

Teaching Methods

All nationally recognised Certificates are conducted in individual learning modules, where your specialist Lecturer teaches the relevant topic. We have a range of flexible options such as class room based learning, facilitated online learning with an online teacher, guided fieldtrips and hands on work experience.

Every module has training outcomes which need to be achieved.

The training includes project work, portfolios and relevant assignments.

Flowers Design School will find a suitable work experience place at a local flower shop so you can apply your skills and knowledge in the workplace.

Assessments Methods

Flowers Design School uses a variety of methods to assess you in all Units of competence:

Assessment methods include practical assessments, written or oral assessments, on the job assessment with oral questions and demonstration/ observation of skills, written portfolio, projects and role-plays.

You will be assessed during the entire training program where you receive feedback so you have the opportunity to improve your performance. You will receive on a regular basis a progress report to identify any training or assessment gaps. All assessments are explained in depth at various stages of the training program from the course induction through to the end of the program. The Training Manager is able to provide support for all enquires to ensure a successful outcome to achieve your chosen nationally recognised Certificate.

Student support Services

Flowers Design School provides a **high level of support** to all students that undertake a training program. In order to achieve this aim, the management team provides different levels of support through their various roles within the organisation. International students automatically receive this high level of support from their very first initial enquiry up to their final assessments.

Due to our small class numbers (max of 16 per class) all Trainer/Assessors adopt a personalized teaching strategy to ensure maximum benefit to the learner.

Our Training Manger monitors the training program to ensure constant feedback and support to all students.

Specific support structures to enrolled students in a Nationally Recognised Training program include:-

- Comprehensive induction process - **one on one** - at time of arrival in Perth
The student completes a **sign up induction** & personal orientation of the training premises including introduction to key team members, (please see attached documentation).
- **Escorted tour** of wholesale suppliers (flower & floristry sundries) that student would need to go to on a regular basis to purchase materials for the training program and an introduction to key people & instructions given on how to purchase. Provision of student card by Flowers Design School to enable students to purchase materials at a wholesale discount.
- Comprehensive **materials list** provided for each practical training session.
- **First day of training** – personalised introduction to other students in class. Class sizes are quite small from 8-14 students and each class commences with an icebreaker activity to get to know other students in the class and encourage external contact.
- Comprehensive **Course induction** – **one on one** – done with Training Administration Officer. All aspects of training program requirements are discussed, including clarification of standards & other requirements to ensure successful completion of training program, (please see attached documentation).
- **Regular contact** with Training Manger
appointments available initiated by Training Manager or student
informal chats initiated by Training Manager to assess student progress.

- During training program students are supplied with comprehensive **course notes** & trainers use a variety of training aids to ensure language & literacy issues are addressed, for example use of whiteboard & over head projector to provide visual cues/demonstrations of practical skills and colour visual materials such as reference books & photographs.
- Facilitation of a **buddy system** so that students support each other in all aspects of training.
- Feedback for every practical training session provided during session time to students on their performance.
- Feedback on module performance provided by access to student files via the Office Manager.
- Provision of literacy & numeracy support through trainer/assessors such as oral assessments, extra tuition, extension of deadlines, and flexibility with format for projects, e.g. use of audio tape or video tape instead of written report.
- **Progress reports** throughout the training program to ensure students are aware of their progression through the program, compiled by the Training Manager.
- Regular written communication throughout the training program from the Training Manager with updated information & reminders of training deadlines.
- **Group mentoring/coaching** provided for major project work.
- Involvement in industry events is promoted, supported & encouraged through our newsletter and the notice board.
- Coaching, support and mentoring for competitions is provided with technical advice & assistance with the registration process for the competitions provided by the Lecturing team
- Assistance with work experience placement through our very strong industry network. This is managed by the Training Manager.

Grievance & Conciliation – At Flowers Design School we are committed to providing a pleasant work and learning environment for all clients. We acknowledge, however that sometimes things do not run smoothly and a student may have an issue that needs to be resolved. A client may have a grievance about any decision, behavior, act or omission that he/she feels is unfair, discriminatory or unjustified. Flowers Design School has a documented grievance policy that may be accessed at any time through the Management Team.

If these issues are still unresolved, students can access an Independent Conciliator at the Department of Education Services (see the following website).

<http://www.des.wa.gov.au/services/internat/index.html> All details can be accessed through the Training Manager or through the internet.

Counseling and Welfare

Flowers Design School has a long tradition of successfully training floristry students to achieve their career goals. We offer a friendly and warm teaching environment, where people from all different cultures meet and make new friends during the duration of their study.

Flowers Design School team are always available to help students adjust to life in Australia and to provide counseling on personal and practical matters. Students can obtain unbiased counseling through a registered professional affiliated with the school, if required.

Flowers Design School cannot accommodate international students under the age of 18 years.