



## - FACT SHEET -

# WRF 20104 Certificate II in Floristry

### Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies



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**The training you need to excel in the Floristry Industry.**

This course has been designed to apply to those wishing to develop the skills and knowledge to work as a sales assistant and produce basic displays in a florist shop or studio.

### Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing floristry workers should possess. These competencies relate to the areas of:

- Communication
- Workplace safety
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Sales skills.

### Purpose

The purpose of the training program is to develop the skills and knowledge of floristry industry team members.

### Program Benefits

- Improved productivity
- Increased innovation
- Development of floristry competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

### Units/Modules covered

- WRFO201B Provide service to floristry customers
- WRFO202B Care for floristry stock and merchandise
- WRFO203B Prepare and display floristry stock
- WRFO204B Assemble and prepare floristry products
- WRRCA1B Operate retail equipment
- WRRCS1B Communicate in the workplace
- WRRCS2B Apply point of sale handling procedures
- WRRER1B Work effectively in a retail environment
- WRRF1B Balance register/terminal
- WRR11B Perform stock control procedures
- WRRLP2B Minimise theft
- WRRLP1B Apply safe working practices
- WRRM2B Performs routine housekeeping duties
- WRRS1B Sell products and services
- RTC2016A Recognise plants

### Prerequisites

Participants must be over 18 years old.

### Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

### Assessment

Assessment is comprised of written tasks, practical demonstrations and 3<sup>rd</sup> party observations. Candidates will be given assessment tasks to complete during the course.

### Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.

