STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

FLORAL DESIGNING
LEVEL 3
HT-071-3:2014

JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

STANDARD PRACTICE & STANDARD CONTENT
FOR

**FLORAL DESIGNING
LEVEL 3
HT-071-3:2014**

**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA
MALAYSIA**

**MALAYSIAN ASSOCIATION OF HOTELS
TRAINING AND EDUCATION CENTRE**

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STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR
FLORAL DESIGNING
LEVEL 3

1. INTRODUCTION

Floral designers, or florists, cut live, dried, or silk flowers and other greenery and arrange them into displays of various sizes and shapes. These workers design displays by selecting flowers, containers, and ribbons and arranging them into bouquets, corsages, centrepieces of tables, wreaths, etc. for weddings, funerals, holidays, and other special occasions. Some floral designers also use accessories such as balloons, candles, toys, candy, and gift baskets as part of their displays.

Most floral designers work in small independent floral shops and also in hotels that specialize in custom orders and also handle large orders for weddings, caterers, or interior designers. Floral designers may meet with customers to discuss the arrangement or work from a written order. They note the occasion, the customer's preferences, the price of the order, the time the floral display or plant is to be ready, and the place to which it is to be delivered. For special occasions, floral designers usually will help set up floral decorations. Floral designers also will prearrange a few displays to have available for walk-in customers or last-minute orders. Some floral designers also assist interior designers in creating live or silk displays for hotels, restaurants, and private residences.

A number of floral designers work in the floral departments of shopping arcade or for Internet florists, which specialize in creating prearranged floral decorations and bouquets. These floral retailers also may fill small custom orders for special occasions and funerals, but most shopping arcade florists do not deliver to clients or handle large custom orders.

Florists who work for wholesale flower distributors assist in the selection of different types of flowers and greenery to purchase and sell to retail florists. Wholesale floral designers also select flowers for displays that they use as examples for retail florists.

Self-employed floral designers must handle the various aspects of running their own businesses, such as selecting and purchasing flowers, hiring and supervising staff, and maintaining financial records. Self-employed designers also may run gift shops or wedding consultation businesses in addition to providing floral design services. Some conduct design workshops for amateur gardeners or others with an interest in floral design.

There are also a lot of opportunities in the current market that open up for florist to be a trainer in floral learning centre, floral designing academy and hospitality school. This availability is accessible to all in the industry and interested in this field of study. The training courses are available for beginner needing guidance on basic principles, or experienced who wants to develop their technical skills and creativity further under the guidance of accredited experts.

Pre-requisite

Minimum requirement for those interested to enrol this course are as follows:
- Age above 16 years old
- Ability to read and write
- Good eye sight and hand coordination
- Preferably for those who have keen interest in flower arrangement

2. OCCUPATIONAL STRUCTURE (OS)

SECTOR	HOSPITALITY & TOURISM		
SUB-SECTOR	HOUSEKEEPING		
JOB AREA	CLEANING SERVICES – GENERAL CLEANING	HOUSEKEEPING	FLORAL DESIGNING AND ARRANGEMENT
L5	Hygiene Operation Management	Housekeeping Management	
L4	Hygiene Operation Management	Housekeeping Management	
L3	Hygiene Supervisor	Housekeeping Operation	Chief florist
L2	Hygiene Senior Operator	No Level	Florist
L1	Hygiene Operator	No Level	Assistant Florist

Figure 1.1 Existing Occupational Structure for sub-sector Housekeeping in Malaysia

OCCUPATIONAL AREA STRUCTURE (OAS)

SECTOR	HOSPITALITY & TOURISM		
SUB-SECTOR	HOUSEKEEPING		
JOB AREA	CLEANING SERVICES – GENERAL CLEANING	HOUSEKEEPING	FLORAL DESIGNING AND ARRANGEMENT
L5	Hygiene Operation Management	Housekeeping Management	
L4	Hygiene Operation Management	Housekeeping Management	
L3	Hygiene Supervisor	Housekeeping Operation	*Florist Designing*
L2	Hygiene Senior Operator	*No Level*	*No Level*
L1	Hygiene Operator	*No Level*	*No Level*

Figure 1.2 Occupational Area Structure for Housekeeping in Malaysia

3. DESCRIPTION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below ISA guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate: Level 1	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate: Level 2	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate: Level 3	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma: Level 4	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma: Level 5	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

Candidates who are being assessed, verified and found to have fulfilled all 6 Competency Unit (CU) in this NOSS shall be awarded with Level 3 certificate which is equivalent to Sijil Kemahiran Malaysia. Those candidates who have fulfilled only a partial of those 6 CU shall be awarded with Statement of Achievement. Candidates shall fulfil training hours of one year and four months (1600 hours) plus four months (400 hours) of on-job-training (OJT).

5. JOB COMPETENCIES

A floral designer level 3 is competent in performing:
- Flowers And Accessories Selection
- Flowers And Accessories Costing And Budgeting
- Flowers And Accessories Design
- Flowers And Accessories Arrangement
- Flowers And Accessories Care
- Floral Designing Supervision

6. WORKING CONDITIONS

Most floral designers work in comfortable and well-lit spaces in retail outlets or at home, although working outdoors sometimes is required. Designers also may make frequent short trips delivering flowers, setting up arrangements for special events, and procuring flowers and other supplies.

Floral designers have frequent contact with customers and must work to satisfy their demands, including last-minute holiday and funeral orders. Because many flowers are perishable, most orders cannot be completed too far in advance. Consequently, some designers work long hours before and during holidays. Some also work nights and weekends to complete large orders for weddings and other special events.

Designers may experience allergic reactions to certain types of pollen when working with flowers. In addition, they frequently use sharp objects - scissors, knives, and metal wire - that can cause injuries if handled improperly. However, injuries can be mitigated by following proper procedures.

Working with flowers encourages you to improve on self-esteem and sensuality. Striking and pleasant floral arrangement does help one to achieve self satisfaction and boost up their creativity, skills and techniques.

7. EMPLOYMENT PROSPECTS

The knowledge and skills gained by the Floral Designing in handling people and the ability to work independently would be advantageous for employment in other related service industries.

Other related occupations with respect to employment opportunities are:
- Wedding planner
- Flower and decorative accessories supplier
- Interior designer
- Lecturer
- Consultant
- Trainer

Other related industries with respect to employment opportunities are:
- Hospital
- Shopping mall
- Interior design
- Flower boutique
- Training centre
- Convention centre

8. TRAINING, INDUSTRIAL/PROFESSIONAL RECOGNITION, OTHER QUALIFICATIONS AND ADVANCEMENT

As per career advancement, most competent florist learns their competency on the job. They usually begin as an assistant florist and gradually accelerate their new skills as they gain experience. Further certification may increase their chances of career advancement. Thus with additional formal training/education and certification, this experienced and competent florist can advance to become a certified florist supervisor.

9. SOURCES OF ADDITIONAL INFORMATION

9.1. Local

- Malaysian Association of Housekeepers (MAHIR)
  5 SS1/38, Kg. Tunku
  Petaling Jaya 47300
  Selangor Darul Ehsan

- Malaysian Association of Hotels (MAH)
  C5-3, Wisma MAH
  Jalan Ampang Utama 1/1
  One Ampang Avenue
  68000 Ampang
  Selangor Darul Ehsan
  Tel: 03-4251 8477

- Event Management Division (Culture)
  Level 5,
  No. 2, Menara 1, Jalan P5/6,
  Presint 5
  62200 PUTRAJAYA
  Tel: 03 8891 7000 Fax: 03 8891 7267 / 7301

9.2. International

- National Association of Flower Arrangement Societies (NAFAS)
  Osborne House 12 Devonshire Square, London, EC2M 4TE
  Tel : 020 7247 5567
  Fax: 020 7247 7232

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

This standard has been checked by the Standard Technical Evaluation Committee (STEC). The STEC Committee are listed below:

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11. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND CURRICULUM OF COMPETENCY UNIT (CoCU)

FLORAL DESIGNING LEVEL 3

	PANEL EXPERTS	
1	Pn. Zainora Bt. Ahmad	Executive Housekeeper E & O Residences Kuala Lumpur
2.	Noorziani Bt. Mohamed Zainol	Manager Butik Pengantin Simpulan Qaseh
3.	Pn. Fauziah Bt. Khalid	Executive Housekeeper Ancasa Hotel & Spa
4.	Pn. Zahreen Bt. Hj Ali	Secretary Malaysian Association of Housekeepers
5.	Pn. Shaida Bt. Saad	Florist Cherry Blossom Florist
6.	Pn. Zubedahtul Raduan Moiduny	Florist Marriot Hotel Putrajaya
7.	Pn. Suraya Bt. Osman	Florist Pencil Pictures & Record Sdn Bhd
8.	H. Hartini Bt. Hamid	Housekeeping Consultant Hijazi Experts Enterprise
	FACILITATOR	
9.	En Harris Iskandar Bin Nordin	Edusure Sdn Bhd
	DOCUMENTOR	
10.	Pn Marlina Binti Zulkafli	Edusure Sdn Bhd

COMPETENCY PROFILE CHART (CPC)

SECTOR	HOSPITALITY & TOURISM		
SUB SECTOR	HOUSEKEEPING		
JOB AREA	FLORAL DESIGNING AND ARRANGEMENT		
NOSS TITLE	FLORAL DESIGNING		
JOB LEVEL	THREE (3)	NOSS CODE	HT-071-3:2014

COMPETENCY ←——————— **COMPETENCY UNIT** ———————→

CORE	FLOWERS AND ACCESSORIES SELECTION HT-071-3:2014-C01	FLOWERS ACCESSORIES COSTING AND BUDGETING HT-071-3:2014-C02	FLOWERS AND ACCESSORIES DESIGN HT-071-3:2014-C03	FLOWERS AND ACCESSORIES ARRANGEMENT HT-071-3:2014-C04
	FLOWERS AND ACCESSORIES CARE HT-071-3:2014-C05	FLORAL DESIGNING SUPERVISION HT-071-3:2014-C06		

Sub Sector	HOUSEKEEPING
Job Area	FLORAL DESIGNING AND ARRANGEMENT
NOSS Title	FLORAL DESIGNING
Level	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Flowers And Accessories Selection	HT-071-3:2014-C01	Flower and accessories selection is a scope of competency to determine the suitable flowers combination and accessories required according to guest/establishment requirements. The person whom is competent in flower and accessories selection must be able to identify guest/establishment requirements, select suitable flower combination and select decorative accessories requirements in accordance with establishment requirement standards. The outcome of this competency is to finalise flowers design based on guest/establishment requirements.	1. Identify guest/establishment requirements 2. Select suitable flower combination 3. Select decorative accessories requirements	1.1 Type of function identified according to guest's request such as wedding, corporate dinner, sympathy and condolence, congratulation etc. 1.2 Guest budget allocation confirmed 1.3 Event concept determined according to guest's request 1.4 Types of event theme determined according to guest's request 2.1 Colour harmony and condition confirmed 2.2 Type and colours of flowers listed and determined according to event function 2.3 Quantity of flowers determined according to flower arrangement size 3.1 Type and colours of decorative accessories such as fruits, teddy bear, candle, balloons, etc. listed and determined according to event function

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				3.2 Quantity of decorative accessories determined according to flower arrangement size
2. Flower Accessories Costing And Budgeting	HT-071-3:2014-C02	Flowers and accessories costing and budgeting is a scope of competency to determine the cost of flowers expenses for the establishment according to guest requirements and standards. The person whom is competent in flowers and accessories costing and budgeting must be able to ascertain actual approved budget, compare flowers and accessories quotation and prepare flowers designing pricing in accordance with establishment requirement standards. The outcome of this competency is to produce floral design pricing to the guest based on management approved budget.	1. Ascertain actual approved budget 2. Compare flowers and accessories quotation 3. Prepare flowers designing pricing	1.1 Budget proposed and presented to management 1.2 Actual budget approved confirmed according to management decision 2.1 Type, colours, size and quantity of flowers and accessories listed and determined according to requirements 2.2 Flowers and accessories suppliers invited to give quotation 2.3 Quotation obtained from suppliers 2.4 Quotation compared to get the best prices 3.1 Flowers designing prices calculated according to types of flowers, arrangement size and design 3.2 Flower arrangement pictures and pricing presented to guest
3. Flower And Accessories Design	HT-071-3:2014-C03	Flower and accessories design is a scope of competency to design flower arrangement according to theme concept requirement.	1. Assess guest requirement	1.1 Type of function identified such as wedding, corporate dinner, sympathy and condolence, congratulation etc. according to guest's request

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		The person whom is competent in flower and accessories design must be able to assess guest requirement, plan flowers structure and present flower structure design in accordance with guest/establishment requirement standards. The outcome of this competency is to produce flower design based on guest/establishment requirements.	2. Plan flowers structure	1.2 Guest budget allocation confirmed 1.3 Event concept determined according to guest's request 1.4 Types of event theme determined according to guest's request 1.5 Space utilization discussed and agreed by guest 2.1 Types of flower structure such as A line, elongated, round arrangement, L shape, triangle etc. confirmed according to guest requirement 2.2 Flower balance and proportion sketched 2.3 Flower balance and proportion confirmed according to flower arrangement size and accessories used
			3. Present flower structure design	3.1 Flower structure design presented to guest 3.2 Guest approval on flower structure design obtained
4. Flower And Accessories Arrangement	HT-071-3:2014-C04	Flower and accessories arrangement is a scope of competency to arrange flowers and accessories according to approved design. The person whom is competent in flower and accessories arrangement must be able to prepare flowers	1. Prepare flower arrangement tools, equipments and materials	1.1 Flowers arrangement tools and materials such as cutter, glue gun, soft wire, net, foam, etc. prepared according to flower arrangement needs 1.2 Tools and materials quantity and condition checked 1.3 Tools and materials checklist

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		arrangement tools and equipments, prepare flowers and decorative accessories container, execute flower arrangement and evaluate flower arrangement in accordance with flowers arrangement design. The outcome of this competency is to produce flower and accessories arrangement based on guest / establishment requirements and design.	2. Prepare flowers and decorative accessories container 3. Execute flower arrangement 4. Evaluate flower arrangement	updated 2.1 Flowers container such as pot, basket, glass, vase, etc. prepared according to flower arrangement needs 2.2 Flowers and decorative accessories condition checked 3.1 Flower arrangement layout confirmed and liaised with related department according to event needs 3.2 Approved flower arrangement design referred 3.3 Flower arrangement executed according to event concept requirement 4.1 Flower arrangement colour, condition, size and structure evaluated according to event concept 4.2 Overall flower arrangement assessed
5. Flower And Accessories Care	HT-071-3:2014-C05	Flower and accessories care is a scope of competency to maintain flowers lifespan and freshness according to event requirement and needs. The person whom is competent in flower and accessories care must be able to check flowers condition, cut	1. Check flowers condition 2. Cut flowers stem	1.1 Flower quantity counted upon receive according to flowers requisition 1.2 Flower condition and quality checked upon receive according to flowers requisition 2.1 Flower stem cut slightly

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		flowers stem, remove excessive leaf, soak flower's stem in water and store flowers in conducive environment in accordance with flowers variety. The outcome of this competency is to prolonged the lifespan of the flowers and to maintain the flower freshness based on establishment setup.	3. Remove excessive leaf 4. Soak flower's stem in water 5. Store flowers in conducive environment	3.1 Flower's leaf checked for spoilage 3.2 Excessive and spoiled leaf removed 4.1 Flower container filled with water in about 7 to 10 (cm) 4.2 Flower stem soaked in water 4.3 Flower stem ensured fully emerged 5.1 Soaked flower stored in a safe place 5.2 Flower storage room temperature maintained according to types of flower
6. Floral Designing Supervision	HT-071-3:2014-C06	Floral designing supervision is to administer and supervise the whole work process in working area. The person whom is competent in floral designing supervision must be able to prepare monthly budget report, prepare work schedule, conduct briefing session, supervise staff work performance, coordinate staff training, supervise working area safety measures compliance, supervise 5S management compliance and monitor quality management compliance. The outcome of this competency is to inculcate supervisory skills so that the	1. Prepare monthly budget report 2. Prepare work schedule	1.1 Monthly budget analysed according to budget preparation requirements 1.2 Forecasted expenditure determined according to company's budget requirements 1.3 Monthly budget plan prepared in accordance with department/section operation plan 2.1 Manpower capacity and resources identified 2.2 Manpower requirements determined according to job requirements 2.3 Work schedule prepared in

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		working area is administered professionally in accordance with company's requirements.		accordance with job requirements
			3. Conduct briefing session	3.1 Staff briefing requirements determined according to company's standard practice 3.2 Items to be briefed identified according to briefing session requirements 3.3 Staff briefing conducted in accordance with Company Operating Procedure 3.4 Information delivered and explained clearly 3.5 Delivered information interpreted and acted by subordinates according to job requirements
			4. Supervise staff work performance	4.1 Standard performance guidelines identified according to appraisal requirements 4.2 Method of monitoring staff performance identified 4.3 Actual staff work performance observed 4.4 Previous year personnel appraisal analysed according to Human Resource guidelines and labour law 4.5 Personnel appraisal session coordinated according to Human Resource guidelines and labour law 4.6 Personnel appraisal

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				recommendation carried out in accordance with Company Operating Procedures 4.7 Personnel appraisal report prepared according to Human Resource guidelines and labour law
			5. Coordinate staff training	5.1 Training Need Analysis (TNA) conducted as per company's requirements 5.2 Training requirements determined according to TNA's finding 5.3 Training coordinated according to company's SOP
			6. Supervise working area safety measures compliance	6.1 Work area safety requirements determined according to company's SOP 6.2 Work area safety compliance monitored according to company's regulations
			7. Supervise 5S management compliance	7.1 5S management requirements determined according to company's needs and requirements 7.2 5S management compliance applied according to company's needs and requirements
			8. Supervise quality management compliance	8.1 Quality management requirements determined according to company's needs

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				and requirements 8.2 Quality management compliance monitored according to company's needs and requirements

Sub Sector	HOUSEKEEPING						
Job Area	FLORAL DESIGNING AND ARRANGEMENT						
NOSS Title	FLORAL DESIGNING						
Competency Unit Title	FLOWER AND ACCESSORIES SELECTION						
Learning Outcome	The person who is competent in this CU shall be able to finalise flowers design based on guest/establishment requirements. Upon completion of this competency unit, trainees will be able to: • Identify guest/establishment requirements • Select suitable flower combination • Select decorative accessories requirements						
Competency Unit ID	HT-071-3:2014-C01	Level	3	Training Duration	307	Credit Hours	30

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Identify guest / establishment requirements	i. Type of function such as:- • Wedding • Corporate dinner • Sympathy • Condolence • Congratulation ii. Type of event concept such as:- • Arabian night • Hollywood • Retro • Rock & Roll iii. Type of event theme such as:- • Fashion & Style • Colour • Decoration			14	Lecture	i. Type of function identified ii. Guest budget allocation confirmed iii. Event concept determined iv. Event theme determined v. Space requirement determined

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	• Props iv. Type of space requirement such as:- • Stage • Lighting • Truss • Props					
		i. Identify type of function ii. Confirm guest budget allocation iii. Determine event concept iv. Determine event theme v. Determine space requirement	*Attitude* i. Friendly when approaching guest ii. Punctual in attendance iii. Honesty when handling request iv. Professionalism in handling guest request *Safety:-* i. Safety consciousness	34	Demonstration & Observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Environmental:- i. Awareness of waste disposal			
2. Select suitable flower combination	i. Type of flowers such as:- • Roses • Carnation • Orchid ii. Type of leaf such as:- • Spider plant • Philodendron • Fern leaf • Muraya iii. Type of flower colour harmony such as:- • Red & white • Green & white • Pink & light purple • Green, yellow & white			29	Lecture	i. Colour harmony and condition confirmed ii. Type and colours of flowers listed and determined iii. Quantity of flowers determined
		i. Confirm colour harmony and condition ii. List and determine type and colours of flowers iii. Determine quantity of flowers	*Attitude* i. Creative when selecting flower combination ii. Professionalism	67	Demonstration & Observation Practical	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			in selecting flower combination iii. Focus and attentive in selecting flower combination iv. Responsible to guest expectation *Safety:-* i. Safety consciousness upon selecting flowers *Environmental:-* i. Awareness of waste disposal upon selecting flowers			
3. Select decorative accessories requirements	i. Type of accessories such as:- • Fruits • Teddy bear • Candle • Balloons ii. Type of flowers container such as:- • Vase • Pot • Terracotta • Glass			67	Lecture	i. Type and colours of accessories listed and determined ii. Quantity of accessories determined

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	• Ceramic					
		i. List and determine type and colours of accessories ii. Determine quantity of accessories	_Attitude_ i. Creative when selecting accessories combination ii. Professionalism in selecting accessories combination iii. Focus and attentive in selecting accessories combination iv. Responsible to guest expectation v. Analytical in pricing _Safety:-_ i. Safety consciousness _Environmental:-_ i. Awareness of waste disposal	96	Demonstration & Observation	

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/ systems. 01.04 Analyze information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

04.03 Organize and maintain own workplace.
 04.04 Apply problem solving strategies.
 04.05 Demonstrate initiative and flexibility.
 06.06 Monitor and correct performance of systems.
 01.07 Utilize database applications to locate and
         process information.
 01.08 Utilize spreadsheets applications to locate and process
         information.
 01.09 Utilize business graphic application to process
         information.
 01.10 Apply a variety of mathematical techniques.
 01.11 Apply thinking skills and creativity.
 02.09 Prepare flowcharts.
 02.10 Prepare reports and instructions.
 02.11 Convey information and ideas to people.
 03.09 Manage and improve performance of individuals.
 03.10 Provide consultations and counselling.
 03.11 Monitor and evaluate performance of human
         resources.
 03.12 Provide coaching/on-the-job training.
 03.13 Develop and maintain team harmony and
         resolve conflicts.
 03.14 Facilitate and coordinate teams and ideas.
 03.15 Liaise to achieve identified outcomes.
 03.16 Identify and assess client/customer needs.
 03.17 Identify staff training needs and facilitate access to training.
 04.06 Allocate work.
 04.07 Negotiate acceptance and support for objectives and
         strategies.
 05.01 Implement project/work plans.
 05.02 Inspect and monitor work done and/or in progress.
 06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Table	1:5
2. Floral hand tools	1:1
3. Flower and accessories	1:1
4. Stationery	1:1
5. Computer set	1:5

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HOUSEKEEPING
Job Area	FLORAL DESIGNING AND ARRANGEMENT
NOSS Title	FLORAL DESIGNING
Competency Unit Title	FLOWER ACCESSORIES COSTING AND BUDGETING
Learning Outcome	The person who is competent in this CU shall be able to produce floral design pricing to the guest based on management approved budget. Upon completion of this competency unit, trainees will be able to: • Ascertain actual approved budget • Compare flowers and accessories quotation • Prepare flowers designing pricing

Competency Unit ID	HT-071-3:2014-C02	Level	3	Training Duration	238	Credit Hours	23

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Ascertain actual approved budget	i. Flowers costing requirement such as:- • Types • Colours • Size • Quantity ii. Flower costing procedure			16 hours	Lecture Case study	i. Guest requirements assessed ii. Type, colours, size and quantity of flowers and accessories determined
		i. Assess guest requirements ii. Determine type, colours, size and quantity of flowers and accessories iii. Confirm approved budget		42 hours	Demonstration & Observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Honesty when confirming flowers and accessories ii. Professionalism in confirming flowers and accessories iii. Punctual in attendance *Safety:-* i. Safety consciousness when confirming flowers and accessories *Environmental:-* i. Adhere to waste disposal procedure			
2. Compare flowers and accessories quotation	i. Flowers and accessories supplier track record/company profile ii. Quotation format iii. Supplier's prices and flowers quality comparison method iv. Flower requisition form v. Request order form			36 hours	Lecture	i. Flowers and accessories supplier identified ii. Flowers and accessories supplier selected iii. Flowers and accessories

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify flowers and accessories supplier ii. Select flowers and accessories supplier iii. Invite flowers and accessories supplier to give quotation iv. Give quotation dateline to supplier v. Obtain quotation from supplier vi. Compare supplier's prices and flowers quality vii. Confirm selected supplier viii. Confirm flowers and accessories order		84 hours	Demonstration & Observation	supplier invited to gifted quotation iv. Quotation dateline gave to supplier v. Quotation obtained from supplier vi. Supplier's prices and flowers quality compared vii. Selected supplier confirmed viii. Flowers and accessories order confirmed
			Attitude i. Honesty when comparing flowers and accessories quotation ii. Professionalism in comparing flowers and accessories quotation iii. Punctual in attendance *Environmental:-* i. Awareness level			

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			of waste disposal ii. Awareness of supplier's capability in handling waste disposal			
3. Prepare flowers designing pricing	i. Flowers price list ii. Calculating flower pricing by design			18	Lecture	i. Flowers price list referred ii. Flowers requisition form referred iii. Flowers designing prices calculated
		i. Refer to flowers price list ii. Refer to flowers requisition form iii. Calculate flowers designing prices	*Attitude* i. Honesty when preparing flowers designing prices ii. Professionalism in preparing flowers designing prices iii. Punctual in attendance *Environmental:-* i. Awareness level of waste disposal	42	Demonstration & Observation	

Employability Skills

Core Abilities		Social Skills
01.01	Identify and gather information.	1. Communication skills
01.02	Document information procedures or processes.	2. Conceptual skills
01.03	Utilize basic IT applications.	3. Interpersonal skills
02.01	Interpret and follow manuals, instructions and SOP's.	4. Learning skills
02.02	Follow telephone/telecommunication procedures.	5. Leadership skills
02.03	Communicate clearly.	6. Multitasking and prioritising
02.04	Prepare brief reports and checklist using standard forms.	7. Self-discipline
02.05	Read/Interpret flowcharts and pictorial information.	8. Teamwork
03.02	Demonstrate integrity and apply practical practices.	
03.03	Accept responsibility for own work and work area.	
03.04	Seek and act constructively upon feedback about work performance.	
03.05	Demonstrate safety skills.	
03.06	Respond appropriately to people and situations.	
03.07	Resolve interpersonal conflicts.	
06.01	Understand systems.	
06.02	Comply with and follow chain of command.	
06.03	Identify and highlight problems.	
06.04	Adapt competencies to new situations/ systems.	
01.04	Analyze information.	
01.05	Utilize the Internet to locate and gather information.	
01.06	Utilize word processor to process information.	
02.06	Write memos and letters.	
02.07	Utilize Local Area Network (LAN)/Intranet to exchange information.	
02.08	Prepare pictorial and graphic information.	
03.08	Develop and maintain a cooperation within work group.	
04.01	Organize own work activities.	
04.02	Set and revise own objectives and goals.	

04.03 Organize and maintain own workplace.
04.04 Apply problem solving strategies.
04.05 Demonstrate initiative and flexibility.
06.06 Monitor and correct performance of systems.
01.07 Utilize database applications to locate and
       process information.
01.08 Utilize spreadsheets applications to locate and process
       information.
01.09 Utilize business graphic application to process
       information.
01.10 Apply a variety of mathematical techniques.
01.11 Apply thinking skills and creativity.
02.09 Prepare flowcharts.
02.10 Prepare reports and instructions.
02.11 Convey information and ideas to people.
03.09 Manage and improve performance of individuals.
03.10 Provide consultations and counselling.
03.11 Monitor and evaluate performance of human
       resources.
03.12 Provide coaching/on-the-job training.
03.13 Develop and maintain team harmony and
       resolve conflicts.
03.14 Facilitate and coordinate teams and ideas.
03.15 Liaise to achieve identified outcomes.
03.16 Identify and assess client/customer needs.
03.17 Identify staff training needs and facilitate access to training.
04.06 Allocate work.
04.07 Negotiate acceptance and support for objectives and
       strategies.
05.01 Implement project/work plans.
05.02 Inspect and monitor work done and/or in progress.
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Calculator	1:1
2. Paper sheet	As required
3. Ordering form	As required
4. Stationary	1:1
5. Computer set	1:5
6. Sample of company pricing policy	1:1
7. Sample of supplier catalogue	1:1

References

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1. Iris Webb, The Complete Guide to Flower & Foliage Arrangement, (1984), Ebury Press, ISBN 0-85223-144-X
2. Frank Nebb, The Artist Guide to Composition, (1994), David & Charles Book: Devon
3. Jill Thomas, Quick and Easy Decorating With Dried Flowers, (1995), Ward Look Book: London
4. Cameron Shawn, Dried Flowers Style, (1997), Orion Publishing Group: London
5. Alex Mac Cormick, The Dried Flowers Arranger, (1992), The Dried Flowers Arranger, Michael O Mara Books: London
6. Robert Waite and Lynn Arave, Evergreen TableTops, (2012), Gibbs Smith: Utan
7. Malcom Hillier, Flowers The Book of Inspiritual Design, (2000), Dorling Kindersley Books: London

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HOUSEKEEPING
Job Area	FLORAL DESIGNING AND ARRANGEMENT
NOSS Title	FLORAL DESIGNING
Competency Unit Title	FLOWER AND ACCESSORIES DESIGN
Learning Outcome	The person who is competent in this cu shall be able to design flower arrangement in accordance to theme concept requirement. Upon completion of this competency unit, trainees will be able to: • Assess guest requirement • Plan flowers structure • Present flower structure design

Competency Unit ID	HT-071-3:2014-C03	Level	3	Training Duration	400	Credit Hours	40

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Assess guest requirement	i. Type of function such as:- • Wedding • Corporate dinner • Sympathy • Condolence • Congratulation • Festivities ii. Type of event concept such as:- • Arabian night • Hollywood • Retro • Rock & Roll iii. Type of event theme such as:- • Fashion & Style • Colour			36	Lecture	i. Type of function identified ii. Guest budget allocation confirmed iii. Event concept determined iv. Event theme determined v. Space requirement determined

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	• Decoration • Props iv. Type of space requirement such as:- • Stage • Lighting • 'Truss' • Props					
		i. Identify type of function ii. Confirm guest budget allocation iii. Determine event concept iv. Determine event theme v. Determine space requirement	*Attitude* i. Honesty when assessing guest requirement ii. Professionalism in assessing guest requirement iii. Punctual in attendance *Safety:-* i. Safety consciousness when assessing guest	84	Demonstration & Observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			requirement _Environmental:-_ i. Awareness level of waste disposal			
2. Plan flowers structure	i. Type of flower structure such as:- • 'A' line • Elongated • Round arrangement • L shape • Triangle ii. Description of flower balance and proportion iii. Flower balance and proportion arrangement such as:- • Colours • Quantity • Size • Length of stem • Proper combination iv. Flower balance and proportion diagram			36	Lecture	i. Types of flower structure confirmed ii. Flower balance and proportion sketched iii. Flower balance and proportion confirmed
		i. Confirm types of flower structure ii. Sketch flower balance and proportion iii. Confirm flower balance and proportion		84	Demonstration & Observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Honesty when planning flower structure ii. Professionalism in planning flower structure iii. Punctual in attendance iv. Creative when planning flowers structure v. Patience when planning flowers structure *Safety:-* i. Safety consciousness when planning flower structure			
3. Present flower structure design	i. Type of presentation such as:- • Hard copy • Soft copy • Flower structure sample ii. Presentation method • Book reference • Flower catalogue • Site visit • Email			48	Lecture	i. Flower structure designed ii. Flower structure displayed iii. Flower structure reviewed iv. Guest approval on flower structure

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Design flower structure ii. Display flower structure iii. Review flower structure iv. Obtain guest approval on flower structure design	*Attitude* i. Honesty when presenting flower structure design ii. Professionalism in presenting flower structure design iii. Punctual in attendance iv. Focus when presenting flower structure design v. Confident and responsible when presenting flower structure design *Safety:-* i. Safety consciousness when presenting flower structure design	112	Demonstration & Observation	design obtained

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/ systems. 01.04 Analyze information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

04.03 Organize and maintain own workplace.	
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility.	
06.06 Monitor and correct performance of systems.	
01.07 Utilize database applications to locate and process information.	
01.08 Utilize spreadsheets applications to locate and process information.	
01.09 Utilize business graphic application to process information.	
01.10 Apply a variety of mathematical techniques.	
01.11 Apply thinking skills and creativity.	
02.09 Prepare flowcharts.	
02.10 Prepare reports and instructions.	
02.11 Convey information and ideas to people.	
03.09 Manage and improve performance of individuals.	
03.10 Provide consultations and counselling.	
03.11 Monitor and evaluate performance of human resources.	
03.12 Provide coaching/on-the-job training.	
03.13 Develop and maintain team harmony and resolve conflicts.	
03.14 Facilitate and coordinate teams and ideas.	
03.15 Liaise to achieve identified outcomes.	
03.16 Identify and assess client/customer needs.	
03.17 Identify staff training needs and facilitate access to training.	
04.06 Allocate work.	
04.07 Negotiate acceptance and support for objectives and strategies.	
05.01 Implement project/work plans.	
05.02 Inspect and monitor work done and/or in progress.	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Arch	1:25
2. Stationery	1:1
3. Computer set	1:5
4. Flowers	As required
5. Leaves	As required
6. Container	As required
7. Ribbon	As required
8. Netting	As required
9. Foam (wet & dry)	As required
10. Pots	As required
11. Vases	As required
12. Personal Protective Equipment (PPE)	1:1

References

REFERENCES
1. Iris Webb, The Complete Guide to Flower & Foliage Arrangement, (1984), Ebury Press, ISBN 0-85223-144-X
2. Frank Nebb, The Artist Guide to Composition, (1994), David & Charles Book: Devon
3. Jill Thomas, Quick and Easy Decorating With Dried Flowers, (1995), Ward Look Book: London
4. Cameron Shawn, Dried Flowers Style, (1997), Orion Publishing Group: London
5. Alex Mac Cormick, The Dried Flowers Arranger, (1992), The Dried Flowers Arranger, Michael O Mara Books: London
6. Robert Waite and Lynn Arave, Evergreen TableTops, (2012), Gibbs Smith: Utan
7. Malcom Hillier, Flowers The Book of Inspiritual Design, (2000), Dorling Kindersley Books: London

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HOUSEKEEPING
Job Area	FLORAL DESIGNING AND ARRANGEMENT
NOSS Title	FLORAL DESIGNING
Competency Unit Title	FLOWER AND ACCESSORIES ARRANGEMENT
Learning Outcome	The person who is competent in this CU shall be able to produce flower and accessories arrangement based on guest / establishment requirements and design. Upon completion of this competency unit, trainees will be able to: • Prepare flower arrangement tools, equipments and materials • Prepare flower and decorative accessories container • Execute flower arrangement • Evaluate flower arrangement

Competency Unit ID	HT-071-3:2014-C04	Level	3	Training Duration	400	Credit Hours	40

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare flower arrangement tools, equipments and materials	i. Type of flowers arrangement tools and equipment such as:- • Flower cutter • Floral scissor • Pliers • Knife • Table • Pail • Glue gun • Stapler • Sprayer ii. Type of flowers arrangement material such as:- • Wire • Floral Foam (wet and dry)			12	Lecture	i. Flowers arrangement tools, equipments and materials prepared ii. Tools, equipments and materials checklist checked and updated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	• Anchor tape • Bamboo stick					
		i. Prepare flowers arrangement tools, equipments and materials ii. Check and update tools, equipments and materials checklist	*Attitude* i. Professionalism in preparing flowers arrangement tools, equipments and materials ii. Sense of responsibility when preparing flowers arrangement tools, equipments and materials iii. Punctual in attendance *Safety:-* i. Safety consciousness when preparing flowers arrangement tools, equipments and	28	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			materials *Environmental:-* i. Awareness level of waste disposal when preparing flowers arrangement tools, equipments and materials			
2. Prepare flowers and decorative accessories container	i. Type of flowers container such as:- • Pot • Basket • Glass • Vase ii. Type of foam such as:- • Dry • Wet iii. Function of net			12	Lecture	i. Flowers container selected ii. Foam applied iii. Net applied iv. Container arranged according to design
		i. Select flowers container ii. Put in foam iii. Apply net if necessary iv. Arrange container according to design	*Attitude* i. Professionalism in preparing flowers container ii. Sense of responsibility	28	Demonstration & Observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			when preparing flowers container iii. Punctual in attendance iv. Creative when preparing flowers container v. Confident when preparing flowers container *Safety:-* i. Careful when handling fragile flower container ii. Safety consciousness when preparing flowers container *Environmental:-* i. Awareness level of waste disposal when preparing flowers container			
3. Execute flower arrangement	i. Flower arrangement method such as:- • Ikebana • Oriental • English • Contemporary ii. Flower arrangement procedure			60	Lecture	i. Flowers and accessories combination prepared ii. Floor plan confirmed iii. Flower arrangement

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Prepare flowers and accessories combination ii. Confirm floor plan iii. Build flower arrangement	_Attitude_ i. Professionalism in executing flower arrangement ii. Sense of responsibility when executing flower arrangement iii. Punctual in attendance iv. Creative when executing flower arrangement v. Confident when executing flower arrangement _Safety:-_ i. Careful when handling flowers and arrangement tools ii. Safety consciousness when executing flower arrangement	140		assembled

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Environmental:- i. Awareness level of waste disposal when executing flower arrangement			
4. Evaluate flower arrangement	i. Flower arrangement checklist			36	Lecture	i. Appearance of flower arrangement assessed
		i. Assess appearance of flower arrangement ii. Review proportion of flower arrangement iii. Revise flower arrangement iv. Update flower arrangement checklist	*Attitude* i. Professionalism in evaluating flower arrangement ii. Sense of responsibility when evaluating flower arrangement iii. Punctual in attendance iv. Creative when evaluating flower arrangement v. Confident when	84	Demonstration & Observation	ii. Proportion of flower arrangement reviewed iii. Flower arrangement checklist updated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			evaluating flower arrangement vi. Honesty when evaluating flower arrangement *Safety:-* i. Safety consciousness when evaluating flower arrangement			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information.	1. Communication skills
01.02 Document information procedures or processes.	2. Conceptual skills
01.03 Utilize basic IT applications.	3. Interpersonal skills
02.01 Interpret and follow manuals, instructions and SOP's.	4. Learning skills
02.02 Follow telephone/telecommunication procedures.	5. Leadership skills
02.03 Communicate clearly.	6. Multitasking and prioritising
02.04 Prepare brief reports and checklist using standard forms.	7. Self-discipline
02.05 Read/Interpret flowcharts and pictorial information.	8. Teamwork
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/ systems.	
01.04 Analyze information.	
01.05 Utilize the Internet to locate and gather information.	
01.06 Utilize word processor to process information.	
02.06 Write memos and letters.	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information.	
02.08 Prepare pictorial and graphic information.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	

04.03 Organize and maintain own workplace.
04.04 Apply problem solving strategies.
04.05 Demonstrate initiative and flexibility.
06.06 Monitor and correct performance of systems.
01.07 Utilize database applications to locate and process information.
01.08 Utilize spreadsheets applications to locate and process information.
01.09 Utilize business graphic application to process information.
01.10 Apply a variety of mathematical techniques.
01.11 Apply thinking skills and creativity.
02.09 Prepare flowcharts.
02.10 Prepare reports and instructions.
02.11 Convey information and ideas to people.
03.09 Manage and improve performance of individuals.
03.10 Provide consultations and counselling.
03.11 Monitor and evaluate performance of human resources.
03.12 Provide coaching/on-the-job training.
03.13 Develop and maintain team harmony and resolve conflicts.
03.14 Facilitate and coordinate teams and ideas.
03.15 Liaise to achieve identified outcomes.
03.16 Identify and assess client/customer needs.
03.17 Identify staff training needs and facilitate access to training.
04.06 Allocate work.
04.07 Negotiate acceptance and support for objectives and strategies.
05.01 Implement project/work plans.
05.02 Inspect and monitor work done and/or in progress.
06.07 Develop and maintain networks

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Flowers	As required
2. Flower hand tools	1:1
3. Table	1:5
4. Flower container	1:5
5. Sprayer	1:1
6. Glue gun	1:1
7. Wire	As required
8. Anchor tape	As required
9. Floral Foam (wet and dry)	As required
10. Bamboo stick	As required
11. Pot	As required
12. Basket	As required
13. Glass	As required
14. Vase	As required
15. Personal Protective Equipment (PPE)	1:1
16. Internet access	1:25
17. Computer	1:25
18. LCD Projector	1:25

References

REFERENCES

1. Iris Webb, The Complete Guide to Flower & Foliage Arrangement, (1984), Ebury Press, ISBN 0-85223-144-X

2. Frank Nebb, The Artist Guide to Composition, (1994), David & Charles Book: Devon

3. Jill Thomas, Quick and Easy Decorating With Dried Flowers, (1995), Ward Look Book: London

4. Cameron Shawn, Dried Flowers Style, (1997), Orion Publishing Group: London

5. Alex Mac Cormick, The Dried Flowers Arranger, (1992), The Dried Flowers Arranger, Michael O Mara Books: London

6. Robert Waite and Lynn Arave, Evergreen TableTops, (2012), Gibbs Smith: Utan

7. Malcom Hillier, Flowers The Book of Inspiritual Design, (2000), Dorling Kindersley Books: London

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HOUSEKEEPING
Job Area	FLORAL DESIGNING AND ARRANGEMENT
NOSS Title	FLORAL DESIGNING
Competency Unit Title	FLOWER AND ACCESSORIES CARE
Learning Outcome	The person who is competent in this CU shall be able to prolonged the lifespan of the flowers and to maintain the flower freshness based on establishment setup. Upon completion of this competency unit, trainees will be able to: • Check flowers condition • Cut flowers stem • Remove excessive leaf • Soak flower's stem in water • Store flowers in conducive environment

Competency Unit ID	HT-071-3:2014-C05	Level	3	Training Duration	160	Credit Hours	16

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Check flowers condition	i. Type of flower condition such as:- • Freshness • Full bloom • Bud • Discoloured flower • Stale/wilt ii. Flower checking procedure			10	Lecture	i. Flower quantity counted ii. Flower leaf condition checked iii. Flower petal condition checked iv. Flower stem condition checked
		i. Count flower quantity ii. Check flower leaf condition iii. Check flower petal condition iv. Check flower stem condition		22	Demonstration & Observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Honesty when checking flowers condition ii. Professionalism in checking flowers condition iii. Punctual in attendance iv. Focus when checking flowers condition _Safety:-_ i. Alert when checking flowers condition			
2. Cut flowers stem	i. Type of flower cutting such as:- • Slanting • Straight ii. Wrapping procedure iii. Flower cutting tools such as:- • Floral cutter • Scissors			10	Lecture	i. Flower wrapped using plastic sheet or tracing paper ii. Flower stem slightly cut
		i. Wrap flower using plastic sheet or tracing paper ii. Cut flower stem slightly		22	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Professionalism in cutting flowers stem ii. Focus when cutting flowers stem *Safety:-* i. Careful when cutting flowers stem *Environmental:-* i. Dispose spoilt flower, excess leaf and flower stem accordingly			
3. Remove excessive leaf	i. Type of leaf to be removed such as:- • Excessive leaf • Spoil leaf • Dry leaf • Injury leaf due to pest or disease ii. Leaf removal tools such as:- • Floral cutter • Scissors			10	Lecture	i. Flower's leaf checked ii. Leaf to be removed confirmed iii. Leaf removed
		i. Check flower's leaf ii. Confirm leaf to be removed iii. Remove leaf		22	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude i. Professionalism in removing excessive leaf ii. Focus when removing excessive leaf *Safety:-* i. Careful when removing excessive leaf *Environmental:-* i. Dispose spoilt flower, excess leaf and flower stem accordingly			
4. Soak flower's stem in water	i. Type of soaking container such as:- • Pail • Basin • Drum • Tub ii. Flower soaking procedure			10	Lecture	i. Flower container filled with water ii. Flower soaked in water iii. Flower condition checked
		i. Fill flower container with water ii. Soak flower in water iii. Check flower condition being soaked		22	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety:- i. Careful when soaking flowers in water *Environmental:-* i. Dispose used water accordingly			
5. Store flowers in conducive environment	i. Suitable room for flowers storage ii. Ideal temperature with different type of flowers iii. Duration of storing flowers			10	Lecture	i. Soaked flower stored in a safe place ii. Flower storage room maintained in correct temperature according to type of flowers iii. Flower condition checked regularly
		i. Store soaked flower in a safe place ii. Maintain flower storage room in ideal temperature iii. Check flower condition regularly	*Attitude* i. Honesty when storing flowers ii. Professionalism in storing flowers iii. Responsible when storing flowers	22	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Safety:- i. Careful when storing flowers _Environmental:-_ i. Dispose used water and old wrappers accordingly			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/ systems. 01.04 Analyze information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/Intranet to exchange information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 06.06 Monitor and correct performance of systems. 01.07 Utilize database applications to locate and 　　　process information. 01.08 Utilize spreadsheets applications to locate and process 　　　information. 01.09 Utilize business graphic application to process 　　　information. 01.10 Apply a variety of mathematical techniques. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people. 03.09 Manage and improve performance of individuals. 03.10 Provide consultations and counselling. 03.11 Monitor and evaluate performance of human 　　　resources. 03.12 Provide coaching/on-the-job training. 03.13 Develop and maintain team harmony and 　　　resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs. 03.17 Identify staff training needs and facilitate access to training. 04.06 Allocate work. 04.07 Negotiate acceptance and support for objectives and 　　　strategies. 05.01 Implement project/work plans. 05.02 Inspect and monitor work done and/or in progress. 06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Flowers	As required
2. Floral hand tools	1:1
3. Container	1:1
4. Personal Protective Equipment (PPE)	1:1
5. Computer set	1:25
6. LCD projector	1:25
7. Internet access	1:25
8. Flower arrangement pictures	1:25

References

REFERENCES
1. Frank Nebb, The Artist Guide to Composition, (1994), David & Charles Book: Devon
2. Jill Thomas, Quick and Easy Decorating With Dried Flowers, (1995), Ward Look Book: London
3. Cameron Shawn, Dried Flowers Style, (1997), Orion Publishing Group: London
4. Alex Mac Cormick, The Dried Flowers Arranger, (1992), The Dried Flowers Arranger, Michael O Mara Books: London
5. Robert Waite and Lynn Arave, Evergreen TableTops, (2012), Gibbs Smith: Utan
6. Malcom Hillier, Flowers The Book of Inspiritual Design, (2000), Dorling Kindersley Books: London
7. Iris Webb, The Complete Guide to Flower & Foliage Arrangement, (1984), Ebury Press, ISBN 0-85223-144-X

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HOUSEKEEPING						
Job Area	**FLORAL DESIGNING AND ARRANGEMENT**						
	FLORAL DESIGNING						
Competency Unit Title	**FLORAL DESIGNING SUPERVISION**						
Learning Outcome	The person who is competent in this CU shall be able to inculcate supervisory skills so that the working area is administered professionally in accordance with company's requirements. Upon completion of this competency unit, trainees will be able to: • Prepare monthly budget report • Prepare work schedule • Conduct briefing session • Supervise staff work performance • Coordinate staff training • Supervise working area safety measures compliance • Supervise 5S management compliance • Supervise quality management compliance						
Competency Unit ID	HT-071-3:2014-C06	**Level**	3	**Training Duration**	190	**Credit Hours**	19

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Prepare monthly budget report	i. Previous month section budget ii. Capital expenditure forecast iii. Manpower requirement iv. Section budget expenses			6	Lecture	i. Previous month sectional operation budget analysed ii. Manpower requirement determined iii. Forecasted expenditure determined iv. Sectional operation
		i. Analyse previous month budget ii. Determine manpower requirement		24	Demonstration and observation	

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iii. Determine forecasted expenditure iv. Prepare sectional operation budget				budget prepared
			Attitude: i. Timely in preparing operational budget ii. Meticulous in preparing data and figures			
2. Prepare work schedule	i. Manpower capacity and resources ii. Scheduling technique iii. Work schedule format			6	Lecture	i. Manpower capacity and resources identified ii. Manpower requirements determined iii. Work schedule prepared
		i. Identify manpower capacity and resources ii. Determine manpower requirements iii. Prepare work schedule		24	Demonstration and observation	
			Attitude: i. Analytical in identifying manpower capacity and resources ii. Meticulous in preparing work schedule iii. Fair in delegating tasks			

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Conduct briefing session	i. Briefing issue / topic according to current operational requirement ii. Root of problem, action and solution			6	Lecture	i. Staff briefing requirements determined ii. Items to be briefed identified iii. Staff briefing conducted iv. Information delivered and explained
		i. Determine staff briefing requirements ii. Identify items to be briefed iii. Conduct staff briefing iv. Deliver and explain information	*Attitude:* i. Punctual for staff briefing session ii. Responsible in conducting briefing session iii. Committed to follow up with items delivered during briefing	24	Demonstration and observation	
4. Supervise staff work performance	i. Standard performance guidelines for staff appraisal ii. Technique of conducting appraisal such as: • Question & Answer • Probing • Counselling • Suggesting &			6	Lecture	i. Standard performance guidelines identified ii. Method of monitoring staff performance identified iii. Actual staff performance

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	recommending iii. Staff performance report format					observed iv. Previous personnel appraisal analysed v. Personnel appraisal session coordinated vi. Personnel appraisal recommendatio n carried out vii. Personnel appraisal report prepared
		i. Identify standard performance guidelines ii. Identify method of monitoring staff performance iii. Observe actual staff performance iv. Analyse previous personnel appraisal v. Coordinate personnel appraisal session vi. Carry out personnel appraisal recommendation vii. Prepare personnel appraisal report	_Attitude:_ i. Professional in appraising staff ii. Timely in completing staff appraisal session	24	Demonstration and observation	
5. Coordinate staff training	i. Training Need Analysis (TNA) ii. Training schedule iii. Coordination of staff training iv. Arrangement of training facilities and			6	Lecture	i. Training Need Analysis (TNA) conducted ii. Training requirements determined iii. Staff training

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	requirements such as: • Training room • Training materials • Audio Visual Aid • Trainers					coordinated
		i. Conduct Training Need Analysis (TNA) ii. Determine training requirements iii. Coordinate staff training	_Attitude:_ i. Meticulous in evaluating staff training needs ii. Consistent in developing staff skills	24	Demonstration and observation	
6. Supervise working area safety measures compliance	i. Related OSHA act and regulation ii. Health & safety equipment			4	Lecture	i. Working area safety requirements determined ii. Working area safety compliance monitored iii. Working area safety measures enforced
		i. Refer related OSHA act and regulation ii. Determine working area safety requirements iii. Monitor working area safety compliance iv. Enforce working area safety measures		16	Demonstration and observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude: i. Committed in monitoring working area safety measures			
7. Supervise 5S management compliance	i. 5S principles ii. 5S procedures & regulations iii. 5S compliance requirement			2	Lecture	i. 5S management requirements determined ii. 5S management compliance monitored
		i. Determine 5S management requirements ii. Monitor 5S management compliance	*Attitude:* i. Committed in monitoring 5S compliance	8	Demonstration and observation	
8. Supervise quality management compliance	i. Quality procedures & regulations ii. Quality management requirement			2	Lecture	i. Quality management requirements determined ii. Quality management compliance monitored
		i. Quality management requirements determined ii. Quality management compliance monitored		8	Demonstration and observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			Attitude: i. Committed in monitoring quality management compliance			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information.	1. Communication skills
01.02 Document information procedures or processes.	2. Conceptual skills
01.03 Utilize basic IT applications.	3. Interpersonal skills
02.01 Interpret and follow manuals, instructions and SOP's.	4. Learning skills
02.02 Follow telephone/telecommunication procedures.	5. Leadership skills
02.03 Communicate clearly.	6. Multitasking and prioritising
02.04 Prepare brief reports and checklist using standard forms.	7. Self-discipline
02.05 Read/Interpret flowcharts and pictorial information.	8. Teamwork
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/ systems.	
01.04 Analyze information.	
01.05 Utilize the Internet to locate and gather information.	
01.06 Utilize word processor to process information.	
02.06 Write memos and letters.	
02.07 Utilize Local Area Network (LAN)/Intranet to exchange information.	
02.08 Prepare pictorial and graphic information.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	

04.03 Organize and maintain own workplace.
04.04 Apply problem solving strategies.
04.05 Demonstrate initiative and flexibility.
06.06 Monitor and correct performance of systems.
01.07 Utilize database applications to locate and
       process information.
01.08 Utilize spreadsheets applications to locate and process
       information.
01.09 Utilize business graphic application to process
       information.
01.10 Apply a variety of mathematical techniques.
01.11 Apply thinking skills and creativity.
02.09 Prepare flowcharts.
02.10 Prepare reports and instructions.
02.11 Convey information and ideas to people.
03.09 Manage and improve performance of individuals.
03.10 Provide consultations and counselling.
03.11 Monitor and evaluate performance of human
       resources.
03.12 Provide coaching/on-the-job training.
03.13 Develop and maintain team harmony and
       resolve conflicts.
03.14 Facilitate and coordinate teams and ideas.
03.15 Liaise to achieve identified outcomes.
03.16 Identify and assess client/customer needs.
03.17 Identify staff training needs and facilitate access to training.
04.06 Allocate work.
04.07 Negotiate acceptance and support for objectives and
       strategies.
05.01 Implement project/work plans.
05.02 Inspect and monitor work done and/or in progress.
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample of work schedule	1:1
2. Sample of budget documents	1:1
3. Sample of capital expenditure documents	1:1
4. Sample of Key Performance Indicator document	1:1
5. Sample of Appraisal document	1:1
6. Sample of Training Need Analysis (TNA) document	1:1
7. Workshop safety measures guidelines	1:1
8. List of hazardous materials	1:1

References

REFERENCES
1. Supervisory books
2. OSHA books / guidelines

SUMMARY OF TRAINING DURATION FOR FLORAL DESIGNING LEVEL 3

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
1	FLOWER AND ACCESSORIES SELECTION	Identify guest/establishment requirements	14	34	48	307
		Select suitable flower combination	29	67	96	
		Select decorative accessories requirements	67	96	163	
2	FLOWER ACCESSORIES COSTING AND BUDGETING	Ascertain actual approved budget	16	42	58	238
		Compare flowers and accessories quotation	36	84	120	
		Prepare flowers designing pricing	18	42	60	
3	FLOWER AND ACCESSORIES DESIGN	Assess guest requirement	36	84	120	400
		Plan flowers structure	36	84	120	
		Present flower structure design	48	112	160	
4	FLOWER AND ACCESSORIES ARRANGEMENT	Prepare flower arrangement tools, equipments and materials	12	28	40	400
		Prepare flower and decorative accessories container	12	28	40	
		Execute flower arrangement	60	140	200	
		Evaluate flower arrangement	36	84	120	
5	FLOWER AND ACCESSORIES CARE	Check flowers condition	10	22	32	160
		Cut flowers stem	10	22	32	
		Remove excessive leaf	10	22	32	
		Soak flower's stem in water	10	22	32	
		Store flowers in conducive environment	10	22	32	
6	FLORAL DESIGNING SUPERVISION	Prepare monthly budget report	6	24	30	190
		Prepare work schedule	6	24	30	
		Conduct briefing session	6	24	30	
		Supervise staff work performance	6	24	30	
		Coordinate staff training	6	24	30	
		Supervise working area safety measures compliance	4	16	20	
		Supervise 5S management compliance	2	8	10	
		Supervise quality management compliance	2	8	10	
	TOTAL HOURS (Core Competencies)		**508**	**1187**	**1695**	**1695**