



**Australian Government**

# **Assessment Requirements for SFLSOP002 Work effectively in the floristry industry**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- access and interpret information about employment rights and responsibilities from these sources:
  - employer associations
  - Fair Work Commission
  - Fair Work Ombudsman
  - state and territory government boards and commissions for anti-discrimination and equal employment opportunity
  - staff handbooks
  - trade unions
- source information on this range of employee and employer workplace rights and responsibilities:
  - Fair Work Act 2009: minimum workplace entitlements provided by the National Employment Standards (NES)
  - relevant state or territory anti-discrimination or equal employment opportunity law:
    - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
    - equal employment opportunity (EEO) provisions: rights of employees and responsibilities of employers to make merit based employment decisions
    - role of relevant state or territory board or commission in managing complaints
  - industrial awards for floristry employees
- access and interpret this range of organisational policies and procedures that relate to general work practices:
  - accepting, declining and amending rostered hours
  - personal and carer's leave
  - counselling and discipline
  - grievances
  - equal employment opportunity
  - discrimination and harassment
  - terms and conditions of employment

- plan and organise daily work activities and work effectively as a team member across four three hour work, training or assessment periods which must be used to combine assessment of this unit with SFLSOP or SFLDEC coded units.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information on employment rights and responsibilities as specified in the performance evidence
- basic aspects of employment related laws covering rights and responsibilities of employees and employers as specified in the performance evidence
- basic aspects of industrial awards for floristry employees
- primary functions of trade unions for floristry employees
- organisational policies and procedures that relate to general work practices as specified in the performance evidence
- typical terms and conditions of employment for floristry businesses
- general role boundaries and responsibilities for key floristry industry staff:
  - floristry assistants
  - florists and senior florists
  - supervisors and managers within retail floristry shops, studios and online businesses
- basic principles of positive teamwork.

## Assessment Conditions

Skills must be demonstrated in a floristry design, preparation and product construction environment. This can be:

- an industry workplace
- a simulated industry environment operated within a training organisation.

Assessment must ensure use of:

- computers, keyboards and printers
- the Internet
- current plain English guidelines issued by regulatory bodies covering:
  - minimum workplace entitlements provided by the National Employment Standards (NES)
  - relevant state or territory anti-discrimination or equal employment opportunity law:
    - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
    - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions

- role of relevant state or territory boards in managing complaints
- plain English information about industrial awards for floristry employees issued by regulatory bodies or unions
- organisational policies and procedures that relate to general work practices:
  - accepting, declining and amending rostered hours
  - personal and carer's leave
  - counselling and discipline
  - grievances
  - equal employment opportunity
  - discrimination and harassment
- team members with whom the individual can interact; these can be:
  - people in an industry workplace or
  - people who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- hold a qualification or Statement of Attainment in Floristry which covers the skills and knowledge requirements in this unit of competency; and
- have worked as a florist in the industry for at least three years where they have applied the skills and knowledge covered in this unit of competency.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1fbe7a66-4c60-4b1c-8616-a3e693d9d8b9>