



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SFLSOP204A Prepare and care for floristry stock**

**Revision Number: 1**

## SFLSOP204A Prepare and care for floristry stock

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to prepare, monitor and maintain the quality of flower and plant materials. It covers the maintenance of floral displays and stock items made for general sale and both perishable and non-perishable ancillary merchandise. It requires the ability to maintain the cleanliness of all preparation and display areas.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. However, some floristry businesses supply foodstuffs, the handling and storage of which is regulated. Where this is the case, it is appropriate to select the hygiene and food safety units of competency as electives and assess them in combination with this unit.</p>
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## Application of the Unit

<b>Application of the unit</b>	<p>This unit describes a fundamental operational function for the floristry industry and applies to the full range of industry sectors and environments. The floristry business could be a retail, studio or online business.</p> <p>The preparation, monitoring and maintenance of stock, including maintaining clean premises to avoid stock spoilage, is usually undertaken by frontline operational personnel who work under close supervision and with guidance from others. However, in a small floristry business experienced florists and owner-operators also undertake this function.</p>
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## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

<b>Prerequisite units</b>	Nil	

## Employability Skills Information

<b>Employability skills</b>	This unit contains Employability Skills.
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## Elements and Performance Criteria Pre-Content

<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain cleanliness of preparation and display areas.	1.1. Clean and maintain all <i>areas used for the preparation of flower and plant materials</i> to avoid <i>spoilage</i> . 1.2. Clean and maintain any <i>containers</i> and <i>display areas</i> to avoid spoilage of <i>floristry stock</i> including flower and plant materials and <i>ancillary merchandise</i> .
2. Prepare and condition flower and plant materials	2.1. Handle flower and plant materials correctly to avoid personal health issues and spoilage of materials. 2.2. Select and apply appropriate <i>preparation and conditioning techniques</i> according to product requirements. 2.3. Prepare and use <i>conditioning products</i> according to product instructions and ensure the safe handling of hazardous substances. 2.4. Choose and prepare correct <i>environmental conditions</i> for the storage or display of flowers and plant materials.
3. Monitor and maintain the appearance of flower and plant materials	3.1. Follow <i>monitoring and maintenance procedures</i> to ensure flower, plant materials and floral displays are maintained in optimum condition. 3.2. Maintain <i>food and water supplies</i> according to flower and plant requirements. 3.3. Maintain <i>temperature and humidity</i> requirements according to flower and plant requirements. 3.4. Apply <i>maturation techniques</i> to flowers and plant materials according to planned date of use.
4. Monitor and maintain floral displays and ancillary merchandise.	4.1. Maintain the cleanliness of all display areas. 4.2. Rotate displayed flower and plant materials for maximum use according to vase life, expiration dates and the organisation's procedures. 4.3. Inspect items for <i>pests and diseases</i> and identify other unsuitable or out of date displays and reset, replenish or remove. 4.4. Identify and replace soiled, damaged, illegible or incorrect product labels and price tickets. 4.5. Identify fragile, perishable or expensive stock and manage with extra care to prevent damage or spoilage. 4.6. Regularly check and adjust the environmental

ELEMENT	PERFORMANCE CRITERIA
	<p>conditions of all storage and display areas and equipment to ensure displays and <i>other perishable merchandise</i> are maintained in optimum quality.</p> <p>4.7. Clean and care for ancillary merchandise, remove and replenish broken, spoilt or out of date perishable items.</p> <p>4.8. Ensure displays are stored, at end of trading, in the correct environment to maintain optimum quality.</p>
<p>5. Reduce negative environmental impacts.</p>	<p>5.1. Use energy, water and other resources efficiently when cleaning, preparing and maintaining stock to reduce negative environmental impacts.</p> <p>5.2. Safely dispose of all spoilt stock and waste, especially hazardous substances, to minimise negative environmental impacts.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- correct use of personal protective equipment
- cleaning techniques for areas used for the preparation and care of floristry stock
- recognition of spoilt flowers and plant materials
- safe handling techniques for toxic flower and plant materials and those treated with toxic substances such as fungicides and pesticides
- correct handling techniques for a wide variety of flower and plant materials to avoid spoilage of floristry stock
- organisational skills to conduct preparation and maintenance activities as a logical and time-efficient work flow
- literacy skills to read and comprehend product instructions, use-by dates, stock labels and organisational procedures
- writing skills to produce replacement product labels and price tickets and to make simple written reports on such things as the presence of pests and diseases, levels of spoilt stock and to complete basic monitoring and maintenance records
- communication skills to discuss such things as monitoring and maintenance schedules and to make accurate verbal reports on spoilt stock
- numeracy skills to calculate the dilution requirements of cleaning and conditioning products, to calculate water and fertiliser requirements, and to comprehend and adjust correct temperature and humidity meters.

#### Required knowledge

- health issues related to the handling of toxic plants and those treated with toxic substances
- the general characteristics and symptoms of common flower and plant pests and diseases and segregation and disposal methods
- the visual recognition and general care requirements of a wide variety of flower and plant materials in order to identify stock, to apply the correct preparation and maintenance techniques, and to display and store items in the appropriate location.
- correct environmental conditions, including temperature, light and humidity controls, for the display and storage of a wide variety of flower and plant materials and any perishable foodstuffs and alcohol commonly used by the floristry industry and the organisation in particular
- correct food and water supply requirements for a wide variety of flower and plant materials and displays commonly used by the floristry industry and the organisation in particular
- correct preparation, conditioning and maturation techniques for a wide variety of flower and plant materials commonly used by the floristry industry and the organisation in particular

**REQUIRED SKILLS AND KNOWLEDGE**

- applications of different types of cleaning and conditioning products
- the essential features of and safe practices for using common hazardous substances used by the floristry industry and in particular substances used by the organisation e.g. cleaning, conditioning, pest and disease control products and preservatives
- the environmental impacts of cleaning premises, preparing and maintaining floristry stock and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances, spoiled and diseased flower and plant materials and those that have a propensity to propagate weeds.



## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to safely handle flowers, plant materials and hazardous substances
- visual recognition and knowledge of the general care requirements of a wide variety of flowers, plant materials and perishable foodstuffs.
- ability to care for multiple and diverse flower and plant materials, display items and ancillary merchandise. To ensure consistency of performance and ability to respond to different requirements, this must occur over a period of time and cover the preparation and maintenance of floristry stock using different preparation, conditioning and maturation techniques
- the maintenance of flower and plant materials over a period covering their storage and display life cycle to ensure the monitoring aspects of this unit are fully covered
- completion of preparation and maintenance activities within commercial time constraints.

#### Context of and specific resources for assessment

Assessment must ensure:

- the preparation and maintenance of stock items within a floristry preparation, maintenance, display and storage environment
- a diverse, comprehensive and commercial range of equipment used during the preparation and maintenance of floristry products e.g. knives, scissors, secateurs, containers and storage facilities with correct temperature and humidity conditions
- a diverse, comprehensive and commercial product range of flowers and plant materials, floral displays, cleaning agents, preservatives and conditioning agents, that can be used during the preparation and maintenance process
- access to cleaning and conditioning product instructions.

<b>EVIDENCE GUIDE</b>	
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct observation of the candidate preparing and caring for floristry stock</li> <li>• project or work activities that allow for the preparation and care of floristry stock for an event or special occasion so that a whole life cycle is covered</li> <li>• written and oral questioning or interview to test knowledge of the care requirements of various flower and plant materials, pests and disease symptoms and applications of various conditioning techniques</li> <li>• review of workplace reports and maintenance records prepared by the candidate</li> <li>• review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.</li> </ul> <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>• SFLSOP201A Source information on floristry products and services</li> <li>• SFLSOP202A Recognise flower and plant materials</li> <li>• SFLSOP203A Receive and store floristry stock</li> <li>• SFLSOP205A Display and merchandise floristry products</li> <li>• SIRRFSA001A Apply retail food safety practices</li> <li>• SIRXOHS001A Apply safe working practices.</li> </ul>

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Areas used for the preparation</i> of flower and plant materials may include:</p>	<ul style="list-style-type: none"> <li>• tables</li> <li>• benches</li> <li>• sinks</li> <li>• floor space.</li> </ul>
<p><i>Flower and plant materials</i> must include:</p>	<ul style="list-style-type: none"> <li>• flowers including:             <ul style="list-style-type: none"> <li>• fresh (common, exotic and Australian wildflowers)</li> <li>• dry and preserved</li> <li>• artificial.</li> </ul> </li> <li>• plant materials including:             <ul style="list-style-type: none"> <li>• fresh (common, exotic and Australian foliage)</li> <li>• dry and preserved</li> <li>• artificial</li> <li>• potted plants.</li> </ul> </li> </ul>
<p><i>Spoilage</i> of flower and plant materials may relate to:</p>	<ul style="list-style-type: none"> <li>• contamination with cleaning agents</li> <li>• cross contamination of diseased or pest affected flowers and plant materials with healthy plants</li> <li>• incorrect application of conditioning or preservative agents or contamination with cleaning agents</li> <li>• incorrect application of humidity and temperature controls</li> <li>• incorrect exposure to environmental heating or air conditioning</li> <li>• incorrect handling and display or storage causing crushing or wilting</li> <li>• incorrect handling and display or storage of fruit and vegetables</li> <li>• discoloured or damaged buds, blooms or foliage</li> <li>• damaged stems</li> </ul>

<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• stock that is beyond its expiry date.</li> </ul>
<i>Containers</i> may include:	<ul style="list-style-type: none"> <li>• baskets</li> <li>• decorative pots</li> <li>• buckets or decorative pails</li> <li>• bowls</li> <li>• vases</li> <li>• pots and urns</li> <li>• wooden boxes.</li> </ul>
<i>Display areas</i> may include:	<ul style="list-style-type: none"> <li>• fixed or moveable shelves</li> <li>• food and liquor shelves, cabinets and refrigerators</li> <li>• floor space</li> <li>• windows</li> <li>• front of shop and other outdoor spaces</li> <li>• display fixtures, cabinets</li> <li>• containers, bins, baskets, buckets or decorative pails and non permanent fixtures.</li> </ul>
<i>Floristry stock</i> must include:	<ul style="list-style-type: none"> <li>• flowers and plant materials</li> <li>• displays</li> <li>• stock item made for general sale</li> <li>• ancillary items and merchandise.</li> </ul>
<i>Ancillary merchandise</i> may include:	<ul style="list-style-type: none"> <li>• chocolates, fruit, nuts, alcohol</li> <li>• hampers</li> <li>• gift items of any type</li> <li>• novelties such as balloons and toys</li> <li>• horticulture lines</li> <li>• flower preservatives and conditioning agents.</li> </ul>
<i>Preparation and conditioning techniques</i> must involve:	<ul style="list-style-type: none"> <li>• providing nutrients</li> <li>• using preservative solutions</li> <li>• using conditioning solutions</li> <li>• scalding</li> <li>• cooling</li> <li>• bathing flowers</li> <li>• spraying for pests and diseases</li> <li>• using cleaning agents</li> <li>• dusting or wiping</li> <li>• removal or trimming foliage or buds</li> <li>• trimming or re-cutting stems.</li> </ul>
<i>Conditioning products</i> may	<ul style="list-style-type: none"> <li>• household bleach</li> </ul>

<b>RANGE STATEMENT</b>	
include:	<ul style="list-style-type: none"> <li>• citric acid</li> <li>• commercial preservative solutions.</li> </ul>
<i>Environmental conditions</i> must involve:	<ul style="list-style-type: none"> <li>• storing or maintaining displays, flowers and plant materials:               <ul style="list-style-type: none"> <li>• in cool rooms</li> <li>• in refrigerators</li> <li>• at room temperature</li> </ul> </li> <li>• correct application of humidity and temperature controls</li> <li>• protecting flower and plant materials from exposure to:               <ul style="list-style-type: none"> <li>• heating or air conditioning</li> <li>• accidental damage through pedestrian traffic</li> <li>• winds and drafts</li> <li>• environmental heat and light.</li> </ul> </li> </ul>
<i>Monitoring and maintenance procedures</i> must include:	<ul style="list-style-type: none"> <li>• visual monitoring</li> <li>• environmental monitoring</li> <li>• checking expiration dates</li> <li>• following manufacturer, supplier or grower instructions</li> <li>• watering and replacing preservatives</li> <li>• misting flowers</li> <li>• replacing or replenishing water</li> <li>• checking temperature sensors</li> <li>• maintaining correct humidity and temperature levels</li> <li>• maintaining light requirements</li> <li>• pruning</li> <li>• staking</li> <li>• fertilising and or replenishing fertiliser</li> <li>• inspection of soil</li> <li>• use of ethylene controls</li> <li>• stock rotation and re-conditioning</li> <li>• removing damaged stock and waste</li> <li>• recycling</li> <li>• dusting or wiping</li> <li>• cleaning.</li> </ul>
<i>Food and water supplies</i> may include:	<ul style="list-style-type: none"> <li>• fertiliser</li> <li>• fresh water.</li> </ul>

<b>RANGE STATEMENT</b>	
<i>Temperature and humidity requirements</i> may involve:	<ul style="list-style-type: none"> <li>• storing or maintaining displays, flowers and plant materials:               <ul style="list-style-type: none"> <li>• in cool rooms at the correct temperature</li> <li>• in refrigerators at the correct temperature</li> <li>• at room temperature without exposure to high or low levels of light and heat</li> </ul> </li> <li>• misting flowers and foliage.</li> </ul>
<i>Maturation techniques</i> must include:	<ul style="list-style-type: none"> <li>• pinching out anthers and stamens</li> <li>• removal of foliage</li> <li>• storage in cool rooms and refrigerators</li> <li>• use of grow lamps, direct sunlight or heat.</li> </ul>
<i>Pests and diseases</i> may include:	<ul style="list-style-type: none"> <li>• aphids</li> <li>• mites</li> <li>• leaf miners</li> <li>• loopers</li> <li>• mealy bugs</li> <li>• light brown apple moth larvae</li> <li>• rust</li> <li>• white rust</li> <li>• botrytis</li> <li>• powdery mildew</li> <li>• nutrient deficiencies in the growing stage</li> <li>• malformations.</li> </ul>
<i>Other perishable merchandise</i> may include:	<ul style="list-style-type: none"> <li>• chocolates</li> <li>• fruit</li> <li>• vegetables</li> <li>• nuts</li> <li>• alcohol</li> <li>• cheese.</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Floristry
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## Competency field

<b>Competency field</b>	Floristry Sales and Operations
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## Co-requisite units

<b>Co-requisite units</b>		