



Australian Government

Assessment Requirements for SFLSOP010 Prepare quotations for floristry products

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:

- prepare and present a total of five quotations; the following five types of custom made products and services must be covered:
 - gifts for annual celebratory days
 - gifts for religious celebrations
 - products and services for a funeral
 - products and services for a party including delivery and on-site assembly
 - themed products for a wedding including delivery and on-site assembly.

Knowledge Evidence

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

- floristry industry and organisational:
 - quotation systems and procedures
 - sources of costs for products and services
 - types of fees charged and sources of fee amounts
 - sources of negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - commission and mark up rates and procedures
 - sources of information on competitors' key product range
 - formats for and inclusions of quotations and invoices presented to customers
 - invoicing systems and procedures
- primary components of consumer protection laws that relate to the provision of quotations and organisational responsibility for:
 - nominating and charging cancellation fees
 - providing information on potential price increases
 - providing refunds
 - supplying products as described or substituting suitable products when unable.

Assessment Conditions

Skills must be demonstrated in a floristry industry sales environment. This can be:

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

Assessment must ensure use of:

- computers, printers and email service
- software programs, which can be general or floristry industry specific, used to prepare and provide quotations and invoices
- telephones
- customer briefs on which to quote, including special requests, product and style preferences
- electronic or hard copies of:
 - organisational product information and price lists
 - grower and other supplier brochures, information sheets and price lists
 - negotiated cost of supply, contractual arrangements and preferred supplier arrangements
- template:
 - customer files
 - quotations
 - invoices
- organisational procedures for:
 - preparing and presenting quotations
 - applying mark-ups and commissions
 - charging fees
 - invoicing
- current plain English regulatory documents distributed by government regulators for consumer protection law
- assessment activities that allow the individual to work with commercial speed, timing and productivity to prepare and present customer quotations within nominated deadlines.

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

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

Links

Companion Volume implementation guides are found in VETNet -

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