



Australian Government

Department of Education, Employment and Workplace Relations

SFL20110 Certificate II in Floristry (Assistant)

Revision Number: 1

SFL20110 Certificate II in Floristry (Assistant)

Modification History

Not applicable.

Description

This qualification reflects the role of individuals who possess a defined and limited range of basic floristry technical skills. They are involved in mainly routine and repetitive tasks using limited practical skills and basic floristry operational knowledge. They work under direct supervision.

This qualification is suitable for an Australian Apprenticeship pathway.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements

There are no entry requirements to this qualification.

Application

Individuals with this qualification are able to work in many floristry industry sectors and enterprise types. The structure of this qualification recognises the diversity of business models that characterise the floristry industry. The types of enterprise to which this qualification may apply include retail floristry shops, studios and floristry businesses who sell via the internet or phone.

Work would be undertaken in any type of environment where flower and plant materials are stored and cared for and where floristry products are assembled and either sold direct to customers or sold via the floristry distribution network.

This qualification is flexible and can meet a broad range of business needs. For example, small business retail florists would require multi-skilled employees who can be involved in the display and sale of floristry products, whereas online businesses would employ those who perform a defined range of preparation and assembly tasks.

Operators with this qualification would assemble a range of fundamental floristry products to pre-determined designs and job specifications.

Possible job titles include:

- retail shop assistant florist
- studio assistant
- production line assistant.
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Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

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The following table contains a summary of the employability skills required by the floristry industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues, supervisors and product suppliers to ensure customers' social and cultural requirements are met; providing clear, accurate verbal or written information to suppliers to ensure a positive experience with the floristry business; completing clear records of floristry stock related issues; interpreting verbal and written information on floristry designs and job specifications to ensure production requirements are met; and seeking direction when required.

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Teamwork	Taking guidance and instructions from others and understanding own team role in servicing the needs of the floristry customer; supporting other team members to prepare, care for and assemble floristry products to achieve quality service delivery by the floristry business; seeking the assistance of other team members to service the diverse needs of floristry customers; showing social and cultural sensitivity to team members.
Problem-solving	Avoiding production deadline problems by planning own day-to-day operational activities; identifying design or job specification problems and requesting assistance from supervisors to solve issues; using predetermined policies and procedures to guide solutions to operational problems associated with storing, caring for and producing floristry products; identifying, reporting on and safely disposing of spoilt flower and plant materials to minimise negative environmental impacts.
Initiative and enterprise	Identifying and interpreting relevant information on new floristry suppliers and sharing this information with supervisors; identifying and discussing better ways to organise operational activities associated with the storage, care and production of floristry products; acting independently to identify and dispose of spoilt floristry stock to ensure quality of the end product.
Planning and organising	Obtaining and reviewing floristry design and job specifications to plan the assembly of floristry products to achieve production deadlines; choosing and preparing correct environmental conditions for storage or display of flowers, plant materials and other perishable goods; using predetermined procedures to plan and efficiently organise day to day operational activities; planning the use of water and energy resources to minimise negative environmental impacts during preparation and maintenance activities.
Self-management	Complying with the legal requirements that apply to own role in servicing the floristry customer; taking responsibility for own job role in floristry sales and operational activities, and knowing when to refer difficulties to supervisors; organising and prioritising day to day activities with guidance from supervisors so that floristry stock is stored, cared for and prepared in a logical sequence and timely manner.
Learning	Knowing the structure of and sources of new information on the floristry industry to enable the sourcing of ongoing learning opportunities; being open to opportunities for learning that are presented; seeking and sharing information with colleagues on new

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	flowers and plant materials, floristry products, new services and suppliers.
Technology	Understanding the operating capability of, selecting and using computer systems and software that assist in stock control activities; correctly selecting and safely using tools and equipment to care for, store and assemble floristry products.

Packaging Rules

Packaging Rules Qualification rules

To achieve the SFL20110 Certificate II in Floristry (Assistant), 12 units must be completed:

- 8 core units
- 4 elective units:
 - a minimum of 2 units must be selected from the elective units listed below
 - the remaining units may be selected from this or another endorsed Training Package or accredited course; these must be units which are first packaged at AQF level 1, 2 or 3.

In all cases, selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SFLDEC201A	Assemble floristry products
SFLSOP201A	Source information on floristry products and services
SFLSOP202A	Recognise flower and plant materials
SFLSOP203A	Receive and store floristry stock
SFLSOP204A	Prepare and care for floristry stock
SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
SIRXOHS001A	Apply safe working practices

Elective units**Business Services**

BSBWOR202A Organise and complete daily work activities

Client and Customer Service

SIRXCCS001A Apply point-of-sale handling procedures

Computer Operations and ICT Management

SIRXICT001A Operate retail technology

First Aid

HLTFA301B Apply first aid

Floristry Sales and Operations

SFLSOP205A Display and merchandise floristry products

Food Safety

SIRRFSA001A Apply retail food safety practices

Horticulture

RTF2008A Maintain indoor plants

RTF2024A Tend nursery plants

Risk Management and Security

SIRXRSK001A Minimise theft

Sales and Operations

SIRXSLS001A Sell products and services

Sustainability

BSBSUS201A Participate in environmentally sustainable workplace practices