



Australian Government

SFLSOP012 Maintain and order floristry stock

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to establish and implement effective floristry stock purchasing and control practices. It requires the ability to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of perishable and non-perishable floristry stock.

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 senior florists who work independently and take a lead role in coordinating the day-to-day team, operational and business activities of small floristry businesses.

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 of the unit of competency.

1. Determine stock requirements

PERFORMANCE CRITERIA

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

1.1 Use business data and forecasting methods to calculate required stock levels.

1.2 Determine stock requirements for standard business periods, peak seasons and special orders.

1.3 Establish cost effective purchase quantities based

- on business needs and supplier costings.
2. Purchase floristry stock.
 - 2.1 Ascertain price limitations and develop purchase lists according to sales and production needs.
 - 2.2 Assess quality and suitability of stock on hand to avoid wastage.
 - 2.3 Source information from existing and new suppliers, discuss product requirements and negotiate costs as required.
 - 2.4 Assess supplier capacity to meet price, quality and delivery expectations.
 - 2.5 Select supplier and purchase goods based on price, quality and availability.
 - 2.6 Process orders, at appropriate intervals, to maintain working stock levels.
 - 2.7 Maintain accurate purchase records and details of negotiated costs.
 3. Monitor receipt of floristry stock.
 - 3.1 Delegate responsibility, to appropriate personnel, for receipt and storage of floristry stock.
 - 3.2 Implement stock inspection and recording procedures for quality and quantity.
 - 3.3 Supervise handling and storage of perishable and non-perishable floristry stock to avoid spoilage.
 - 3.4 Resolve supplier problems relating to quality and quantity.
 4. Maintain stock levels and records.
 - 4.1 Inform personnel of their individual stock ordering responsibilities.
 - 4.2 Monitor and maintain stock levels to meet sales and production needs.
 - 4.3 Maintain records of stock levels and discrepancies and create reports to assist with optimum stock maintenance.
 - 4.4 Monitor stock performance, identify fast or slow selling items and adjust supply arrangements.
 - 4.5 Monitor and adjust stock reorder cycles as required.
 5. Minimise stock losses.
 - 5.1 Determine and advise staff of correct environmental conditions for storage of perishable floristry stock to avoid waste.
 - 5.2 Implement procedures for stock security; monitor and adjust as required.
 - 5.3 Identify avoidable losses and establish reasons for them.
 - 5.4 Evaluate solutions and implement procedures to avoid future losses.

- 5.5 Identify stock losses and create reports to inform future stock administration.
6. Coordinate stocktakes or cyclical counts.
- 6.1 Organise stocktakes or cyclical counts at appropriate intervals.
- 6.2 Allocate responsibilities to staff and supervise operation of stocktakes or cyclical counts.
- 6.3 Produce accurate stocktake reports to assist future stock control.

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 basic product information, complex supplier purchasing agreements and terms of trade. |
| Oral communication skills to: | <ul style="list-style-type: none"> • negotiate complex supply arrangements and positively liaise with suppliers to resolve supply issues • provide clear directions to staff about stock control responsibilities and procedures. |
| Numeracy skills to: | <ul style="list-style-type: none"> • interpret complex business data and complete complex calculations to forecast stock levels for differing business requirements • interpret supplier prices and calculate complex order costs • calculate complex details of stock on hand, stock losses and produce complex numerically based reports. |
| Technology skills to: | <ul style="list-style-type: none"> • use a computer, keyboard and stock control software. |

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>