from participating in a course or program. Management practices are implemented that safeguard the interests and welfare of students in all training and assessment situations. FDS published Inclusivity Policy is accessible by all stakeholders for ongoing reference and review.</p> <p>The CEO, trainers/ instructors/ assessors/administrative staff supports this in the provision of personal assistance.</p>
5.	References	<ul style="list-style-type: none"> a) Student Enrolment Form – Terms & Conditions b) Student Handbook c) FDS website publication d) Team member Handbook e) FDS Organisational Folder / Policy Development / client services
6.	Approval	This policy is approved by The Chief Executive Officer of FDS
8.	Approval Dates	<p>The policy was approved on: 01/10/2009</p> <p>The policy takes effect from: 01/10/2009</p> <p>The policy was reviewed: 03/04/2010</p> <p>The policy will be reviewed by:01/10/2010</p>
9.	Policy Owner	<p>Matters arising from this policy should be directed to;</p> <p>The Chief Executive Officer of Flowers Design School Ms Jayne Endall Suite 39C City West Centre Plastowe Lane, West Perth 6005 jayne@floristry.com.au Tel: +61 8 9321 022</p>