



Australian Government

SFLSOP002 Work effectively in the floristry industry

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in the floristry industry by integrating knowledge of workplace rights and responsibilities and organisational policies and procedures, and by using effective team and individual work practices to plan and organise daily work activities.

This unit applies to all floristry industry businesses including retail floristry shops, studio or online businesses and those that specialise in corporate or special events. It applies to florists working at all levels including junior and senior florists, studio florists and floral designers.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Sales and Operations

Unit Sector

Floristry

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Source and use information on employment rights and responsibilities.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify and access current information sources on employee and employer rights and responsibilities.
- 1.2 Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.
- 1.3 Source and interpret information on national employment standards and specific employment arrangements for current role.

- 1.4 Comply with all employment requirements.
2. Work within organisational requirements.
 - 2.1 Interpret and comply with key employment policies to support organisational culture.
 - 2.2 Seek advice from supervisors and managers to ensure understanding of organisational requirements.
 - 2.3 Interpret staff rosters and provide notice of availability according to organisational procedures.
 - 2.4 Use designated lines of communication and reporting.
3. Use effective work habits.
 - 3.1 Plan and organise daily work activities within scope of responsibility.
 - 3.2 Act promptly on instructions, information and follow procedures relevant to the task.
 - 3.3 Seek advice and direction from appropriate staff to clarify workplace instruction and information.
 - 3.4 Prioritise and complete competing tasks within designated timeframes.
4. Work in a team.
 - 4.1 Cooperatively participate in work-team tasks and goals.
 - 4.2 Work within own role boundaries and recognise roles and responsibilities of other staff.
 - 4.3 Seek assistance from team members, supervisors and managers when required.
 - 4.4 Offer assistance proactively, and respond to requests for assistance to maximise efficiency and quality of daily work-team outcomes.
 - 4.5 Encourage, acknowledge and act on constructive feedback provided by team members.
 - 4.6 Recognise, respect and accommodate cultural differences within the team.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> • interpret detailed organisational policies and procedures • interpret unfamiliar plain English documents which describe workplace laws, rights and responsibilities.

- Oral communication skills to:
- ask open and closed probe questions and actively listen to clarify workplace instruction, team needs and policies and procedures
- Technology skills to:
- use a computer and keyboard and the Internet to search for information.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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