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).

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. 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).

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

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

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),](http) 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)](http)

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](http://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: o training delivery services, assessment and products, and issue Australian Qualifications Framework qualifications and Statements of Attainment; or o 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

Unit Code	Unit Title	AQF level	Nom. hrs	Related Code	Related Title	Comments
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

Unit Code	Unit Title	AQF level	Nom. hrs	Related Code	Related Title	Comments
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

Unit Code	Unit Title	AQF level	Nom. hrs	Related Code	Related Title	Comments
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 BSX0 23/6A
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 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 Website: 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 Website: 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

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) 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 or telephone Australian Training Products Limited on 03 9655 0600. For orders or enquiries contact 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

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

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 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) 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.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
- 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 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) 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) 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 or freecall 1800 338 022) or go to www.anta.gov.au.

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.

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	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

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.