



Australian Government

SFLSOP002 Work effectively in the floristry industry

Release: 1

SFLSOP002 Work effectively in the floristry industry

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in the floristry industry by integrating knowledge of workplace rights and responsibilities and organisational policies and procedures, and by using effective team and individual work practices to plan and organise daily work activities.

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 florists working at all levels including junior and senior florists, studio florists and floral designers.

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.

1. Source and use information on employment rights and responsibilities.

PERFORMANCE CRITERIA

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

- 1.1 Identify and access current information sources on employee and employer rights and responsibilities.
- 1.2 Obtain and interpret key information on laws for anti-discrimination, harassment and equal employment opportunity.
- 1.3 Source and interpret information on national employment standards and specific employment arrangements for current role.

- 1.4 Comply with all employment requirements.
2. Work within organisational requirements.
 - 2.1 Interpret and comply with key employment policies to support organisational culture.
 - 2.2 Seek advice from supervisors and managers to ensure understanding of organisational requirements.
 - 2.3 Interpret staff rosters and provide notice of availability according to organisational procedures.
 - 2.4 Use designated lines of communication and reporting.
3. Use effective work habits.
 - 3.1 Plan and organise daily work activities within scope of responsibility.
 - 3.2 Act promptly on instructions, information and follow procedures relevant to the task.
 - 3.3 Seek advice and direction from appropriate staff to clarify workplace instruction and information.
 - 3.4 Prioritise and complete competing tasks within designated timeframes.
4. Work in a team.
 - 4.1 Cooperatively participate in work-team tasks and goals.
 - 4.2 Work within own role boundaries and recognise roles and responsibilities of other staff.
 - 4.3 Seek assistance from team members, supervisors and managers when required.
 - 4.4 Offer assistance proactively, and respond to requests for assistance to maximise efficiency and quality of daily work-team outcomes.
 - 4.5 Encourage, acknowledge and act on constructive feedback provided by team members.
 - 4.6 Recognise, respect and accommodate cultural differences within the team.

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 detailed organisational policies and procedures - interpret unfamiliar plain English documents which describe workplace laws, rights and responsibilities.

- Oral communication skills to:
- ask open and closed probe questions and actively listen to clarify workplace instruction, team needs and policies and procedures
- Technology skills to:
- use a computer and keyboard and the Internet to search for information.

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 SFLSOP002 Work effectively in the floristry industry

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:

- access and interpret information about employment rights and responsibilities from these sources:
 - employer associations
 - Fair Work Commission
 - Fair Work Ombudsman
 - state and territory government boards and commissions for anti-discrimination and equal employment opportunity
 - staff handbooks
 - trade unions
- source information on this range of employee and employer workplace rights and responsibilities:
 - Fair Work Act 2009: minimum workplace entitlements provided by the National Employment Standards (NES)
 - relevant state or territory anti-discrimination or equal employment opportunity law:
 - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
 - equal employment opportunity (EEO) provisions: rights of employees and responsibilities of employers to make merit based employment decisions
 - role of relevant state or territory board or commission in managing complaints
 - industrial awards for floristry employees
- access and interpret this range of organisational policies and procedures that relate to general work practices:
 - accepting, declining and amending rostered hours
 - personal and carer's leave
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - discrimination and harassment
 - terms and conditions of employment

- plan and organise daily work activities and work effectively as a team member across four three hour work, training or assessment periods which must be used to combine assessment of this unit with SFLSOP or SFLDEC coded units.

Knowledge Evidence

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

- sources of information on employment rights and responsibilities as specified in the performance evidence
- basic aspects of employment related laws covering rights and responsibilities of employees and employers as specified in the performance evidence
- basic aspects of industrial awards for floristry employees
- primary functions of trade unions for floristry employees
- organisational policies and procedures that relate to general work practices as specified in the performance evidence
- typical terms and conditions of employment for floristry businesses
- general role boundaries and responsibilities for key floristry industry staff:
 - floristry assistants
 - florists and senior florists
 - supervisors and managers within retail floristry shops, studios and online businesses
- basic principles of positive teamwork.

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, keyboards and printers
- the Internet
- current plain English guidelines issued by regulatory bodies covering:
 - minimum workplace entitlements provided by the National Employment Standards (NES)
 - relevant state or territory anti-discrimination or equal employment opportunity law:
 - harassment provisions: types of discrimination and harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
 - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions

- role of relevant state or territory boards in managing complaints
- plain English information about industrial awards for floristry employees issued by regulatory bodies or unions
- organisational policies and procedures that relate to general work practices:
 - accepting, declining and amending rostered hours
 - personal and carer's leave
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - discrimination and harassment
- team members with whom the individual can interact; these 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.

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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