**Victorian Purchasing Guide**

**WRF04**

**FLORISTRY TRAINING PACKAGE**

**Version 1**

**August 2004**

This Victorian Purchasing Guide was prepared by the Service Industries Curriculum Maintenance Manager (Tel: (03) 9199 8344 Fax: (03) 9199 8345) on behalf of the Office of Training and Tertiary Education.

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VICTORIAN PURCHASING GUIDES

Welcome to the Victorian Purchasing Guide. This guide provides information to assist Registered Training Organisations, teachers/trainers and assessors in using nationally endorsed industry Training Packages within Victoria.

You can view, download or print your own copy of the Purchasing Guide from the Training Support Network (TSN) web site – <http://trainingsupport.otte.vic.gov.au>

What are Purchasing Guides?

Purchasing Guides are resources that guide you in implementing a Training Package. They provide you with general and State specific information on:

* An introduction to the Training Package
* Qualifications in the Training Package
* Registration of training organisations
* Transition from accredited courses, or earlier Training Packages
* Mapping of units of competency to modules from accredited courses
* Sample training programs
* Industry regulation and licensing
* Contacts and resources
* New Apprenticeships/Traineeships

What are Training Packages?

Training Packages are sets of nationally endorsed components for training and assessing, and for recognising people’s skills. Training Packages also have a range of optional support materials.

**WRF04 FLORISTRY TRAINING PACKAGE PURCHASING GUIDE**

INTRODUCTION

If you are a teacher, trainer or assessor in a Registered Training Organisation this Guide will assist you in using the **WRF04 Floristry Training Package**. The Guide as such does not contain the complete content of the Training Package and you should not regard it as your primary source of information. You must read it in conjunction with the Training Package endorsed components (the competency standards, assessment guidelines and qualifications framework).

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| The Guide provides information on:   * The main features of the Training Package * Transition arrangements from earlier Training Packages * Examples of Training Package programs * New apprenticeship information |

What do I need to deliver the Training Package?

All training delivery and assessment must be conducted by a Registered Training Organisation that has the Training Package qualifications or specific units of competency on its scope of registration, or that works in partnership with another Registered Training Organisation that does, under the quality arrangements outlined in the Standards for Registered Training Organisations (http///www.anta.gov.au/publication.asp?qsID=86).

You must have a copy of endorsed components of the Training Package and be a qualified trainer or assessor in line with the requirements of the *Standards for Registered Training Organisations*.

Where do I get the Training Package?

You can purchase the **WRF04 Floristry Training Package** from Service Skills Victoria (formerly VICWRAPS) [www.serviceskillsvictoria.org.au](http://www.vicwraps.com.au). The Floristry Training Package can also be purchased from Australian Training Products (http///www.atpl.net.au/). In addition, you can view and download information and summary detail on the endorsed components from the [National Training Information Service (www.ntis.gov.au).](National%20Training%20Information%20Service%20(www.ntis.gov.au).)

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| Copies of the guide may be purchased from the Service Industries Curriculum Clearinghouse Manager, telephone 03 9919 8413.  Further information may be obtained from:  Service Industries Curriculum Maintenance Manager  Victoria University  PO Box 14428  MELBOURNE VIC 8011  Tel: 03 9919 8344  Fax: 03 9919 8345  Email: [sicmm.wraps@vu.edu.au](file://vuclfile-staffy.ad.vu.edu.au/Shared/DVC%20Academics%20&%20Students/VE%20Strategy/VECMU/Temp/sicmm.wraps@vu.edu.au%20)  Additional information can be obtained from:  Service Skills Victoria (formerly VICWRAPS)  Level 5,  315 Flinders Lane  Melbourne 3000  Ph: (03) 8610 0555  Fax: (03) 9620 4366  Email: [info@ssv.org.au](mailto:info@ssv.org.au) |

What industry sectors are covered?

The **WRF04 Floristry Training Package** provides coverage of floristry design and operations in the floristry retail sector. The Training Package is designed to help floristry businesses and training organisations produce a flexible and nationally consistent and competent workforce for the floristry industry. The package is aimed at occupational requirements in floristry retail businesses and studios.

What qualifications are in the Training Package?

The **WRF04** **Floristry Training Package** provides nationally recognised Australian Qualifications Framework (AQF) qualifications from Certificate II to Certificate IV.

You will find the qualification titles and codes in the qualifications section of this Guide or refer to the qualifications framework in the Training Package endorsed components for full details.

QUALIFICATIONS

The **WRF04 Floristry Training Package** provides the following qualifications:

|  |  |  |  |
| --- | --- | --- | --- |
| **Code** | **Title** | **Range of Nominal Hours** | **Comments** |
| **WRF20104** | **Certificate II in Floristry** | **537 – 557** |  |
| **WRF30104** | **Certificate III in Floristry** | **816 – 891** | **The range of nominal hours for this qualification is calculated on the basis that no elective option is chosen from another relevant training package as per the packaging rules specified in the Qualifications Framework.** |
| **WRF40104** | **Certificate IV in Floristry** | **1223 – 1513** | **The range of nominal hours for this qualification is calculated on the basis that no elective option is chosen from another relevant training package as per the packaging rules specified in the Qualifications Framework.** |

Definition Table

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Code | Nationally endorsed Training Package qualification code. |
| Title | Nationally endorsed Training Package qualification title. |
| Nominal Hours | Nominal hours are the hours of training notionally required to achieve the outcomes of the Unit of Competency. In recognition of the potential variation in time taken to achieve competency nominal hours do not appear in Training Packages. Some States and Territories use nominal hours as a mechanism for funding allocation. |
| Range of Nominal Hours | The range of nominal hours – this may vary according to the electives chosen as per the packaging rules specified in the Qualifications Framework. |

REGISTRATION

Under the Australian Quality Training Framework (http///www.anta.gov.au/aqtfWhat.asp), Registered Training Organisations issue nationally recognised qualifications in the vocational education and training sector.

To offer qualifications or Statements of Attainment from the **WRF04 Floristry Training Package**, Registered Training Organisations must have the Training Package qualifications and/or relevant units of competency on their scope of registration.

How does a training organisation become registered?

To gain and maintain registration, Registered Training Organisations must comply with the nationally agreed standards for training organisations under the Australian Quality Training Framework (AQTF) – the Standards for Registered Training Organisations http///www.anta.gov.au/publication.asp?qsID=86)

Each State or Territory registering body registers training organisations and audits them for compliance with the AQTF *Standards for Registered Training Organisations*.

Applications for registration are made to the registering body in the State or Territory where you have your head office, or where you will conduct most or all of your training and assessment. Because registration is recognised nationally, you make one registration application and pay one registration fee (However, other fees may apply, for example if the scope of registration alters).

For registration information, contact

Office of Training and Tertiary Education

PO Box 266D

MELBOURNE VIC 3001

Telephone: 03 9637 2762

Facsimile: 03 9637 2520

Website: www.otte.vic.gov.au

What are the AQTF Standards for Registered Training Organisations?

The *Standards for Registered Training Organisations* are the nationally agreed standards for training organisations under the *Australian Quality Training Framework* adopted by Ministers for vocational education and training in June 2001. The Australian Quality Training Framework (AQTF) is a set of nationally agreed standards that ensures the quality of vocational education and training products and services throughout Australia.

TRANSITION

Transition arrangements apply where existing accredited courses, or Training Package qualifications, are replaced by qualifications from the **WRF04 Floristry Training Package**.

When should new enrolments be in the Training Package?

The table below shows the date from which all new enrolments must be in qualifications from **WRF04** **Floristry Training Package**.

What about currently enrolled students?

Where possible, you should give currently enrolled students the opportunity to transfer to the most recent qualification. The mapping section of this Guide provides information to assist this process. When making the decision to transfer to the new qualification, consider issues such as the proportion of the qualification that has been completed by the learner, the degree of alignment with the new qualification and any potential advantage or disadvantage to learners.

Transition Arrangements

| **Training Package Code** | **Training Package Title** | **Replaced Qualification Code** | **Replaced Qualification Title** | **No New Enrolments After** | **Scope of Registration** |
| --- | --- | --- | --- | --- | --- |
| WRF20104 | Certificate II in Floristry | WRF20199 | Certificate II in Floristry | June 2005 | RTOs delivering the current qualification will be able to add this qualification to their scope of registration using the fax-back form supplied by OTTE.  Note: Elective options are now available, however these do not impact on this advice. |
| WRF30104 | Certificate III in Floristry | WRF30199 | Certificate III in Floristry | June 2005 | RTOs delivering the current qualification will be able to add the following qualification:   * WRF20104 to their scope of registration using the fax-back form supplied by OTTE.   Note: Elective options are now available, however these do not impact on this advice. |
| WRF40104 | Certificate IV in Floristry | WRF40199 | Certificate IV in Floristry | June 2005 | RTOs delivering the current qualification will be able to add the following qualifications:   * WRF20104 * WRF30104   to their scope of registration using the fax-back form supplied by OTTE.  Note: Elective options are now available, however these do not impact on this advice. |

Definition Table

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Code** | Nationally endorsed Training Package qualification code. |
| **Title** | Nationally endorsed Training Package qualification title. |
| **Replaced Qualification Code** | National identifier of the accredited course or Training Package qualification replaced by the Training Package. |
| **Replaced Qualification Title** | National title of the accredited course or Training Package qualification replaced by the Training Package. |
| **No New Enrolments After** | The date from which all new enrolments must be in the Training Package qualification and no new enrolments are to be accepted in the previous version of the Training Package. |
| **Scope of Registration** | The scope that identifies the particular services and products that can be provided by a Registered Training Organisation. A Registered Training Organisation can be registered to provide either:   * training delivery services, assessment and products, and issue Australian Qualifications Framework qualifications and Statements of Attainment; or * assessment services and products, and issue Australian Qualifications Framework qualifications and Statements of Attainment.   In addition, Scope of Registration is defined by Australian Qualifications Framework qualifications and/or Units of Competency. |

MAPPING

This section maps Units of Competency from the **WRF04 Floristry Training Package** against units of competency from the revised WRF99 Floristry Training Package. Where there is no related unit this is also shown. If you are currently delivering the replaced course, this information may be useful in transferring learners across to new qualifications.

You must be sure that *all* training and assessment leading to qualifications or Statements of Attainment from the **WRF04 Floristry Training Package** is conducted against the Training Package Units of Competency.

Mapping Arrangements

| Unit Code | | Unit Title | AQF level | Nom. hrs | Related Code | Related Title | | Comments |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| WRFD301B | Create floristry designs using hand tied techniques | | III, IV | 60 | WRFL.7A | Create floristry designs using hand tied techniques | Equivalent to WRFL.7A | |
| WRFD302B | Create floristry designs using wiring techniques | | III, IV | 40 | WRFL.8A | Create floristry designs using wiring techniques | Equivalent to WRFL.8A  Note: hours increased to reflect the required outcomes, knowledge and skills of the unit. | |
| WRFD303B | Create floristry designs using a base medium | | III, IV | 80 | WRFL.9A | Create floristry designs using a base medium | Equivalent to WRFL.9A  Note: hours increased to reflect the required outcomes, knowledge and skills of the unit. | |
| WRFD404B | Create custom made, advanced and large scale floristry designs | | IV | 150 | WRFL.11A | Create custom made, advanced and large scale floristry designs | Equivalent to WRFL.11A | |
| WRFD405A | Design and manage large scale floral events | | IV | 60 | N/A | N/A | New unit | |
| WRFD406A | Create floral designs to competition specifications | | IV | 40 | N/A | N/A | New unit | |
| WRFO201B | Provide service to floristry customers | | II, III, IV | 36 | WRFL.4A | Provide service to floristry customers | Equivalent to WRFL.4A | |
| WRFO202B | Care for floristry stock and merchandise | | II, III, IV | 60 | WRFL.2A | Care for floristry stock and merchandise | Equivalent to WRFL.2A  Note: hours increased to reflect the required outcomes, knowledge and skills of the unit. | |
| WRFO203B | Prepare and display floristry stock | | II, III, IV | 30 | WRFL.3A | Prepare and display floristry stock | Equivalent to WRFL.3A | |
| WRFO204B | Assemble and prepare floristry products | | II, III, IV | 130 | WRFL.5A | Assemble and prepare floristry products | Equivalent to WRFL.5A | |
| WRFO205A | Apply techniques to update floristry industry knowledge | | II, III, IV | 20 | N/A | N/A | New unit | |
| WRFO306B | Apply product knowledge to meet customer needs | | III, IV | 30 | WRFL.1A | Provide assistance to customers | Equivalent to WRFL.1A | |
| WRFO307B | Recommend on floristry products and services | | III, IV | 18 | WRFL.6A | Recommend on floristry products and services | Equivalent to WRFL.6A | |
| WRFO408B | Implement floristry products and services plan | | IV | 36 | WRFL.10A | Buy floristry stock and merchandise | Equivalent to WRFL.10A | |
| **WRR02 Retail Training Package** | | |  |  |  |  | Refer to Purchasing Guide for WRR02 Retail Training Package | |
| WRRCA1B | Operate retail equipment | | II, III, IV | 21 | WRRCA.1A | Operate retail equipment | Equivalent to WRRCA.1A | |
| WRRCS1B | Communicate in the workplace | | II, III, IV | 50 | WRRCS.1A | Communicate in the workplace | Equivalent to WRRCS.1A | |
| WRRCS2B | Apply point of sale handling procedures | | II, III, IV | 21 | WRRCS.2A | Apply point of sale handling procedures | Equivalent to WRRCS.2A | |
| WRRER1B | Work effectively in a retail environment | | II, III, IV | 40 | WRRER.1A | Work effectively in a retail environment | Equivalent to WRRER.1A | |
| WRRER2B | Coordinate work teams | | III, IV | 36 | WRRER.2A | Coordinate work teams | Equivalent to WRRER.2A | |
| WRRF1B | Balance register/terminal | | II, III, IV | 18 | WRRF.1A | Balance register/terminal | Equivalent to WRRF.1A | |
| WRRI1B | Perform stock control procedures | | II, III, IV | 36 | WRRI.1A | Perform stock control procedures | Equivalent to WRRI.1A | |
| WRRLP1B | Apply safe working practices | | II, III, IV | 18 | WRRLP.1A | Apply safe working practices | Equivalent to WRRLP.1A | |
| WRRLP2B | Minimise theft | | II, III, IV | 21 | WRRLP.2A | Minimise theft | Equivalent to WRRLP.2A | |
| WRRM2B | Perform routine housekeeping duties | | II, III, IV | 18 | WRRM.2A | Perform routine housekeeping duties | Equivalent to WRRM.2A | |
| WRRM6A | Create a display for a small business | | III, IV | 36 | N/A | N/A | Newly imported unit | |
| WRRO3B | Provide a safe working environment | | IV | 36 | WRRO.3A | Provide a safe working environment | Equivalent to WRRO.3A | |
| WRRO7A | Profile a retail market | | III, IV | 36 | N/A | N/A | Newly imported unit | |
| WRRO8A | Develop innovative ideas at work | | III, IV | 36 | N/A | N/A | Newly imported unit | |
| WRRO9A | Lead a team to foster innovation | | IV | 36 | N/A | N/A | Newly imported unit | |
| WRRO10A | Create an innovative work environment | | IV | 36 | N/A | N/A | Newly imported unit | |
| WRRO11A | Set up systems that support innovation | | IV | 36 | N/A | N/A | Newly imported unit | |
| WRRO12A | Select an e-business model | | IV | 50 | N/A | N/A | Newly imported unit | |
| WRRO13A | Adopt mobile commerce applications to improve sales and service | | IV | 50 | N/A | N/A | Newly imported unit | |
| WRRO15A | Acquire and retain online customers | | III, IV | 50 | N/A | N/A | Newly imported unit | |
| WRRPM1B | Administer human resources policy | | IV | 36 | N/A | N/A | Newly imported unit | |
| WRRPM2B | Recruit and select personnel | | IV | 36 | N/A | N/A | Newly imported unit | |
| WRRPM3B | Lead and manage people | | IV | 36 | N/A | N/A | Newly imported unit | |
| WRRS1B | Sell products and services | | II, III, IV | 18 | WRRS.1A | Sell products and services | Equivalent to WRRS1.A | |
| **BSB01 Business Services Training Package** | | |  |  |  |  | Refer to Purchasing Guide for BSB01 Business Services Training Package | |
| BSBEBUS301A | Search and assess online business information | | III, IV | 20 | N/A | N/A | Newly imported unit | |
| BSBEBUS304A | Buy online | | III, IV | 15 | N/A | N/A | Newly imported unit | |
| BSBEBUS308A | Maintain online business records | | III, IV | 25 | N/A | N/A | Newly imported unit | |
| BSBMKG404A | Forecast market and business needs | | IV | 60 | BSX023/8A | Review business | Replaces BSX023/8A | |
| BSBSBM301A | Research business opportunities | | IV | 30 | BSX023/1A | Evaluate a business opportunity | Replaces BSX023/1A | |
| BSBSBM401A | Establish business and legal requirements | | IV | 50 | BSX023/2A | Complete a business plan | Replaces BSX023/2A | |
| BSBSBM403A | Promote the business | | IV | 50 | BSX023/3A | Address legal and administrative requirements | Replaces BSX023/3A | |
| BSBSBM404A | Undertake business planning | | IV | 60 | BSX023/4A | Address customer requirements | Replaces BSX023/4A | |
| BSBSBM405A | Monitor and manage business operations | | IV | 50 | BSX023/5A | Manage business operations | Replaces BSX023/5A | |
| BSBSBM406A | Manage finances | | IV | 50 | BSX023/7A | Manage finances | Replaces BSX023/7A | |
| BSBSBM407A | Manage a small team | | IV | 40 | BSX023/6A | Manage self and staff | Replaces BSX023/6A | |
| **BSZ98 Training Package for Training and Workplace Assessment** | | | | |  |  | Refer to Purchasing Guide for BSZ98 Training Package for Training and Workplace Assessment | |
| BSZ404A | Train small groups | | IV | 30 | WRRER.4A | Implement staff training | Replaces WRRER.4A | |
| BSZ401A | Plan assessment | | IV | 15 | WRRER.5A | Assess workplace competencies | Replaces WRRER.5A | |
| BSZ402A | Conduct assessment | | IV | 15 | WRRER.5A | Assess workplace competencies | Replaces WRRER.5A | |
| BSZ403A | Review assessment | | IV | 5 | WRRER.5A | Assess workplace competencies | Replaces WRRER.5A | |
| **RTF03 Amenity Horticulture Training Package** | | |  |  |  |  | Refer to Purchasing Guide for RTF03 Amenity Horticulture Training Package | |
| RTF2008A | Maintain indoor plants | | II, III, IV | 20 | N/A | N/A | Newly imported unit | |
| RTF2024A | Tend nursery plants | | II, III, IV | 30 | N/A | N/A | Newly imported unit | |
| RTC2016A | Recognise plants | | II, III, IV | 40 | N/A | N/A | Newly imported unit | |
| RTF3020A | Install and maintain interior plant displays | | III, IV | 60 | N/A | N/A | Newly imported unit | |
| RTF4001A | Design plant displays | | III, IV | 90 | N/A | N/A | Newly imported unit | |
| **THT02 Tourism Training Package** | | |  |  |  |  | Refer to Purchasing Guide for THT02 Tourism Training Package | |
| THTFME04A | Develop an event concept | | IV | 30 | N/A | N/A | Newly imported unit | |
| THTFME05A | Select event venues and sites | | IV | 35 | N/A | N/A | Newly imported unit | |
| THTFME06A | Manage event contractors | | IV | 40 | N/A | N/A | Newly imported unit | |

Definition Table

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Unit Code | Nationally endorsed unit of competency identifier. |
| Unit Title | Nationally endorsed unit of competency title. |
| AQF level | The qualification level at which the unit appears in the Training Package |
| Related Unit Code | Nationally endorsed unit code identifier for a replaced unit in the revised training package. |
| Related Unit Title | Nationally endorsed unit title identifier for a replaced unit of competency in the revised training package. |

SAMPLE TRAINING PROGRAMS

# Training Packages allow for flexibility in delivery strategies. You are encouraged to address the requirements of specific enterprises, industry sectors and individuals while maintaining nationally agreed standards.

# Sample training programs are examples provided to help you to see the potential flexibility of the Training Package. In no way are they mandatory. They are not offered as the preferred or only way to deliver the training – they simply show *one* *possible option*.

Do I have to devise a training program?

# Under the *Standards for Registered Training Organisations* each Registered Training Organisation must devise and implement strategies for training delivery and assessment for every qualification (or part of a qualification) it provides.

# In devising training programs, you must carefully analyse the qualification packaging rules in the Training Package to ensure the training covers core and elective competencies and any pre-requisite competencies. Then, depending on factors such as your region, State or Territory of operation, training pathways, learner and industry needs, you can select the most appropriate electives for inclusion.

The sample training programs listed below are for qualifications in the **WRF04 Floristry Training Package**. To view more sample training programs go to [www.nacinfo.com.au](http://www.nacinfo.com.au) and follow the links to ‘New Apprenticeships for your occupations’.

|  |  |  |
| --- | --- | --- |
| **Qualification Code** | **Qualification Title** | **Occupation** |
| WRF20104 | Certificate II in Floristry | Working in a floristry shop or studio performing a range of sales and housekeeping functions in addition to assembling basic floral displays. |
| WRF30104 | Certificate III in Floristry | Working in a floristry shop or studio performing a range of sales and customer service functions and designing and constructing floral displays. |
| WRF40104 | Certificate IV in Floristry | Owning and/or managing a floristry small business performing financial and operational business management and designing and producing complex floral displays. |

|  |  |  |
| --- | --- | --- |
| Occupation | Floristry sales assistant | |
| Qualification Title | Certificate II in Floristry | |
| Qualification Code | WRF20104 | |
| Description | This sample program for Certificate II in Floristry is suitable for people working in a floristry shop or studio where they perform a range of selling and housekeeping functions in addition to assembling basic floral displays. | |
| Notes | The range of nominal hours for this qualification is 537 to 557 hours. | |
| Unit Code | Unit Title | Hours |
| Core (14) |  |  |
| WRFO201B | Provide service to floristry customers | 36 |
| WRFO202B | Care for floristry stock and merchandise | 60 |
| WRFO203B | Prepare and display floristry stock | 30 |
| WRFO204B | Assemble and prepare floristry products | 130 |
| WRRCA1B | Operate retail equipment | 21 |
| WRRCS1B | Communicate in the workplace | 50 |
| WRRCS2B | Apply point of sale handling procedures | 21 |
| WRRER1B | Work effectively in a retail environment | 40 |
| WRRF1B | Balance register/terminal | 18 |
| WRRI1B | Perform stock control procedures | 36 |
| WRRLP1B | Apply safe working practices | 18 |
| WRRLP2B | Minimise theft | 21 |
| WRRM2B | Perform routine housekeeping duties | 18 |
| WRRS1B | Sell products and services | 18 |
|  | TOTAL CORE | 517 |
| Elective (1) |  |  |
| WRFO205A | Apply techniques to update floristry industry knowledge | 20 |
|  | TOTAL ELECTIVE | 20 |
|  | QUALIFICATION TOTAL | 537 |

|  |  |  |
| --- | --- | --- |
| Occupation | Florist | |
| Qualification Title | Certificate III in Floristry | |
| Qualification Code | WRF30104 | |
| Description | This sample program for Certificate III in Floristry is suitable for people working as florists in a floristry shop or studio where they perform a range of sales and customer service functions and construct and design floral displays. | |
| Notes | The range of nominal hours for this qualification is 816 to 891 based on all electives being chosen from the options specified in the Qualifications Framework. | |
| Unit Code | Unit Title | Hours |
| Core (20) |  |  |
| WRFO201B | Provide service to floristry customers | 36 |
| WRFO202B | Care for floristry stock and merchandise | 60 |
| WRFO203B | Prepare and display floristry stock | 30 |
| WRFO204B | Assemble and prepare floristry products | 130 |
| WRFO306B | Apply product knowledge to meet customer needs | 30 |
| WRFO307B | Recommend on floristry products and services | 18 |
| WRFD301B | Create floristry designs using hand tied techniques | 60 |
| WRFD302B | Create floristry designs using wiring techniques | 40 |
| WRFD303B | Create floristry designs using a base medium | 80 |
| WRRCA1B | Operate retail equipment | 21 |
| WRRCS1B | Communicate in the workplace | 50 |
| WRRCS2B | Apply point of sale handling procedures | 21 |
| WRRER1B | Work effectively in a retail environment | 40 |
| WRRF1B | Balance register/terminal | 18 |
| WRRI1B | Perform stock control procedures | 36 |
| WRRLP1B | Apply safe working practices | 18 |
| WRRLP2B | Minimise theft | 21 |
| WRRM2B | Perform routine housekeeping duties | 18 |
| WRRM6A | Create a display for a small business | 36 |
| WRRS1B | Sell products and services | 18 |
|  | TOTAL CORE | 781 |
| Elective (2) |  |  |
| WRRO7A | Profile a retail market | 36 |
| WRRO8A | Develop innovative ideas at work | 36 |
|  | TOTAL ELECTIVE | 72 |
|  | QUALIFICATION TOTAL | 853 |

|  |  |  |
| --- | --- | --- |
| Occupation | Floristry business owner/manager | |
| Qualification Title | Certificate IV in Floristry | |
| Qualification Code | WRF40104 | |
| Description | This sample program for Certificate IV in Floristry is suitable for people who own or manage a floristry shop or studio. They manage the operational and financial requirements of a small business and design and construct large scale and complex floral designs. | |
| Notes | The range of nominal hours for this qualification is 1223 to 1513 based on all electives being chosen from the options specified in the Qualifications Framework. | |
| Unit Code | Unit Title | Hours |
| Core (26) |  |  |
| WRFO201B | Provide service to floristry customers | 36 |
| WRFO202B | Care for floristry stock and merchandise | 60 |
| WRFO203B | Prepare and display floristry stock | 30 |
| WRFO204B | Assemble and prepare floristry products | 130 |
| WRFO306B | Apply product knowledge to meet customer needs | 30 |
| WRFO307B | Recommend on floristry products and services | 18 |
| WRFO408B | Implement floristry products and services plan | 36 |
| WRFD301B | Create floristry designs using hand tied techniques | 60 |
| WRFD302B | Create floristry designs using wiring techniques | 40 |
| WRFD303B | Create floristry designs using a base medium | 80 |
| WRFD404B | Create custom made, advanced and large scale floristry designs | 150 |
| WRRCA1B | Operate retail equipment | 21 |
| WRRCS1B | Communicate in the workplace | 50 |
| WRRCS2B | Apply point of sale handling procedures | 21 |
| WRRER1B | Work effectively in a retail environment | 40 |
| WRRF1B | Balance register/terminal | 18 |
| WRRI1B | Perform stock control procedures | 36 |
| WRRLP1B | Apply safe working practices | 18 |
| WRRLP2B | Minimise theft | 21 |
| WRRM2B | Perform routine housekeeping duties | 18 |
| WRRM6A | Create a display for a small business | 36 |
| WRRO3B | Provide a safe working environment | 36 |
| WRRS1B | Sell products and services | 18 |
| BSBSBM301A | Research business opportunities | 30 |
| BSBSBM405A | Monitor and manage business operations | 50 |
| BSBSBM406A | Manage finances | 50 |
|  | TOTAL CORE | 1133 |
| Elective (6) |  |  |
| WRFD405A | Design and manage large scale floral events | 60 |
| WRFD406A | Create floral designs to competition specifications | 40 |
| WRRER2B | Coordinate work teams | 36 |
| WRRO7A | Profile a retail market | 36 |
| BSBMKG404A | Forecast market and business needs | 60 |
| BSBSBM401A | Establish business and legal requirements | 50 |
|  | TOTAL ELECTIVE | 282 |
|  | QUALIFICATION TOTAL | 1415 |

INDUSTRY REGULATION

Every Registered Training Organisation must be aware of and observe any licensing, legislative or regulatory requirements that affect the delivery of training or issuance of qualifications under Training Packages.

Depending on the industry, these requirements may be complex and may vary according to the State or Territory of delivery, or where the occupation is practised.

Full details of licensing and other regulatory requirements are not provided in this purchasing guide. Contact Service Industries Skills Australia or Service Skills Victoria to check for any relevant licensing or regulatory requirements.

|  |  |
| --- | --- |
| **Industry sector** | **Contact** |
| Service Skills Victoria  (formerly VICWRAPS)covering the Wholesale, Retail and Personal Services industries across Victoria | Level 5  315 Flinders Lane  Melbourne  3000  Phone: (03) 8610 0555  Fax: (03) 9620 4366  Email: [info@ssv.org.au](mailto:info@ssv.org.au)  Website: [www.serviceskillsvictoria.org.au](http://www.serviceskillsvictoria.org.au) |
| Service Industries Skills Australia (SISA)  (formerly NATWRAPS) National Industry Skills Council for the Wholesale, Retail and Personal Services industries | Postal Address: G PO Box 4194 Sydney NSW 2001  Phone: (02) 9745 3122  Fax: (02) 9745 3010  E-mail: [info@serviceskills.com.au](mailto:info@serviceskills.com.au)  Website: [www.natwraps.com.au](http://www.natwraps.com.au) |
| Victorian WorkCover Authority | Office: Level 24 222 Exhibition Street Melbourne 3000  Phone (03) 9641 1555  Fax (03) 9641 1222  Email [www.workcover.vic.gov.au](http://www.workcover.vic.gov.au) |

LINKS AND CONTACTS

While you must use the endorsed components of the Training Package when providing training and assessment, you can select and devise delivery and assessment strategies to suit your needs (in conjunction with industry, as applicable). You may select off-the-shelf resources that help your delivery and assessment, or design and develop your own. A wide range of contacts, tools and resources are available to assist you.

National

The **Australian National Training Authority** (ANTA) is a Commonwealth statutory authority providing a national focus for vocational education and training. Search the [ANTA website (www.anta.gov.au)](ANTA%20website%20(www.anta.gov.au)) for information about vocational education and training, or telephone ANTA on 07 3246 2300 or 03 9630 9800. The National Training Information Service (http///www.ntis.gov.au/) provides comprehensive information on endorsed Training Packages, as well as details of accredited courses and Registered Training Organisations.

**Australian Training Products Limited** has a range of products you can purchase to assist in delivering this Training Package. View the online catalogue at [www.atpl.net.au](http://www.atpl.net.au) or telephone Australian Training ProductsLimitedon 03 9655 0600. For orders or enquiries contact [sales@atpl.net.au](mailto:sales@atpl.net.au)

**Service Skills Victoria** (formerly VICWRAPS) can provide you with information about the Training Package. You can purchase copies of the Training Package and support materials from SSV. Telephone (03) 8610 0555 or email [barbarah@ssv.org.au](mailto:barbarah@ssv.org.au)

**Service Industries Skills Australia** (formerly The National Wholesale Retail and Personal Services Industry Training Council - NatWRAPS ITC) can also provide you with information about the Training Package. You can also purchase copies of the Training Package and support materials. Search the website *www.natwraps.com.au*, telephone (02) 9745 3122, or email: [info@serviceskills.com.au](mailto:info@serviceskills.com.au)

Commonwealth

The Commonwealth Department of Education, Science and Training (DEST) provides a range of services and resources to assist in delivery of Training Packages. Search the website (http///www.dest.gov.au/) for links to a range of relevant resources and publications. For specific information about New Apprenticeships/Traineeships go to <http://www.newapprenticeships.com.au/>

The ***NAC InfoService*** provides a single point of contact to coordinate information to New Apprenticeships Centres (NACs) on the range, availability and relevance of the new national Training Packages. The *NAC InfoService* website is at [www.nacinfo.com.au](http://www.nacinfo.com.au/) In addition, the Call Centre for *NAC InfoService* is staffed during business hours on 1800 338 022.

State and Territory Training or Recognition Authorities

Each State and Territory Training or Recognition Authority is responsible for the implementation of vocational education and training in its jurisdiction, including New Apprenticeships/Traineeships, and provides a range of support and information.

State ITBs

In Victoria Service Skills Victoria, has coverage of the **WRF04 Floristry Training Package** and can support you in its delivery, including directing you to resources and other relevant products.

Training Packages

You can find general information about Training Packages from the Australian National Training Authority and State or Territory Training/Recognition Authority websites. In addition, you can search the [National Training Information Service (www.ntis.gov.au)](National%20Training%20Information%20Service%20(www.ntis.gov.au)) and view and download the endorsed Training Package components.

Curriculum Maintenance Manager details

For information and advice on the **WRF04 Floristry Purchasing Guide** and its delivery and assessment in Victoria contact:

Service Industries Curriculum Maintenance Manager

Victoria University

Newport Campus

P O Box 14428

MELBOURNE VIC 8001

Telephone: 03 9919 8344

Facsimile: 03 9919 8345

Email: [sicmm.wraps@vu.edu](mailto:sicmm.wraps@vu.edu).au

Website: <http://trainingsupport.otte.vic.gov.au/cmminf.cfm>

Training Package Support Materials

There are many generic and specific materials to support you in delivering training and assessing outcomes with Training Packages.

* Training Package Support Materials that have been ‘noted’ as being of sufficient quality to support this Training Package are listed on the National Training Information Service (NTIS) at [www.ntis.gov.au](http://www.ntis.gov.au)
* The Curriculum Corporation has developed a range of *VET in Schools Resources* under a project funded by DEST through ANTA. These are designed to assist in the implementation of Training Packages and can be downloaded from <http://online.curriculum.edu.au/the_cms/tools/new-display.asp?seq=-9&industry=Vetis>
* The Resource Generator (http///www.resourcegenerator.gov.au/Login.aspis) an innovative web based tool that allows you to develop and customise personalised training materials using materials from the public domain. It is under development with industries regularly being added.
* Training Package Toolboxes (http///www.flexiblelearning.net.au/toolbox) are collections of resources, suggested learning strategies and materials to support online delivery of qualifications from endorsed Training Packages. Toolboxes can be purchased from ATP. For orders or enquiries contact [sales@atpl.net.au](mailto:sales@atpl.net.au) or telephone Australian Training Products on 03 9655 0600.

Resources Supporting Adult Literacy and Numeracy

Various resources and organisations assist with adult literacy, and some of these are listed below. Each site also links to other sites for relevant information and support.

* Literacy.net (http///www.dest.gov.au/ty/litnet*)* provides a range of resources for adult literacy and numeracy.
* A new [Toolbox (www.flexiblelearning.net.au)](Toolbox%20(www.flexiblelearning.net.au)) initiative supports learners with literacy and numeracy needs. It includes:

*Basic Skills in the CyberMall* – a toolbox providing literacy and numeracy activities at levels 1, 2 and 3 of the National Reporting System, contextualised for real life settings in a virtual shopping mall.

*Online Professional Development Centre* – a toolbox for trainers and assessors supporting learners with literacy and numeracy needs at Certificate II.

*http://www.nawt.com.au/NawtWebsite/Make\_it\_Real/make\_it\_real.htm* This kit “MAKE IT REAL”: Workplace Assessment Strategies for Language, Literacy and Numeracy” was developed by National Assessors and Workplace Trainers (NAWT), a division of Business Services Training Australia (BST).

Resources Supporting Access, Equity and Diversity

Specific resources to support the access and equitable participation of the full diversity of clients are listed below.

* A new [Toolbox initiative (www.flexiblelearning.net.au)](Toolbox%20initiative%20(www.flexiblelearning.net.au)) is the development of products to support training for targeted equity groups These include:
* *Truvision: an IT Help Desk*  – a toolbox providing customised courseware to support the Certificate I in Information Technology for people with a vision impairment
* *The World of Work –* selected modules from the *Certificate in Work Education* for learners with intellectual or psychiatric disabilities
* *Horticulture* – customised toolboxes to support indigenous learners (from Certificate II to Diploma)
* *Working with Native Title* – online training material to support indigenous learners linked to the Local Government and other Training Packages
* *Online Professional Development Centre* – a toolbox for trainers and assessors supporting learners with literacy and numeracy needs at Certificate II.

Australian Quality Training Framework (AQTF)

ANTA has commissioned the development of a range of support materials to help you comply with the Australian Quality Training Framework. You can download these free from the ANTA website and in most cases can obtain them in hard copy from ANTA. Relevant Australian Quality Training Framework materials include:

* Standards for Registered Training Organisations   
  www.anta.gov.au/publication.asp?qsID=86
* Web Directory   
   www.anta.gov.au/publication.asp?qsID=238
* Evidence Guide for Registered Training Organisations and Auditors   
  www.anta.gov.au/publication.asp?qsID=237
* Standards for State and Territory Registering/Course Accrediting Bodies   
   www.anta.gov.au/publication.asp?qsID=84
* Guide to Good Practice in AQTF Auditing   
  www.anta.gov.au/publication.asp?qsID=85

Other Initiatives

Other initiatives can help you in working with Training Packages and locating resources.

Reframing the Future (http///www.reframingthefuture.net/index.shtml)is a major ANTA initiative to assist the development of VET practitioners and organisations. *Reframing the Future* includes workplace learning professional development, networking and the development and dissemination of free resources to assist the professional development of teachers/trainers and assessors.

AEShareNet (http///www.aesharenet.com.au)is an innovative online service to facilitate management of intellectual property in training materials in Australia. You can search for details of training materials and transact licences online to use and adapt materials.

NEW APPRENTICESHIPS

New Apprenticeships/Traineeships combine training and employment and are designed to be flexible while at the same time providing nationally recognised qualifications.

For information on New Apprenticeships/Traineeships contact your *State/Territory*, the *NAC InfoService* ([www.nacinfo.com.au](http://www.nacinfo.com.au) or freecall 1800 338 022) or go to [www.anta.gov.au](http://www.anta.gov.au).

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| It should be noted that in Victoria the hours of training that will be purchased using public funds is related to the nominal duration of contracts of training. The maximum hours that will be purchased are:   * 1,300 for apprenticeships and traineeships with a duration of four years full time * 1,080 for apprenticeships and traineeships with a duration of three years full time * 780 for apprenticeships and traineeships with a duration of two years full time * 600 for apprenticeships and traineeships with a duration of 18 months full time * 400 for apprenticeships and traineeships with a duration of one year full time.   If hours in excess of the above are required to complete the qualification, the cost of this additional training will need to be met from sources other than public funds. |

What qualifications in the WRF04 Floristry Training Package are available as New Apprenticeships/Traineeships?

State and Territory Governments allocate funding for Training Package qualifications under New Apprenticeships\*/Traineeships on the basis of criteria such as strategic priorities, expected industry demand, budgetary capacity and identified skill shortages. So, while a range of qualifications is available in the **WRF04 Floristry Training Package**, not all will be selected for funding under New Apprenticeships\*/Traineeships.

Registered Training Organisations with the **WRF04 Floristry Training Package** qualifications or units of competency on their scope of registration may be eligible for funding to deliver some or all of the Training Package qualifications. The information below will help you determine whether funding is available. If you require further information, or wish to apply for funding, contact http://gftp.otte.vic.gov.au/gftp/Tims/ATTP/Display%20ATTP%20Course.asp.

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| --- | --- | --- | --- | --- | --- |
| **Code** | **Title** | **Maximum Nominal Duration (months)** | **Probationary Period (days)** | **Available Apprenticeships** | Comments |
| WRF20104 | Certificate II in Floristry | Full time:18  Part time: 36 | Full time: 30  Part time: 91 | Set two | This is a State Training Wage Category B |
| WRF30104 | Certificate III in Floristry | Full time: 36  Part time: 72 | Full time: 91  Part time: 91 | [Set One](http://www.otte.vic.gov.au/apprenticeships/newapps/cond1.htm) | N/A |
| WRF40104 \* | Certificate IV in Floristry | Full time: 48  Part time: 72 | Full time: 91  Part time: 91 | Set two | This is a State Training Wage Category A \*\* |

\* N/A (i.e. not applicable) means that the apprenticeship wage is award or industry sector based.

\*\* Trainees undertaking an AQF IV traineeship shall receive the relevant weekly wage rate for AQF III trainees at Wage levels A, B or C as applicable with the addition of 3.8 per cent of that wage rate.

**NOTE:**

1. Set of conditions which apply

**Set one** applies to New Apprenticeships in traditional trade areas.

**Set two** applies to New Apprenticeships formerly referred to as traineeships.

2. These Maximum Durations assume that the apprentice has not gained a lower level qualification prior to entering the training agreement. For example:

If a full time apprentice entered a Certificate IV after gaining a Certificate III, then the duration of the Training Agreement would be substantially shorter than the maximum listed above. The time for the negotiated band of selected units would be incorporated in the Training Agreement signed by the apprentice, employer and RTO.

\*Trainees undertaking an AQF IV traineeship will receive the relevant weekly wage rate for AQF III trainees at wage levels A, B or C as applicable with the addition of 3.8 percent of that wage rate.

**Note for ‘On-the-job training’**

Where the qualification is at Certificate III or above, apprentice/trainees must be withdrawn from routine work duties for a minimum of three hours per week) pro rata for part time apprentices/trainees) for planned training, averaged over a 4 week cycle.

Where apprentices/trainees are undertaking workplace training at AQF levels 1 and 2, they must be withdrawn from routine work duties for a minimum of 1.5 hours per week, averaged over a two-month cycle for the purpose of undertaking structured training/learning activities. This release must occur periodically.

The training undertaken during the period of release must include a focus on the compliance and regulatory units and the units concentrating on generic skills. Up to 40 hours of this training may be transferred, to be delivered in one or more blocks during the first three months of the training program.

Definition Table

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| --- | --- |
| Term | **Definition** |
| New Apprenticeships/ Traineeships | New Apprenticeships/Traineeships combine practical work with structured training under a formal agreement to give people an industry relevant nationally recognised qualification. |
| Code | Nationally endorsed Training Package qualification code. |
| Title | Nationally endorsed Training Package qualification title. |