



Flowers Design School Business System
02 CF Client Focus

POLICY FORM

POLICY NAME:	Code of Practice
ISSUE DATE:	5/10/1996
Next REVISION DATE:	December 2008
LAST REVIEW DATE:	February 2007

1.0 PURPOSE:

To ensure that all Flowers Design School business activities, recruitment, course delivery, assessment appeal mechanisms, refund, welfare, and guidance are conducted in an ethical manner applying access and equity principles at all times.

1.1 PERFORMANCE INDICATORS:

- Client feed back
- Client survey
- STUDENT Monitoring forms
- Team members meeting
- Team members self assessment
- Industry feedback

2.0 SCOPE:

Internal and external clients.

3.0 DEFINITIONS:

(Jargon, technical terms, abbreviations, etc. needing explanation)

N/A

4.0 REFERENCES:

Website: www.floristry.com.au



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5.0 POLICY DESCRIPTION:

1. Marketing

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.

Flowers Design School will only use student information for marketing purposes if the student provides written permission. We will only advertise National qualifications once we are registered to do so. The names of our accredited courses, training packages and qualifications will be consistent with the name and/or titles recognised by the Training Accreditation Council.

Our marketing and promotional literature will be realistic in the level of qualifications attainable and also with the facilities that we provide. Our staff's qualifications will be given honestly and accurately and we will not attempt to make any misleading statements with regard to prospective employment following course completion.

2. Course Information

Prospective students receive a detailed course brochure which provides:

- A complete description of the course and its content
- Detailed information on course tuition fees and any other fees Flowers Design School require.
- Details of the basic assessment requirements for the course
- A description of the credential or statement of attainment to be issued on completion of 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

3. 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.



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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.

4. 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 seating/ desk/ bench top availability.

5. 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 (eg. 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 (Currently WRF04)

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

6. Appeal Mechanisms

Flowers Design School will ensure that participants have a fair mechanism for appealing assessment decisions.

7. Refund Policy

Flowers Design School has two refund policies:

Private or Full Fee paying Students

- If Flowers Design School cancels a course, all monies paid will be refunded or transferred to another start date
- All up front deposits are non-refundable or transferable



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- Amendments to Training programs: Training program changes require 15 training weeks written notice, in advance, of the start date of module/s. If less notice is given I must re-enrol and pay the full module fee. An admin charge of \$ 50.00 will apply to any changes of a training program.
- Withdrawal from a Training program: A withdrawal must be in writing. Students are fully liable for all modules started or due to start within the 15 training weeks from the withdrawal date, whether they attend training or not. Admin fees, cost of text books, assessment fees and cost of course notes also apply.

Traineeships

- Government funded Courses are expressed in the Fee and Charges Policy Guide issued by the Department of Education and Training
- Students who withdraw from a course or module are entitled to a full refund of fees and charges if a course or module is cancelled, re-scheduled to a time unsuitable to the student or if the student is not offered a place due to the maximum number of positions being reached
- Students who withdraw from a course for any other reason and lodge a withdrawal form prior to or within four weeks of commencing the first module of a program of study or on the completion of 25% of the first module, (whichever is sooner), will be eligible for a full refund of their tuition fee, provided the request for refund is lodged within two weeks of the official withdrawal date. Students who meet the above conditions will also be refunded 50% of the resource fee paid
- The Principal can approve a full refund of fees at any time during the semester or duration of a module if a class is cancelled due to inadequate student numbers, no available lecturer, or due to other circumstances beyond the control of students

8. Welfare and Guidance Services

Flowers Design School aims to ensure that every participant gains maximum benefit 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. The Managing Director and trainers/ instructors/ assessors support this in the provision of personal assistance.



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6.0 CLARIFICATIONS - ROLES AND RESPONSIBILITIES:

Client Operations Manager: Dawn Harwood

- Liaises with students & trainers
- Handles all enrolments and withdrawals

Training Manager: Raelene Walton

- Oversees student progress and provides support to students, assisting students to achieve competence in their chosen training program.
- Grievance administration
- Administers work experience and employment placements

Accounts Manager: Sharon Mc Kellar

- Handles administration of accounts including processing of course fees, follow up on late payments or outstanding accounts, issuing of statements for tax purposes.

Flowers Design School Trainer/ assessor

- Deliver training and conduct assessment in their specialist field

7.0 REVIEW AND IMPROVEMENT:

Last Review: 28th of February 2007
Next Review: December 2008