



Australian Government

SFLMGT001 Coordinate floristry work teams

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to organise staffing levels to meet operational requirements, effectively communicate workplace requirements to team members, informally train team members in workplace skills and procedures and motivate team performance.

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

Management

Unit Sector

Floristry

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes of the unit of competency.

1. Monitor and organise staffing levels.

PERFORMANCE CRITERIA

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

- 1.1 Assess current and projected volume and type of work.
- 1.2 Determine staffing levels to meet sales and production needs.
- 1.3 Develop rosters according to relevant industrial arrangements and within wage budgets.
- 1.4 Roster teams with the most effective skills mix to meet

- sales and operational requirements.
- 1.5 Communicate rosters to team members in clear formats and within organisational timeframes.
- 1.6 Adjust rosters, as required, according to staff availability.
- 1.7 Maintain staffing records according to organisational procedures.
- 2. Inform team members.
 - 2.1 Clearly communicate roles, responsibilities and expectations and advise individual and team work accountability.
 - 2.2 Inform team members of expected standards of work and behaviour required by organisational policies at a level and pace appropriate to the individual.
 - 2.3 Provide staff induction on key organisational and team requirements.
 - 2.4 Conduct staff meetings or briefings to address sales and production issues.
 - 2.5 Provide team members with information about relevant sales and production targets.
- 3. Coach on the job.
 - 3.1 Identify need for coaching based on observation of team member's skills and knowledge and through discussion.
 - 3.2 Systematically explain and demonstrate specific skills and explain the workplace application.
 - 3.3 Communicate required knowledge and check team member understanding.
 - 3.4 Advise organisational procedures for completing workplace tasks.
 - 3.5 Provide team member with opportunity to practise skills and ask questions.
 - 3.6 Provide feedback in a constructive and supportive manner.
 - 3.7 Encourage and guide team member to evaluate own performance and self-diagnose areas for improvement.
 - 3.8 Monitor progress of new workplace skills and provide ongoing assistance.
- 4. Motivate the team.
 - 4.1 Identify strengths and weaknesses of team against current and anticipated work requirements.
 - 4.2 Encourage individuals to contribute to discussion and planning of team objectives and goals.
 - 4.3 Update and review team objectives and goals regularly.
 - 4.4 Develop positive and constructive relationships with and between team members.

- 4.5 Treat all team members fairly, equally and with respect.
- 4.6 Act as a positive role model through high standards of personal performance and ongoing development of own competencies.

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:	- interpret familiar and detailed organisational policies and procedures - interpret complex provisions of industrial awards and agreements.
Oral communication skills to:	- develop rapport with and nurture ongoing positive relationships with team members - ask open and closed probe questions and actively listen to determine team members' understanding of a range of complex workplace issues.
Numeracy skills to:	complete complex analysis of volume of floristry work and calculate staffing requirements to meet workload.

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>

Assessment Requirements for SFLMGT001 Coordinate floristry work teams

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

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