Australian Government

Department of Education, Employment and Workplace Relations

SFLSOP202A Recognise flower and plant materials

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SFLSOP202A Recognise flower and plant materials

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to research and interpret specific details about flower and plant materials used when designing, constructing and caring for an extensive range of floristry products. It requires the ability to identify appropriate information sources and to research, develop and maintain a product knowledge base and visually recognise an extensive range of flowers and plant materials.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit describes a key workplace skill for those working in the floristry industry. It underpins effective performance for the design, construction and maintenance of a diverse range of floristry products and applies to the full range of industry sectors and environments. The floristry business could be a retail, studio or online floristry business.
	All personnel at all levels would apply this skill and it applies to a diverse range of people such as retail and studio florists, florists employed by online floristry businesses, floral designers, florists involved in corporate or special events and owner-operators of small floristry businesses.
	The breadth of knowledge required and its application will vary according to the expectations of the individual floristry business. Because of these differing expectations, it is critical that assessors contextualise the assessment to meet the requirements of the specific industry sector, local industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and access information about flower and plant materials.	1.1. Identify *sources* of *product information* according to the organisation's policy and commercial agreements. 1.2. Determine the *particular sales or operational need* for information. 1.3. Access product information from general sources and those that provide *specific product information* and select according to the identified need.
2. Research and interpret information on flower and plant materials.	2.1. Use *formal and informal research* to access information on the *features of flower and plant materials*. 2.2. Interpret *the technical characteristics of flower and plant materials* and apply this in day to day activities. 2.3. Identify and interpret *key information on seasonal availability* of floristry materials. 2.4. Document and *store information* for future use according to the organisation's systems.
3. Recognise and name flowers and plant materials.	3.1. Interpret information on flowers and plant materials, and visually recognise and use their common and botanical names in day to day activities. 3.2. Seek the advice of *relevant personnel*, when necessary, to accurately recognise and name flowers and plant materials.
4. Update personal and organisational knowledge of flower and plant materials.	4.1. Use *formal and informal research* to continuously update knowledge of flower and plant materials. 4.2. Seek feedback from colleagues and customers on experience with flower and plant materials. 4.3. Share updated information with colleagues according to the organisation's procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- research skills to identify, interpret and sort relevant information
- communication skills including active listening and questioning to obtain information and to provide a verbal summary of information
- literacy skills to read and comprehend the content of sometimes unfamiliar and detailed product information documents, including in-house and supplier product sheets or manuals
- writing skills to summarise and record information in basic documents such as information sheets, portfolios and files.
- visual recognition and naming of an extensive range of flower and plant materials

Required knowledge

- sources of information on flowers and plant materials
- different formats for recording information on flowers and plant materials
- industry terminology and common abbreviations that relate to flower and plant materials
- the breadth of knowledge required (i.e. the numberand types of flowers) will vary according to the expectations of the individual floristry business and its location and product base. The florist must have a breadth of knowledge that meets the requirements of the industry sector, specific workplace and specific location of the business. The industry, in general, would expect assessment to include an extensive range of fresh, dry and preserved flower and plant materials including the common, exotic and Australian wildflower varieties.
- for each flower or plant material, whether local or imported, the depth of knowledge must cover the specific features, technical characteristics and key information on seasonal availability.

Features:

- common and botanical nomenclature
- country of origin
- appearance and colour of bloom, foliage, stem and bud
- characteristics of the perfume
- toxicity and allergy characteristics
- common pests and diseases, their affectsand treatments post harvest
- vase life or lifespan

Technical characteristics:

- suitability of use in different styles of products
- suitability of use for different floristry techniques

REQUIRED SKILLS AND KNOWLEDGE

- suitability for different special occasions or events
- suitability to meet cultural or religious protocols and preferences
- impacts of fumigation on lifespan
- handling requirements to avoid spoilage
- storage requirements
- conditioning requirements
- preparation requirements
- maturation requirements
- maintenance requirements (post-harvest).
- Key information on seasonal availability:
  - different seasons for flower and plant materials including:
    - Australian wildflowers and foliage
    - varieties grown in Australia
    - varieties grown overseas
    - commonly used varieties
    - exotics.
  - availability to the floristry business
  - varieties out of season in the local region, state or territory or Australia which can be sourced elsewhere, for example interstate or overseas.

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 research current, relevant and accurate information on flower and plant materials using different information sources and media • knowledge of current information sources • knowledgeof the specific features and technical characteristics of flower and plant materials and key information on seasonal availability nominated in the Range Statement. • ability to visually recognise and name an extensive range of flower and plant materials. • ability to regularly source information on an extensive range of flower and plant materials. This should occur over a period of time and the information should be tailored to meet different care, design or construction requirements to ensure consistency of performanceand ability to respond to different requirements • completion of research activities within commercial time constraints and within any operational deadlines.
Context of and specific resources for assessment	Assessment must ensure: • access to information equipment such as computers, communication technology, printers, information programs and publications currently used in the floristry industry to source and store floristry related information • access to sources of product information such as reference books, sales brochures, product and service manuals, supplier information kits, electronic information sources and information databases • a diverse, comprehensive and commercial product range of flowers and plant materials so that live visual recognition can take place.
Method of assessment	A range of assessment methods should be used to assess

EVIDENCE GUIDE	
	practical skills and knowledge. The following examples are appropriate for this unit: • evaluation of activities that involve live recognition of flowers and plant materials • evaluation of research activities that are integrated with other activities such as caring for floristry stock, designing or constructing floristry products • projects, case studies or work activities to assess ability to obtain current, accurate and relevant information for particular operational purposes • evaluation of documented research activities and information portfolios prepared by the candidate to meet differing operational needs • written and oral questioning or interview to test knowledge of the sources of information and the various features and technical characteristics of flower and plant materials • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SFLDEC302A Design floristry products • SFLDEC304A Construct hand tied floristry products • SFLDEC305A Construct wired floristry products • SFLDEC306A Construct floristry products with a base medium • SFLSOP203A Receive and store floristry stock • SFLSOP204A Prepare and care for floristry stock.

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.

Sources of product information may include:	• supplier or grower of the product
	• product library
	• the Internet or intranet
	• organisation-designed information systems, e.g. inventory control database, product manuals, price lists
	• state and federal government authorities e.g. Australian Quarantine Inspection Services (AQIS) and various state national parks and wildlife services
	• media
	• reference books
	• libraries
	• industry associations
	• grower associations
	• industry journals or trade magazines
	• personal observation and experience
	• colleagues, supervisors and managers
	• industry contacts, mentors and advisors
	• professional development activities including:
	  • product launches
	  • promotional seminars
	  • trade shows
	  • workshops
	  • conferences
	  • demonstrations.

Particular sales or operational need may involve:	• providing specific product information and advice to the customer • selling floristry products • organising a relay sale or delivery • designing suitable floristry products • assembling or constructing floristry products • purchasing or receiving and storing floristry

RANGE STATEMENT	
	stock
	• preparing quotations
	• preparing, monitoring and maintaining the quality of flower and plant materials.
Specific product information may be found in:	• product labels
	• brochures
	• e-brochures
	• organisation-designed information systems, e.g. inventory control database, product and service manuals, price lists
	• supplier price lists
	• sales kits
	• supplier information kits
	• advertising flyers
	• manufacturer specifications.
Formal and informal research may include:	• informal discussions with colleagues
	• formal study
	• accessing and reading promotional information, including product brochures and updates
	• liaising with trade and general media
	• attending professional development activities including:
	• product launches
	• promotional seminars
	• trade shows
	• workshops
	• conferences
	• demonstrations
	• direct contact with other organisations, including suppliers, industry associations, grower associations and distribution chains
	• attending floral festivals and competitions
	• accessing the Internet and intranet
	• personal on-site observation or exploration of parks, gardens, state forests and national park
	• organising information from own memory and experiences
	• watching television, videos and films
	• listening to radio
	• reading newspapers, books and other

RANGE STATEMENT

	references.
Features of flower and plant materials obtained through research must include:	• common and botanical nomenclature • country of origin • appearance and colour of bloom, foliage, stem and bud • characteristics of the perfume • toxicity and allergy characteristics • common pests and diseases, their affects and treatments post harvest • vase life or lifespan.
Technical characteristics must include:	• suitability of use in different styles of products • suitability of use for different floristry techniques • suitability for different special occasions or events • suitability to meet cultural or religious protocols and preferences • impacts of fumigation on lifespan • handling requirements to avoid spoilage • storage requirements • conditioning requirements • preparation requirements • maturation requirements • maintenance requirements (post-harvest).

Flower and plant materials must include:	• flowers including:
	  • fresh (common, exotic and Australian wildflowers)
	  • dry and preserved.
	• plant materials including:
	  • fresh (common, exotic and Australian foliage)
	  • dry and preserved
	  • potted plants.

Key information on seasonal availability must include:	• different seasons for flower and plant materials including:
	  • Australian wildflowers and foliage
	  • varieties grown in Australia
	  • varieties grown overseas
	  • commonly used varieties
	  • exotics.

RANGE STATEMENT

	• availability to the floristry business • varieties out of season in the local region, state or territory or Australia which can be sourced elsewhere, for example interstate or overseas
Storage of information may include:	• card reference systems • files and notes on particular flowers and plant materials • files and notes on particular customer groups and preferred flowers and plant materials • files and notes on suppliers of various flowers and plant materials • computerised database of information • personal product preference manual • portfolio of products personally produced.
Relevant personnel may include:	• colleagues • supervisors • managers • floral designers • studio designers • more experienced florists • owner-operators of a small floristry business • production managers.

Unit Sector(s)

Unit sector	Floristry

Competency field

Competency field	Floristry Sales and Operations

Co-requisite units

Co-requisite units		