



*“Professionalism in Landscaping”*

## **Landscape Accreditation Scheme**

### **Frequently Asked Questions**

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## Contents

What is Landscape Accreditation? .....	1
What are the benefits of Landscape Accreditation to my business? .....	1
Is Accreditation compulsory for landscape businesses? .....	1
What kinds of Accreditation are there? .....	2
How much does Accreditation cost? .....	2
How do I get my landscape business Accredited? .....	2
What is the Landscape Accreditation process? .....	2
How long will it take to complete the application form? .....	3
What information do I have to supply? .....	3
Who gets to see my confidential information used in the Accreditation process? .....	4
How long is accreditation for? .....	4
How do I renew my Landscape Accreditation? .....	4
Why is Landscape Queensland Industries Inc. running this Accreditation Program? .....	4
How can I use my Accredited Landscape Business Logo? .....	5
Do I have to be a member of Landscape Queensland Industries Inc. to get my business accredited? .....	5
What if I have questions during the application process? .....	5

### **What is Landscape Accreditation?**

Accreditation is the Landscape Industries highest form of recognition for a business. Achieving Accreditation shows your clients that you have the business systems in place and technical experience expected of a top level business. Accreditation provides a benchmark to landscape businesses and clients.

### **What are the benefits of Landscape Accreditation to my business?**

Improve customer confidence and give your business a competitive advantage by becoming accredited. You will have your business independently assessed to ensure it meets the high standards expected of a leading business. This gives you the ability to demonstrate to clients that your business has the recognised technical and business skills to undertake the work required to the high standard necessary to give you a market advantage over your competitors. Improved customer relations and business reputation will help secure repeat business.

Accreditation shows clients that your business:

- offers a high quality product
- has staff with the experience and knowledge to perform the required work to high standards
- provides consistently high quality product and service
- strives to maintain a high level of professionalism
- has a demonstrated commitment to efficient and environmentally conscious water, environmental, and soil management
- adheres to all relevant legislation and industry best practice
- has sound business practices and strives to continually improve them

In addition you will receive:

- Complimentary use of the Landscape Accreditation Logo to use on your promotional material, stationary and signage
- Your accreditation status displayed where-ever your membership details are advertised by Landscape Queensland Industries Inc.

### **Is Accreditation compulsory for landscape businesses?**

No it is not, however businesses who wish to stand out from the crowd will choose to become accredited. Also, clients will seek out an accredited landscape business, secure in the knowledge that they will be receiving high quality products and service.

### **What kinds of Accreditation are there?**

There are two separate types of Accredited Landscape Businesses:

1. Accredited Landscape Contractor – for businesses involved in structural and maintenance work
2. Accredited Landscape Supplier – for businesses which supply materials in the landscape industry, including turf, plants and landscape materials

Consequently, there are two separate application forms for each type of Landscape Accreditation.

### **How much does Accreditation cost?**

For the initial two year accreditation via the Fast-Track or Validation Pathways, the fees are \$300.00 plus GST. A two year renewal of your accreditation is half the cost. For applications made under the pre-approval process, the initial application fees are \$150.00 plus GST. Fees do change over time. The application form outlines the current fees.

### **How do I get my landscape business Accredited?**

To get your business accredited you will need to complete the application form, provide the information requested, submit your application to Landscape Queensland Industries Inc. and pay the application fee. Your application will be assessed by Landscape Queensland Industries Inc.

You will need to show that your business has the relevant systems in place that make your business the industry leader that it is. These systems include Workplace Health and Safety, Business management and environmentally sound practices, including waste disposal, water and soil management, as well as have staff with the skills and knowledge to perform the high level of work expected of a top level business.

### **What is the Landscape Accreditation process?**

There are several ways a business can take to become accredited. Contractors can become accredited via the Fast Track Pathways or the Accreditation Validation Pathway. Suppliers to the landscape industry can also apply through the Fast Track Pathways or the Accreditation Validation Pathway, or if the business has achieved accreditation through another recognised authority, the application may be pre-approved.

If your business already has systems in place that demonstrate compliance with Landscape Accreditation Scheme requirements in either or both the business and technical management components, it is possible to fast track your application via the Fast Track Pathway. If this approach is not applicable to you, then you can become

accredited through the Accreditation Validation Pathway. In this pathway you are required to fill out a questionnaire and you will receive a score which will determine if you qualify for accreditation.

When your application is received, it is initially checked to ensure the forms are correctly completed and all appropriate documentation has been provided. If there are gaps, the Landscape Accreditation Scheme administrator will contact you requesting further information. When the application is complete, the Landscape Accreditation Scheme administrator will assess your application. When the administrator is satisfied the applicant business fulfils the requirements to become accreditation, the Landscape Queensland Industries Inc. board will approve the application. Please note that members of the board will not have access to your confidential information, including that relating to your business functions.

**How long will it take to complete the application form?**

The amount of time needed to complete the documentation and achieve Accreditation will depend largely on the nature, size and preparedness of the business. Many businesses already have some or all of the documentation in place. This is an opportunity for you to work on improving your business, so treat the time spent as an investment in your future. The sooner you work through the application, the sooner your business will reap the rewards of Landscape Accreditation. ***The Landscape Accreditation Scheme Administrator can work through the application with you to save time and answer any questions as they arise, and can verify authenticity of documentation on the spot.***

**What information do I have to supply?**

You will need to provide some information so that Landscape Queensland Industries Inc. board can validate your application. The kind of documentation required includes copies of Queensland Business Services Authority licences, insurance certificates, contents pages of business plans etc. To validate your application, either the Landscape Accreditation Scheme Administrator sights originals of the documentation **OR** you can submit copies of documents notarised by a Justice of the Peace, or verified by a Solicitor, General Practitioner or Accountant. For large documents (such as Business Plans, Quality Management systems etc) only copies of the title and contents pages, and overview if appropriate, need to be submitted.

**Who gets to see my confidential information used in the Accreditation process?**

Landscape Queensland Industries Inc. is required by the Privacy Act 1988 to maintain the privacy and confidentiality of your information. **All information and documentation supplied by your business will be treated as strictly commercial-in-confidence** and will only be reviewed as part of the Accreditation Scheme process by the Landscape Accreditation Scheme Administrator.

**How long is accreditation for?**

Your business is accredited for 2 years. After this time you are invited to renew your Accreditation status.

**How do I renew my Landscape Accreditation?**

Simply fill in the renewal form, provide any documentation that is required and pay the administration fees. Renewal of your accreditation is half the cost of becoming Accredited and changes from time to time. The cost is outlined in the Accreditation Renewal form and is currently \$150.00 plus GST.

Each Accredited business is required to accumulate 25 CPD points over the two year period in order to renew their accreditation. CPD points can be accrued by any member of staff and recorded in the CPD Logbook. Evidence of staff attendance is required and will be checked at time of renewal. For a full list activities that accrue CPD points, go to [www.landscapequeensland.com.au](http://www.landscapequeensland.com.au) or contact Landscape Queensland on (07) 3286 1746.

**Why is Landscape Queensland Industries Inc. running this Accreditation Program?**

The Landscape Accreditation Scheme is a third party accreditation scheme. Landscape Queensland Industries Inc. administers the scheme on behalf of its members. Third party accreditation is favoured internationally as the most appropriate way of accrediting a business as it provides an independent system. Other means of measuring accreditation, such as self assessment, may not be entirely objective and consumers may not regard those businesses as having the same credibility.

Landscape Queensland Industries Inc. is the recognised industry body for the landscape industry in Queensland. It has the capability and the interest in developing the landscape industry through supporting not just the businesses that support it but the industry in general.

**How can I use my Accredited Landscape Business Logo?**

You can use your Landscape Accreditation Logo on signage and stationary, or in advertisements, brochures or your website. In fact anywhere you need to show your clients and prospective clients that your business is backed by the peak industry body in your state and your business operates at a high level.

**Do I have to be a member of Landscape Queensland Industries Inc. to get my business accredited?**

Yes. This is an exclusive benefit offered to Landscape Queensland Industries Inc. members. To find out how to become a member of Landscape Queensland Industries Inc., visit [www.landscap queensland.com.au](http://www.landscap queensland.com.au) or contact us on (07) 3286 1746.

**What if I have questions during the application process?**

Contact the Landscape Queensland Industries Inc. on (07) 3286 1746.

