

## PERSONAL LEARNING REQUIREMENTS

### SFL30115 Certificate III in Floristry

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to express ideas and communicate concisely and clearly to colleagues and clients
- Ability to promote and sell retail products
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Communicate job and project requirements with all stakeholders
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace forms, create design briefs)
- Listen actively (e.g. understand instructions and client feedback)
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language)
- Respond appropriately to feedback or questions
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Ability to maintain consistent physical performance throughout your day
- Adequate vision and good colour perception (e.g. to clearly examine close up work, determine differences in colours)
- Capacity to undertake shift work and/or work on weekends
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands and wrists (e.g. pushing, pulling, grasping to be able to create floristry designs)
- Good hand and eye co-ordination (e.g. working with cutting tools and equipment in the floristry industry)
- Hand and arm strength (e.g. lifting and carrying foliage and tools)
- Tolerance to working with plants which may cause allergies

#### Cognitive Skills

- Ability to learn new processes, methods and equipment
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. calculating ratios and measurements for product quantities, and accurate handling of client payments)
- Awareness / ability to diligently observe (e.g. to respond to customer needs)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain floristry industry knowledge
- Effective problem solving ability (e.g. show independence and initiative in identifying and solving problems with clients)
- Research skills, with the ability to interpret information and apply to industry requirements
- Understand and follow policies and procedures (e.g. work instructions, health & safety)
- Understanding of industry customer service requirements

### Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to work as part of a team and/or independently
- Ability to work under pressure with mental endurance to perform multiple tasks in an assigned period of time
- Accepts responsibility for own work and outcomes
- Attention to detail
- Attentive in interactions with clients
- Be responsible for self and others' health and safety
- Commitment to safety (e.g. using Personal Protective Equipment)
- Enthusiasm to undertake all tasks
- Hands-on, practical and realistic approach to work
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

### Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use office tools and social media platforms
- Use of tools and equipment in a floristry environment

### Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:



- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>