



Australian Government

Department of Education, Employment and Workplace Relations

SFLSOP203A Receive and store floristry stock

Revision Number: 1

SFLSOP203A Receive and store floristry stock

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to receive and store all types of floristry stock including flower and plant materials and both perishable and non-perishable ancillary merchandise. It requires the ability to maintain the cleanliness of all stock handling and storage areas, check and take delivery of floristry stock and to appropriately store and rotate all items. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. However, some floristry businesses supply foodstuffs, the handling and storage of which is regulated. Where this is the case, it is appropriate to select the hygiene and food safety units of competency as electives and assess them in combination with this unit.
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Application of the Unit

Application of the unit	This unit describes a fundamental operational function for the floristry industry and applies to the full range of industry sectors and environments. The floristry business could be a retail, studio or online business. Stock control systems might be manual; however, stock control is increasingly computerised. This unit covers any type of stock. The receipt and storage of stock, including maintaining clean premises to avoid stock spoilage, is usually undertaken by frontline operational personnel who work under close supervision and with guidance from others. They apply little discretion and judgement as they follow predefined organisational procedures, reporting any stock-related discrepancies to a higher level staff member for action. However, in a small floristry business experienced florists and owner-operators also undertake this function.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains Employability Skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain cleanliness of stock handling and storage areas.	1.1. Clean and maintain all stock handling and storage areas to avoid spoilage of flower and plant materials. 1.2. Use energy, water and other resources efficiently when cleaning to reduce negative environmental impacts.
2. Take delivery of floristry stock.	2.1. Check incoming floristry stock against orders and delivery documentation according to the organisation's procedures. 2.2. Identify, record and report on variations according to the organisation's procedures. 2.3. Record any special details for incoming stock. 2.4. Handle and unpack flower and plant materials correctly to avoid personal health issues and spoilage of materials. 2.5. Inspect items for pests and diseases, damage, quality, use-by dates, breakages or discrepancies and apply selection criteria and record findings according to the organisation's procedures.
3. Store and document floristry stock.	3.1. Choose and prepare correct environmental conditions for the storage of flower and plant materials and other perishable merchandise. 3.2. Store stock in the appropriate location promptly, safely and according to the correct environmental conditions. 3.3. Use safe manual handling techniques when moving and storing stock to avoid any injury. 3.4. Date code all floristry stock to maximise use of all stock. 3.5. Keep accurate updated records of all stock levels according to the organisation's procedures and using appropriate technology.
4. Maintain, rotate and dispose of stock.	4.1. Regularly check and adjust the environmental conditions of all storage areas and equipment to ensure flower and plant materials and ancillary merchandise are maintained in optimum quality. 4.2. Rotate stored flower and plant materials for maximum use according to vase life, expiration dates and the organisation's procedures. 4.3. Safely dispose of all excess or spoilt stock and waste, especially hazardous substances, to minimise

ELEMENT	PERFORMANCE CRITERIA
	negative environmental impacts. 4.4. Use <i>stock control systems</i> correctly and according to the organisation's speed and accuracy requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- safe manual handling techniques
- correct use of personal protective equipment
- recognition of spoilt flowers and plant materials
- cleaning techniques for floristry stock handling and storage areas
- safe handling techniques for toxic flower and plant materials and those treated with toxic substances such as fungicides and pesticides
- correct handling techniques for a wide variety of flower and plant materials to avoid spoilage of floristry stock
- organisational skills to conduct stock activities as a logical and time-efficient work flow
- literacy skills to check incoming stock against basic order and delivery documentation, to read and comprehend use-by dates, stock labels and organisational procedures
- writing skills to record basic details of incoming stock, to use the basic features of computerised stock control systems or to complete basic manual documents to record stock-related issues including stock discrepancies
- communication skills to make accurate verbal reports on stock discrepancies including the reporting of pests and diseases that could threaten other stock
- numeracy skills to count incoming, stored and rotated stock items, to check supplier's costs, to calculate numerical discrepancies and to calculate the dilution requirements for cleaning products.

Required knowledge

- health issues related to the handling of toxic plants and those treated with toxic substances
- the general characteristics of common flower and plant pests and diseases, recognition of the symptoms and segregation and disposal methods
- the organisation's criteria for selection of quality stock
- the visual recognition and general care requirements of a wide variety of flower and plant materials in order to identify incoming stock and to store stock in the appropriate location
- correct environmental conditions, including temperature, light and humidity controls, for the storage of a wide variety of flower and plant materials and any perishable foodstuffs and alcohol commonly used by the floristry industry and the organisation in particular
- applications of different types of cleaning products
- principles of stock control for perishable products, including:
 - rotation and replenishment

REQUIRED SKILLS AND KNOWLEDGE

- product life cycle and maximising the use of all stock
- checking for slow moving items
- types of stock control documentation and systems that are used by the floristry industry and the organisation in particular
- stock security systems and procedures
- the existence and basic aspects of state and territory environmental protection laws. This would include the requirements for growers and harvesters to provide licence details to the floristry business and for that business to record it.
- the essential features of and safe practices for using and storing common hazardous substances used by the floristry industry and in particular substances used by the organisation e.g. cleaning, conditioning, pest and disease control products and preservatives
- the environmental impacts of cleaning storage areas and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances, spoiled and diseased flower and plant materials and those that have a propensity to propagate weeds.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to safely handle, move and store floristry stock and hazardous substances
- visual recognition and knowledge of the general storage requirements of a wide variety of flower and plant materials
- ability to efficiently and safely receive, store and rotate multiple and diverse flower and plant materials, display items and ancillary merchandise. To ensure consistency of performance and ability to respond to different requirements, this must occur over a period of time and cover the handling and storage of perishable and non-perishable floristry stock.
- completion of stock receipt and storage activities within commercial time constraints.

Context of and specific resources for assessment

Assessment must ensure:

- receipt, storage and rotation of stock items within a floristry stock control and floristry product storage environment
- a diverse, comprehensive and commercial range of equipment used for the receipt and storage of floristry stock e.g. knives, scissors, secateurs, containers and storage facilities with correct temperature and humidity conditions
- access to software programs or manual documentation systems currently used in the floristry industry to assist the stock control function
- a diverse, comprehensive and commercially realistic product range of flowers, plant materials, cleaning agents, preservatives, conditioning agents, construction, ancillary and presentation items that are received and stored
- access to cleaning product instructions
- access to stock control procedures and OHS procedures that relate to the receipt, movement and

EVIDENCE GUIDE	
	storage of floristry stock.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct observation of the candidate receiving, storing and rotating floristry stock • project or work activities that allow for the receipt and storage of floristry stock for an event or special occasion so that a whole life cycle is covered • written and oral questioning or interview to test knowledge of the storage requirements of various flower and plant materials, pests and disease symptoms, and applications of various cleaning products • review of workplace reports and records related to stock control prepared by the candidate • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SFLSOP201A Source information on floristry products and services • SFLSOP202A Recognise flower and plant materials • SFLSOP205A Display and merchandise floristry products • SIRRFSA001A Apply retail food safety practices • SIRXOHS001A Apply safe working practice • SIRXRSK001A Minimise theft.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Stock handling and storage areas may include:

- dock
- preparation tables and work benches
- fixed or moveable shelves
- refrigerators
- cool rooms
- food and liquor shelves, cabinets and refrigerators
- administration or office area
- areas where stock is displayed including:
 - floor space
 - windows
 - front of shop and other outdoor spaces
 - display fixtures, cabinets
 - bins, baskets and non permanent fixtures.

Spoilage of flower and plant materials may relate to:

- contamination with cleaning agents
- cross contamination of diseased or pest affected flowers and plant materials with healthy plants
- incorrect application of humidity and temperature controls
- incorrect exposure to environmental heating or air conditioning
- incorrect handling and storage causing crushing or wilting
- incorrect handling and storage of fruit and vegetables
- discoloured or damaged buds, blooms or foliage
- damaged stems
- stock that is beyond its expiry date.

Flower and plant materials must include:

- flowers including:
 - fresh (common, exotic and Australian wildflowers)

RANGE STATEMENT

	• dry and preserved • artificial • plant materials including: • fresh (common, exotic and Australian foliage) • dry and preserved • artificial • potted plants.
<i>Floristry stock</i> may include:	• flower and plant materials • ancillary items and merchandise including: • chocolates, fruit, nuts, alcohol • hampers • gift items of any type • novelties such as balloons and toys • horticulture lines • presentation materials including: • gift cards • corporate advertising of the business • corporate materials provided by the customer • cleaning agents • flower and plant material preservatives and conditioning agents • wrapping and packing materials including: • boxes • cylinders • polypropylene • paper • cellophane • bows • ribbons • raffia • construction items including: • baskets • decorative pots • buckets or decorative pails • containers (bowls, vases) • staple gun and staples

RANGE STATEMENT	
	• glue and glue gun • binding tape • heavy to fine gauge wire • new cutting tools including: • knives • scissors • rose de-thorner • secateurs • saws • guillotines • wire cutters.
Special details for incoming stock may involve:	• grower or harvest licence number for suppliers licensed under state or territory environmental protection laws • special orders for customers • special orders of stock for use in special occasion or event construction.
Pests and diseases may include:	• aphids • mites • leaf-miners • loopers • mealy bugs • light brown apple moth larvae • rust • white rust • botrytis • powdery mildew • nutrient deficiencies in the growing stage • malformations.
Selection criteria may include:	• vivid colours • firm leaves • tight and firm buds • firm and clear petals • stage of maturity • absence of pests, disease and damage.
Environmental conditions must involve:	• storing flowers and plant materials: • in cool rooms • in refrigerators • at room temperature

RANGE STATEMENT	
	• correct application of humidity and temperature controls • protecting flower and plant materials from exposure to: • heating or air conditioning • accidental damage through pedestrian traffic • winds and drafts • environmental heat and light.
<i>Other perishable merchandise</i> may include:	• chocolates • fruit • vegetables • nuts • alcohol • cheese.
The <i>appropriate location</i> for storage of stock may involve:	• storage of gift items in cabinets or shelves • storage of garden items and tools in racks or shelves • placement of flowers and plants in containers, bins, baskets, buckets or decorative pails and non permanent fixtures. • storage of flowers and any perishable food or liquor in cool rooms or refrigerators • placement of flowers away from heat sources or air conditioning. • placement of plants closer to windows.
<i>Stock control systems</i> may be:	• manual • computerised.

Unit Sector(s)

Unit sector	Floristry
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Competency field

Competency field	Floristry Sales and Operations
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Co-requisite units

Co-requisite units		