



Australian Government

Assessment Requirements for SFLMGT001 Coordinate floristry work teams

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:

- evaluate given business data to forecast required staffing levels for:
 - general floristry business activities for the forthcoming month or
 - a given floristry production job which may be a special order, special occasion or event
- develop rosters to meet the above business or production requirements
- provide an individual staff induction covering information on:
 - a floristry industry job description, role boundaries and responsibilities
 - two key organisational policies that relate to general work practices and behaviours
- conduct a staff meeting or briefing to discuss issues associated with a given floristry production job
- complete one, half day coaching session with an individual for a chosen floristry skill and its associated workplace procedures.

Knowledge Evidence

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

- types of business data and methods used to forecast required staffing levels:
 - historical sales figures and peak trading periods
 - future confirmed special orders, special occasions and events
- for the business activity or event subject to rostering:
 - operational requirements
 - skills mix required of the team
 - wage budget
- sources of information on awards for the floristry industry and specific industrial agreements for the organisation
- the key provisions of applicable industrial awards or agreements:
 - minimum and maximum hours of work
 - meal and other breaks
 - mandated breaks between shifts

- employment classifications and remuneration scales
- standard, overtime and penalty pay rates
- a range of formats for and inclusions of staff rosters
- a range of methods used to communicate rosters
- format, content and use of key staffing records:
 - personnel files
 - accrued leave entitlements
 - rostering records
- for the floristry organisation:
 - key roles, role boundaries and responsibilities
 - expected standards of work and behaviour outlined in organisational policies
 - sales and production targets for different jobs
- methods used to provide on-the-job training:
 - explanation
 - demonstration
 - review
 - listening to trainee explanation
 - observing and evaluating trainee demonstration
 - providing feedback
- techniques for motivating team members and building a team-oriented environment.

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, printers and general software programs used to produce rosters and maintain staff records
- business data for the forecasting of required staffing levels which can be:
 - actual data used by a floristry business or
 - generated by a registered training organisation for the purposes of project and assessment activities
- template documents:
 - staff rosters
 - personnel files
 - accrued leave entitlements
 - sales and production targets

- awards for floristry industry employees
- job descriptions outlining roles and responsibilities
- a range of organisational policies outlining requirements for workplace behaviour
- a team whose overall performance is the responsibility of the individual; this 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.

Aspects of this unit can either be assessed through:

- work activities within a floristry business or
- project activities and simulated business scenarios provided 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>