



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:	interpret basic product information, complex supplier purchasing agreements and terms of trade.
Oral communication skills to:	- 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:	- 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:	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>

Assessment Requirements for SFLSOP012 Maintain and order floristry stock

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:

- order these types of perishable and non-perishable floristry stock for two supply periods according to evaluation of given business data:
 - fresh and dry flower and plant materials:
 - non-Australian species whether they are grown in Australia or overseas
 - Australian species
 - gift cards
 - gifts
 - novelties
 - perishable food
 - potted plants
 - wrapping and packaging materials.
- monitor the receipt of ordered stock for the above two supply periods
- coordinate one stocktake
- generate these types of reports:
 - three stock level reports
 - three stock performance reports
 - three stock loss reports
 - one stocktake report.

Knowledge Evidence

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

- principles of stock control:
 - rotation and replenishment
 - product life cycle and maximising the use of all stock
 - checking for fast and slow moving items
 - financial implications of stock level control
- types of business data and methods used to forecast required stock levels:
 - historical sales figures

- stocktake figures
- stock loss reports
- future confirmed special orders, special occasions and events
- typical standard business periods and peak seasons for the floristry industry
- sources of information for floristry products, suppliers and costs
- methods used to calculate cost-effective order quantities for flower and plant materials, ancillary merchandise, wrapping and packaging materials
- methods used to process stock orders:
 - email
 - on-line
 - telephone
 - face-to-face for immediate collection
- a range of formats for, contents and use of:
 - purchase records
 - supplier purchasing agreements and terms of trade
 - order and delivery documentation
 - stock recording documentation
 - stock level reports
 - stock performance reports
 - stock loss reports
 - stocktake and cyclical count reports
- floristry industry and organisational procedures for:
 - ordering stock
 - inspecting the quality incoming stock
 - recording incoming stock
 - recording quantity discrepancies and quality deficiencies
 - recording stock levels
 - monitoring stock performance
 - maintaining stock security
 - completing stocktakes and cyclical counts
- organisational stock reorder cycles
- optimum environmental storage conditions, including temperature, light and humidity controls, for:
 - a wide variety of fresh, dry and preserved flower and plant materials
 - perishable food commonly sold by the floristry industry
- reasons for stock loss and spoilage and methods used to control loss
- features and functions of computerised stock control software systems.

Assessment Conditions

Skills must be demonstrated in a floristry preparation and product construction environment with stock control and storage facilities for perishable and non-perishable floristry stock. This can be:

- an industry workplace
- a simulated industry environment operated within a training organisation.

Assessment must ensure use of:

- computers, printers
- stock control software programs which can be general or floristry industry specific
- a cool room or refrigerator
- fixed or moveable storage shelves
- • diverse, commercial range of floristry stock:
 - fresh and dry flower and plant materials:
 - non-Australian species whether they are grown in Australia or overseas
 - Australian species
 - gift cards
 - gifts
 - novelties
 - perishable food
 - potted plants
 - wrapping and packaging materials
- business data for the forecasting of required stock 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 stock control documents:
 - purchase records
 - supplier purchasing agreements and terms of trade
 - order and delivery documentation
 - stock recording documentation
- template stock control reports:
 - stock level reports
 - stock performance reports
 - stock loss reports
 - stocktake and cyclical count reports
- organisational procedures for:
 - ordering stock
 - inspecting the quality incoming stock

- recording incoming stock
- recording quantity discrepancies and quality deficiencies
- recording stock levels
- monitoring stock performance
- maintaining stock security
- completing stocktakes and cyclical counts
- a team of other florists with whom the individual can interact to coordinate stock control and stocktake activities; these can be:
 - florists in an industry workplace or
 - people who participate in project activities, 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.

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