

FLORISTRY TRAINING PACKAGE

WRF04

IMPLEMENTATION GUIDE

Western Australian Department of Education and Training

11 June 2004

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Introduction

This guide provides information that will facilitate the implementation of the Floristry Training Package in Western Australia.

The guide gives details of the following:

- Existing publicly funded courses in WA that will be replaced by the new training programs identified in the Training Package
- Allocation of nominal hours to units of competency
- Total hours for each new qualification
- Model training programs

The Floristry Training Package can be bought from:

Australian Training Products
PO Box 12211A
Beckett Street
MELBOURNE Victoria 3001
Telephone: (03) 9655 0600
Facsimile: (03) 9639 4684
Email: sales@atpl.net.au
Web: www.atpl.net.au

Information about the Training Package is also available through the National Training Information Service that can be accessed through the Internet at www.ntis.gov.au/

The National advisory body for the Floristry Training Package is:

Services Industry Skills Council

Contact:	Ms Jeanette Allen	
Position:	Executive Director	
Address:	Suite 2E, Level 2 9 Burwood Road BURWOOD NSW 2134	Postal Address: PO Box 1171 BURWOOD NORTH NSW 2134
Phone:	02 97453122	
Fax:	02 97453010	

Overview of the Floristry Training Package

The Floristry Training Package has two components:

Endorsed component	Non-endorsed component
National competency standards	Learning strategies
Assessment guidelines	Assessment materials
National qualifications	Professional development materials

The Floristry Training Package contains:

- 14 units of competence and 46 imported units
- 3 qualifications ranging from AQF levels 2 to 4

Qualifications and Nominal Hours

The following table provides a summary of the qualifications and nominal hours of the Floristry Training Package.

The nominal hours assigned to the qualifications relate to the delivery of the qualification in a traditional classroom or laboratory setting. The nominal hours include both delivery and assessment.

Other settings will occur for the development of competence and the hours are therefore indicative only, and not prescriptive, for all situations.

National Code	Training Package Qualification	Nominal Hrs	TAFE ID
WRF20104	Certificate II in Floristry	461	S407
WRF30104	Certificate III in Floristry	727	S408
WRF40104	Certificate IV in Floristry	1203	S409

WRF99 Qualifications to be replaced by WRF04 Qualifications

The following table lists Accredited courses replaced by the Floristry Training Package.

Floristry Training Package WRF99	Floristry Training Package WRF04
WRF20199 Certificate II in Floristry TAFE ID: N046 Nominal Hours: 397	WRF20104 Certificate II in Floristry TAFE ID: S407 Nominal hours: 461
WRF30199 Certificate III in Floristry TAFE ID: N047 Nominal Hours: 676	WRF30104 Certificate III in Floristry TAFE ID: S408 Nominal hours: 727
WRF40199 Certificate IV in Floristry (Small Business Management) TAFE ID: N048 Nominal Hours: 1130	WRF40104 Certificate IV in Floristry TAFE ID: S409 Nominal hours: 1203

Traineeships

Mapping of Existing Traineeships against New Qualifications

Existing Accredited Course	Training Package Qualification
WRF20199 Certificate II in Floristry (Level 2) TAFE ID: N046 Nominal Hours: 397	WRF20104 Certificate II in Floristry TAFE ID: S407 Nominal hours: 461
WRF30199 Certificate III in Floristry (Level 3) TAFE ID: N047 Nominal Hours: 676	WRF30104 Certificate III in Floristry TAFE ID: S408 Nominal hours: 727

Establishment of new traineeships

- Traineeships may be established from the Training Package, providing evidence confirming industry support is supplied, a Training Record Book (or the like) is available and the Department receives information outlining the industrial relations arrangements.
- Level 1 Traineeships are not funded in Western Australia

Existing apprenticeships

There are no apprenticeships in this field.

WRF99 Units of Competency replaced by WRF04 Units of Competency

National Code	Unit of Competency Name	WA Hrs	TAFE ID	National Code	Unit of Competency Name	WA Hrs	TAFE ID
Floristry Training Package WRF99				Floristry Training Package WRF04			
WRFL.10A	Buy floristry stock and merchandise	36	N0327	WRFO408B	Implement floristry products and services plan	36	S3973
WRFL.11A	Create custom made, advanced and large scale floristry designs	90	N0328	WRFD404B	Create custom made, advanced and large scale floristry designs	90	S3963
WRFL.1A	Provide assistance to customers	36	N0329	WRFO306B	Apply product knowledge to meet customer needs	36	S3971
WRFL.2A	Care for floristry stock and merchandise	30	N0330	WRFO202B	Care for floristry stock and merchandise	30	S3967
WRFL.3A	Prepare and display floristry stock	30	N0331	WRFO203B	Prepare and display floristry stock	30	S3968
WRFL.4A	Provide service to floristry customers	30	N0332	WRFO201B	Provide service to floristry customers	30	S3966
WRFL.5A	Assemble and prepare floristry products	70	N0333	WRFO204B	Assemble and prepare floristry products	70	S3969
WRFL.6A	Recommend on floristry products and services	18	N0334	WRFO307B	Recommend on floristry products and services	18	S3972
WRFL.7A	Create floristry designs using hand tied techniques	55	N0335	WRFD301B	Create floristry designs using hand tied techniques	55	S3960
WRFL.8A	Create floristry designs using wiring techniques	40	N0336	WRFD302B	Create floristry designs using wiring techniques	40	S3961
WRFL.9A	Create floristry designs using a base medium	55	N0337	WRFD303B	Create floristry designs using a base medium	55	S3962
No Previous Unit of Competence				WRFD405A	Design and manage large scale floral events	90	S3964
				WRFD406A	Create floral designs to competition specifications	90	S3965
				WRFO205A	Apply techniques to update floristry industry knowledge	30	S3970
WRRCA.1A	Operate retail equipment	21	N0005	WRRCA1B	Operate retail equipment	21	N0661
WRRCS.1A	Communicate in the workplace	63	N0001	WRRCS1B	Communicate in the workplace	50	N0666
WRRCS.2A	Apply point of sale handling procedures	21	N0007	WRRCS2B	Apply point of sale handling procedures	21	N0667
WRRER.1A	Work effectively in a retail environment	42	N0002	WRRER1B	Work effectively in a retail environment	40	N0670
WRRER.2A	Co-ordinate work teams	36	N0025	WRRER2B	Coordinate work teams	36	N0671
WRRER.4A	Implement staff training	36	N0030	BSZ404A	Train small groups	30	C0087
WRRER.5A	Assess workplace competencies	36	N0031	BSZ401A	Plan assessment	15	C0084
WRRF.1A	Balance register/terminal	18	N0010	BSZ402A	Conduct assessment	15	C0085
WRR.1A	Perform stock control procedures	36	N0009	BSZ403A	Review assessment	5	C0086
WRRLP.1A	Apply safe working practices	18	N0003	WRRF1B	Balance register/terminal	18	N0673
				WRR.1B	Perform stock control procedures	36	N0688
				WRRLP1B	Apply safe working practices	18	N0692

National Code	Unit of Competency Name	WA Hrs	TAFE ID	National Code	Unit of Competency Name	WA Hrs	TAFE ID
WRRLP.2A	Minimise theft	21	N0006	WRRLP2B	Minimise theft	21	N0693
WRRM.2A	Perform routine housekeeping duties	18	N0004	WRRM2B	Perform routine housekeeping duties	18	N0700
WRRO.3A	Provide a safe working environment	36	N0066	WRRO3B	Provide a safe working environment	36	N0708
WRRS.1A	Sell products and services	18	N0012	WRRS1B	Sell products and services	18	N0721
BSX023/01	Evaluate a business opportunity	20	E1428	BSBSBM301A	Research business opportunities	30	C3748
BSX023/02	Complete a business plan	30	E1429	BSBSBM404A	Undertake business planning	50	C3752
BSX023/03	Address legal and administrative requirements	20	E1430	BSBSBM401A	Establish business and legal requirements	40	C3749
BSX023/04	Address customer requirements	30	E1380	BSBSBM403A	Promote the business	40	C3751
BSX023/05	Manage business operations	30	E1421	BSBSBM405A	Monitor and manage business operations	50	C3753
BSX023/06	Manage self and staff	30	E1376	BSBSBM407A	Manage a small team	40	C3755
BSX023/07	Manage finances	40	E1431	BSBSBM406A	Manage finances	50	C3754
BSX023/08	Review business	20	E1377	BSBMKG404A	Forecast market and business needs	50	C3645

Transition Arrangements

Scope of Registration

Training providers are encouraged to deliver Training Package qualifications.

A Registered Training Organisation (RTO) with a scope of registration authorising delivery of existing accredited courses should contact the Training Accreditation Council (TAC) if they wish to change their scope.

Existing Qualifications

Existing Western Australian Qualifications affected by the introduction of the new Training Package Qualifications should be retired as soon as practical after 31 December 2004. However, RTO's may continue to enrol students in old qualifications in 2005; but all new students must be enrolled in the new Training Package Qualifications in 2006.

Transition to New Qualifications

Learners nearing the end of their qualifications by December 2004 should be allowed to complete them.

Learners currently studying qualifications in Floristry, except for Traineeships, should be encouraged to transfer to the new Training Package qualifications. Any learner part way through the qualification requirements should be given the opportunity to transfer to the new qualifications. If required, an assessment against the competencies of the new qualifications should be offered.

Resources and Assessment Materials

Learning resources and assessment materials make up the non-endorsed component of the Training Package. A range of material has been developed for the Floristry Training Package.

Please contact the following organisations for further details:

Australian Training Products
PO Box 12211A
Beckett St
MELBOURNE Victoria 3001
Telephone: (03) 9655 0600
Facsimile: (03) 9639 4684

Email: sales@atpl.net.au
Web: www.atpl.net.au

WestOne Services
1 Prospect Place
WEST PERTH WA 6005
Telephone: Product Service Centre
1800 155 508
Reception
(08) 9229 5200
Facsimile: (08) 9227 8393
Email: infodesk@westone.wa.gov.au
Web: www.westone.wa.gov.au

Information about the Training Package is also available through the **National Training Information Service** that can be accessed through the Internet at www.ntis.gov.au/

Model Training Programs

Units of competence may be customised so that the tasks involved in demonstrating competence are designed to meet the requirements of an individual enterprise or to satisfy regulations in a particular state or territory.

Each of the 3 qualifications in the Training Package may be customised to meet the context in which the training is taking place. A qualification can also be customised to accommodate a learner's chosen career pathway.

When packaged together these units need to provide a coherent qualification, industries of the competencies necessary to fulfil occupational and regulatory requirements.

The following are examples of suitable training programs from the Floristry Training Package.

WRF20104 - CERTIFICATE II IN FLORISTRY

Qualification Descriptor

Certificate II in Floristry is designed to develop the skills and knowledge to work as a florist assistant and produce basic displays in a florist shop or studio and to perform routine retail procedures. Likely functions within the floristry industry for those who achieve this level of qualification include working within clearly defined contexts and under supervision. This certificate equips learners to carry out a range of routine tasks and develop accountability, autonomy and skills in collaborating with others.

Requirements for completion of the qualification

A total of 15 units must be completed

- Complete the 14 core units
- Select 1 elective unit chosen from the units listed in the Floristry Training Package WRF04.

National ID	Competency Name	Hrs	TAFE ID
Core Units			
WRFO201B	Provide service to floristry customers	30	S3966
WRFO202B	Care for floristry stock and merchandise	30	S3967
WRFO203B	Prepare and display floristry stock	30	S3968
WRFO204B	Assemble and prepare floristry products	70	S3969
WRRCA1B	Operate retail equipment	21	N0661
WRRCS1B	Communicate in the workplace	50	N0666
WRRCS2B	Apply point of sale handling procedures	21	N0667
WRRER1B	Work effectively in a retail environment	40	N0670
WRRF1B	Balance register/terminal	18	N0673
WRR11B	Perform stock control procedures	36	N0688
WRRLP1B	Apply safe working practices	18	N0692
WRRLP2B	Minimise theft	21	N0693
WRRM2B	Perform routine housekeeping duties	18	N0700
WRRS1B	Sell products and services	18	N0721
Electives			
RTC2016A	Recognise plants	40	S2725
TOTAL		461	

WRF30104 - CERTIFICATE III IN FLORISTRY

Qualification Descriptor

Certificate III in Floristry is aimed at more experienced employees in the floristry industry, whose work requires extensive product knowledge and specialist skill application. The Certificate III requires learners to select, adapt and transfer skills to manage a broader range of activities in routine and non-routine contexts. Leadership and problem solving skills are developed. Learners are required to understand methods and procedures and take some responsibility for others.

Requirements for completion of the qualification

A total of 22 units must be completed

- Complete the 20 core units
- Select 2 elective units chosen from units listed in the Floristry Training Package WRF04. One elective may be chosen from this Training Package or from another relevant Training Package for example Retail, Horticulture or Business Services.

The unit chosen may be selected from units packaged within a Certificate II, III or IV qualification.

National ID	Competency Name	Hrs	TAFE ID
Core Units			
WRFD301B	Create floristry designs using hand tied techniques	55	S3960
WRFD302B	Create floristry designs using wiring techniques	40	S3961
WRFD303B	Create floristry designs using a base medium	55	S3962
WRFO201B	Provide service to floristry customers	30	S3966
WRFO202B	Care for floristry stock and merchandise	30	S3967
WRFO203B	Prepare and display floristry stock	30	S3968
WRFO204B	Assemble and prepare floristry products	70	S3969
WRFO306B	Apply product knowledge to meet customer needs	36	S3971
WRFO307B	Recommend on floristry products and services	18	S3972
WRRCA1B	Operate retail equipment	21	N0661
WRRCS1B	Communicate in the workplace	50	N0666
WRRCS2B	Apply point of sale handling procedures	21	N0667
WRRER1B	Work effectively in a retail environment	40	N0670
WRRF1B	Balance register/terminal	18	N0673
WRRI1B	Perform stock control procedures	36	N0688
WRRLP1B	Apply safe working practices	18	N0692
WRRLP2B	Minimise theft	21	N0693
WRRM2B	Perform routine housekeeping duties	18	N0700
WRRM6A	Create a display for a small business	36	N0703
WRRS1B	Sell products and services	18	N0721
Electives			
WRRER2B	Coordinate work teams	36	N0671
BSBEBUS301A	Search and assess online business information	30	C4622
TOTAL		727	

WRF40104 - CERTIFICATE IV IN FLORISTRY

Qualification Descriptor

Certificate IV in Floristry has been designed to develop the floristry design and first line management skills of those working in the floristry industry. It applies to those who are owner/managers of a floristry outlet with responsibility for the managerial and financial operation of the small business.

Requirements for completion of the qualification

A total of 32 units must be completed

- Complete the 26 core units
- Select 6 elective units chosen from units listed in the Floristry Training Package WRF04. One elective may be chosen from this Training Package or from another relevant Training Package for example Retail, Horticulture or Business Services.

The unit chosen may be selected from units packaged within a Certificate III, IV or Diploma qualification.

National ID	Competency Name	Hrs	TAFE ID
Core Units			
BSBSBM301A	Research business opportunities	30	C3748
BSBSBM405A	Monitor and manage business operations	50	C3753
BSBSBM406A	Manage finances	50	C3754
WRFD301B	Create floristry designs using hand tied techniques	55	S3960
WRFD302B	Create floristry designs using wiring techniques	40	S3961
WRFD303B	Create floristry designs using a base medium	55	S3962
WRFD404B	Create custom made, advanced and large scale floristry designs	90	S3963
WRFO201B	Provide service to floristry customers	30	S3966
WRFO202B	Care for floristry stock and merchandise	30	S3967
WRFO203B	Prepare and display floristry stock	30	S3968
WRFO204B	Assemble and prepare floristry products	70	S3969
WRFO306B	Apply product knowledge to meet customer needs	36	S3971
WRFO307B	Recommend on floristry products and services	18	S3972
WRFO408B	Implement floristry products and services plan	36	S3973
WRRCA1B	Operate retail equipment	21	N0661
WRRCS1B	Communicate in the workplace	50	N0666
WRRCS2B	Apply point of sale handling procedures	21	N0667
WRRER1B	Work effectively in a retail environment	40	N0670
WRRF1B	Balance register/terminal	18	N0673
WRR11B	Perform stock control procedures	36	N0688
WRRLP1B	Apply safe working practices	18	N0692
WRRLP2B	Minimise theft	21	N0693
WRRM2B	Perform routine housekeeping duties	18	N0700
WRRM6A	Create a display for a small business	36	N0703
WRRO3B	Provide a safe working environment	36	N0708
WRRS1B	Sell products and services	18	N0721
Electives			
BSBSBM404A	Undertake business planning	50	C3752
BSBSBM401A	Establish business and legal requirements	40	C3749
BSBSBM403A	Promote the business	40	C3751
BSBSBM407A	Manage a small team	40	C3755
BSBMKG404A	Forecast market and business needs	50	C3645
BSZ404A	Train small groups	30	C0087
TOTAL		1203	

LIST OF UNITS IN THE FLORISTRY TRAINING PACKAGE

NATIONAL ID	COMPETENCY TITLE	WA HOURS	STATE ID
Floristry Design			
WRFD301B	Create floristry designs using hand tied techniques	55	S3960
WRFD302B	Create floristry designs using wiring techniques	40	S3961
WRFD303B	Create floristry designs using a base medium	55	S3962
WRFD404B	Create custom made, advanced and large scale floristry designs	90	S3963
WRFD405A	Design and manage large scale floral events	90	S3964
WRFD406A	Create floral designs to competition specifications	90	S3965
Floristry Operations			
WRFO201B	Provide service to floristry customers	30	S3966
WRFO202B	Care for floristry stock and merchandise	30	S3967
WRFO203B	Prepare and display floristry stock	30	S3968
WRFO204B	Assemble and prepare floristry products	70	S3969
WRFO205A	Apply techniques to update floristry industry knowledge	30	S3970
WRFO306B	Apply product knowledge to meet customer needs	36	S3971
WRFO307B	Recommend on floristry products and services	18	S3972
WRFO408B	Implement floristry products and services plan	36	S3973

LIST OF IMPORTED UNITS IN THE FLORISTRY TRAINING PACKAGE

NATIONAL ID	COMPETENCY TITLE	WA HOURS	STATE ID
Amenity Horticulture RTF03			
RTC2016A	Recognise plants	40	S2725
RTF2008A	Maintain indoor plants	30	S3333
RTF2024A	Tend nursery plants	25	S3374
RTF3020A	Install and maintain interior plant displays	30	S3327
RTF4001A	Design plant displays	30	S3305
Assessment & Workplace Training BSZ98			
BSZ401A	Plan assessment	15	C0084
BSZ402A	Conduct assessment	15	C0085
BSZ403A	Review assessment	5	C0086
BSZ404A	Train small groups	30	C0087
Business Services BSB01			
BSBEBUS301A	Search and assess online business information	30	C4622
BSBEBUS304A	Buy online	15	C4625
BSBEBUS308A	Maintain online business records	40	C4629
BSBMKG404A	Forecast market and business needs	50	C3645
BSBSBM301A	Research business opportunities	30	C3748
BSBSBM401A	Establish business and legal requirements	40	C3749
BSBSBM403A	Promote the business	40	C3751
BSBSBM404A	Undertake business planning	50	C3752
BSBSBM405A	Monitor and manage business operations	50	C3753
BSBSBM406A	Manage finances	50	C3754
BSBSBM407A	Manage a small team	40	C3755
Retail WRR02			
WRRCA1B	Operate retail equipment	21	N0661
WRRCS1B	Communicate in the workplace	50	N0666
WRRCS2B	Apply point of sale handling procedures	21	N0667
WRRER1B	Work effectively in a retail environment	40	N0670
WRRER2B	Coordinate work teams	36	N0671
WRRF1B	Balance register/terminal	18	N0673
WRR11B	Perform stock control procedures	36	N0688
WRRLP1B	Apply safe working practices	18	N0692
WRRLP2B	Minimise theft	21	N0693
WRRM2B	Perform routine housekeeping duties	18	N0700
WRRM6A	Create a display for a small business	36	N0703
WRRO3B	Provide a safe working environment	36	N0708
WRRO7A	Profile a retail market	36	N0712
WRRO8A	Develop innovative ideas at work	36	N0713
WRRO9A	Lead a team to foster innovation	36	N0714
WRRO11A	Set up systems that support innovation	36	N0705
WRRO12A	Select an e-business model	50	S2935
WRRO13A	Adopt mobile commerce applications to improve sales and service	50	S2936
WRRO15A	Acquire and retain online customers	50	S2938
WRRPM1B	Administer human resources policy	36	N0718
WRRPM2B	Recruit and select personnel	36	N0719
WRRPM3B	Lead and manage people	30	N0720
WRRS1B	Sell products and services	18	N0721
Tourism THT02			
THTFME04A	Develop an event concept	30	C4888
THTFME05A	Select event venues and sites	35	C4889
THTFME06A	Manage event contractors	40	C4890