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| Title of the qualification | Florist | | | U1 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Work organisation | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U1.1 Business organisation - structure of the company areas <ul style="list-style-type: none"> • Delivery • Manufacturing • Sale • Warehouse • Stay / social rooms | She/He <ul style="list-style-type: none"> • orients her/himself in the concrete enterprise: <ul style="list-style-type: none"> ⇒ distribution of the premises ⇒ knows the function of the operating areas ⇒ knows the internal rules ⇒ order in the rooms ⇒ placement of workspaces. | She/He <ul style="list-style-type: none"> • recognizes the connection between the work tasks and the individual work areas • knows the classification system and can orient itself under guidance according to this system. | She/He <ul style="list-style-type: none"> • is able to do a job in the right place, on instruction or according to given procedures. • can classify goods according to instructions in the appropriate operating rooms. • is responsible for the order and cleanliness in the background under guidance and control. | |
| U1.2 Scheduling <ul style="list-style-type: none"> • Planning the work process • Schedules related to the work orders: short and long term • Timelines related to employee assignment • Control and evaluate processes | She/He <ul style="list-style-type: none"> • has knowledge about work organization. • knows work schedules: <ul style="list-style-type: none"> ⇒ daily schedule ⇒ weekly schedule ⇒ vacation schedule. | She/He <ul style="list-style-type: none"> • can work on schedule. • can carry out assigned work according to the operation procedure under supervision. | She/He <ul style="list-style-type: none"> • can plan recurring work processes for the day, monitor and evaluate periods and initiate corrections: <ul style="list-style-type: none"> ⇒ punctuality before starting work ⇒ Put on protective clothing ⇒ Time required for repetitive | |

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| U1.3 Logistics <ul style="list-style-type: none"> • Planning • Control • Optimization and implementation of goods, information and personal flows | She/He <ul style="list-style-type: none"> • knows criteria of logistics. | She/He <ul style="list-style-type: none"> • can assist under guidance or recurring aspects of logistics: <ul style="list-style-type: none"> ⇒ Sorting and providing the packaging ⇒ Order transmission by fax, e-mail ⇒ Unpacking and packing ⇒ control e.g. order messenger ⇒ errands ⇒ receipt of goods. | She/He <ul style="list-style-type: none"> • is able to implement logistic tasks under guidance: <ul style="list-style-type: none"> ⇒ Control of the packaging units ⇒ Receipt of goods ⇒ goods shipping ⇒ Matching the delivered goods with documents. |
| U1.4 Organization of the work process - workflows related to manufacturing <ul style="list-style-type: none"> • Goods Procurement / Purchasing • Material properties (flowering time, durability) • Manufacturing processes • Presentation • Sale • Packaging • Logistics • Planning new processes | She/He <ul style="list-style-type: none"> • has knowledge of various work processes in the manufacturing process. • knows different aids. | She/He <ul style="list-style-type: none"> • masters simple organizational procedures of work processes under guidance: <ul style="list-style-type: none"> ⇒ Preparation of work processes goods procurement e.g. cut of flowers ⇒ Bleed of cut flowers ⇒ Provide adjuster / vases ⇒ Care of cut flowers (flowering times, shelf life). | She/He <ul style="list-style-type: none"> • prepares the work processes under guidance. • organizes single known work actions according to instruction. |
| U1.5 Workplace design <ul style="list-style-type: none"> • Setup workspace <ul style="list-style-type: none"> ⇒ Provide material and work | She/He <ul style="list-style-type: none"> • knows the basic assortment of tools and aids in the workplace. | She/He <ul style="list-style-type: none"> • can safely handle known tools and instruments. | She/He <ul style="list-style-type: none"> • is able to set up workplaces according to need and activity. |

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| <p>equipment</p> <ul style="list-style-type: none"> ⇒ Safety regulations ⇒ Fire protection • Ergonomics of the workplace / effective work | <ul style="list-style-type: none"> • knows the function of the inventory. • knows recommended ways of working. • knows ergonomic aspects of the workplace in relation to: <ul style="list-style-type: none"> ⇒ health ⇒ work efficiency. | <ul style="list-style-type: none"> • acts in the interests of health protection. | <ul style="list-style-type: none"> • can provide the appropriate tools and provide all necessary instruments and materials. • can handle the inventory according to the works. • is able to comply with known activities or under guidance, health and safety regulations and health protection aspects. • is able to comply with recommended effective practices. |
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| Title of the qualification | Florist | | | <h1>U2</h1> |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Material (vegetable and non-vegetable) and tools | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U2.1 Botany <ul style="list-style-type: none"> • Structure of the plants <ul style="list-style-type: none"> ⇒ Cell ⇒ Morphology (root, shoot axis, leaves, flowers, fruits) • Life processes in plants <ul style="list-style-type: none"> ⇒ Water balance ⇒ Substance and energy change ⇒ Change of form ⇒ Reproduction ⇒ Physiology - irritability ⇒ Genetics • Plant knowledge <ul style="list-style-type: none"> ⇒ Systematics (structure of the plant kingdom) ⇒ Nomenclature - bot. names ⇒ Horticultural signs • Soil Science <ul style="list-style-type: none"> ⇒ Soils ⇒ Gardening earths ⇒ Substrates • Fertilizer teaching <ul style="list-style-type: none"> ⇒ Nutrition of the plant | She/He <ul style="list-style-type: none"> • knows the general structure of plants from general education. • knows the plant parts. • knows various commercial plants and cut flowers. • knows the basics of the structure of the plant kingdom in seed plants and mosses from general education. • knows symbols, so-called horticultural signs. | She/He <ul style="list-style-type: none"> • can distinguish plant parts. | She/He <ul style="list-style-type: none"> • recognizes and names typical plant parts and assigns them correctly to the plants: <ul style="list-style-type: none"> ⇒ roots ⇒ shoot axis ⇒ leaves ⇒ flowers ⇒ fruits and seeds. • names plants and cut flowers with trade-specific names. | |

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| <ul style="list-style-type: none"> ⇒ Fertilizers and regulations ⇒ Fertilizer recommendations | | | |
| <p>U2.2 Materials and pots</p> <ul style="list-style-type: none"> • Binding tools • Plug-in auxiliary resources • Wires • Fabrics and ribbons • Candles • Paper • Pots | <p>She/He</p> <ul style="list-style-type: none"> • knows the simple basic assortment of materials. • knows properties of the materials from the general knowledge. | <p>She/He</p> <ul style="list-style-type: none"> • can use familiar materials with instructions: <ul style="list-style-type: none"> ⇒ use vessels of the same condition ⇒ soak the plug-in compound ⇒ wire. | <p>She/He</p> <ul style="list-style-type: none"> • select materials according to purpose according to instructions: <ul style="list-style-type: none"> ⇒ weatherproof ⇒ degradability ⇒ waterproof. • is able to select suitable materials for different work steps in known work or under guidance. |
| <p>U2.3 Care and storage</p> | <p>She/He</p> <ul style="list-style-type: none"> • knows the principles of careful handling of goods, care and warehousing. | <p>She/He</p> <ul style="list-style-type: none"> • prepares under instructions the goods for sale: <ul style="list-style-type: none"> ⇒ quality Control ⇒ cleaning ⇒ pricing. • can accept the goods upon delivery under instructions. • under instructions he sorts the goods in the sales room. • preparing the original goods / packaging. • stores the product range under | <p>She/He</p> <ul style="list-style-type: none"> • works according to instructions and carefully carry out individual care and storage steps under supervision. |

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| | | supervision. | |
| U2.4 Plant protection <ul style="list-style-type: none"> • Integrated plant protection • Resistances • Biological plant protection • Vegetable pouring and spraying • Chemical plant protection • Patterns of damage and causes <ul style="list-style-type: none"> ⇒ Damage caused by culture ⇒ External influences, weather ⇒ Pathogens ⇒ Pests ⇒ Vegetable pests • Laws and Regulations • Application procedures • Protection of species | She/He <ul style="list-style-type: none"> • knows patterns of damage of abiotic and biotic origin. | She/He <ul style="list-style-type: none"> • passes on information and observations to qualified employees. • can carry out plant protection work under the supervision of qualified labor: <ul style="list-style-type: none"> ⇒ mechanical ⇒ physical. | She/He <ul style="list-style-type: none"> • detects simple patterns of damage, wild herbs in crops, and hunted animals under instruction. |
| U2.5 Use and maintenance of tools | She/He <ul style="list-style-type: none"> • knows common tools and devices. | She/He <ul style="list-style-type: none"> • can use tools without supervision or instructions: <ul style="list-style-type: none"> ⇒ florists knife ⇒ secateurs ⇒ mechanical spines remover ⇒ plastering machine for flower stems ⇒ gerbera tuber. | She/He <ul style="list-style-type: none"> • is able to understand operating instructions and to comply with the health and safety regulations. |

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| | | <ul style="list-style-type: none">• maintains the tools and equipment and keeps them clean. | |
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| Title of the qualification | Florist | | | <h1>U3</h1> |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Techniques | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U3.1 Preparation techniques - primary techniques <ul style="list-style-type: none"> • Cutting / dividing with different tools <ul style="list-style-type: none"> ⇒ Knife ⇒ Cutter ⇒ Secateurs ⇒ Loppers ⇒ Paper Scissors ⇒ Cutting machine ⇒ Glass cutter ⇒ Flex • Stabilizing <ul style="list-style-type: none"> ⇒ Props ⇒ Rails • Protecting <ul style="list-style-type: none"> ⇒ Unwrapping ⇒ Wrapping ⇒ Grow ⇒ Painting ⇒ Lining up (foil) • Extending the wire <ul style="list-style-type: none"> ⇒ Fork ⇒ Skewer ⇒ Wiring up chain | She/He <ul style="list-style-type: none"> • knows general care measures for cut flowers: <ul style="list-style-type: none"> ⇒ remove excess leaves and side shoots ⇒ cutting the flower stems ⇒ setting in clean containers with fresh water ⇒ cooling. • knows different wires: <ul style="list-style-type: none"> ⇒ support wire ⇒ decorative wire ⇒ stretching wire. • knows different techniques of wiring. • knows by observation various stabilizing, protective and prolonging primary techniques. | She/He <ul style="list-style-type: none"> • can implement under guidance the necessary nurturing preparatory measures for known cut flowers: <ul style="list-style-type: none"> ⇒ remove spines ⇒ remove excess leaves and side shoots ⇒ cut with the knife ⇒ shorten with scissors ⇒ set in clean containers with fresh flower. • implements under guidance and control various stabilization techniques, as well as protective and extending primary techniques. | She/He <ul style="list-style-type: none"> • can under instructions and control, implement recurring care measures for cut flowers. • puts various preparation techniques under control, depending on the situation: <ul style="list-style-type: none"> ⇒ incision ⇒ stabilizing ⇒ protect ⇒ wiring. • selects appropriate known materials. | |

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| <p>U3.2 Manufacturing techniques</p> <ul style="list-style-type: none"> • Binding (bouquets, wreath, garland) with various tools / means of design <ul style="list-style-type: none"> ⇒ Tie wire ⇒ Cable ties ⇒ Grape wire ⇒ Rubber rings ⇒ Band ⇒ Bast ⇒ Fast binder • Plugging • Glueing <ul style="list-style-type: none"> ⇒ Hot glue ⇒ Wallpaper glue ⇒ Craft glue • Sticking <ul style="list-style-type: none"> ⇒ Adherence ⇒ Needles ⇒ Nailing ⇒ Tacking ⇒ Toothpick / skewers • Planting • Setting | <p>She/He</p> <ul style="list-style-type: none"> • knows the most important production techniques. • knows various common tools and materials for manufacturing techniques. | <p>She/He</p> <ul style="list-style-type: none"> • applies the most important production techniques. • applies various common tools and materials for manufacturing techniques. | <p>She/He</p> <ul style="list-style-type: none"> • is able to implement simple manufacturing techniques for different workpieces under the guidance and supervision of highly qualified personnel. |
| <p>U3.3 Design techniques</p> <ul style="list-style-type: none"> • Winding • Threading • Pouring / sprinkling • Braiding • Piling | <p>She/He</p> <ul style="list-style-type: none"> • knows from observation different design techniques. | <p>She/He</p> <ul style="list-style-type: none"> • can handle design techniques in cooperation with highly qualified personnel. | <p>She/He</p> <ul style="list-style-type: none"> • understands the instructions and explanations and perform various repetitive manipulations, assistive activities of the design techniques. |

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| <ul style="list-style-type: none">• Knitting• Crocheting• Soldering• Sewing• Weaving• Clamping• Twirling• Noding | | | |
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| Title of the qualification | Florist | | | U4 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Design | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U4.1 Order types <ul style="list-style-type: none"> • Symmetry • Asymmetry | She/He <ul style="list-style-type: none"> • remembers school knowledge about geometry and assigns symmetry and asymmetry. | She/He <ul style="list-style-type: none"> • can rework workpieces in the order types under guidance. | She/He <ul style="list-style-type: none"> • can understand explanations and instructions. | |
| U4.2 Design type <ul style="list-style-type: none"> • Decorative • Vegetative • Formal-linear | She/He <ul style="list-style-type: none"> • knows the terms / technical terms from other contexts or general knowledge. | She/He <ul style="list-style-type: none"> • can rework workpieces in decorative design under guidance. | She/He <ul style="list-style-type: none"> • recognizes the decorative style. • selects materials and materials for skilled and well-known recurring workpieces and creates simple decorative workpieces under guidance. | |
| U4.3 Arrangement <ul style="list-style-type: none"> • Arrangement type (line course of the materials) <ul style="list-style-type: none"> ⇒ Radial ⇒ Parallel ⇒ Free • Depth effect and spatiality | She/He <ul style="list-style-type: none"> • is aware that there are different types of arrangements. • can name different dimensions from general knowledge: <ul style="list-style-type: none"> ⇒ one-dimensional | She/He <ul style="list-style-type: none"> • can take over simple editing in the arrangement types (check green). • can under instructions and stratifications in various works implement. | She/He <ul style="list-style-type: none"> • can understand explanations and rework instructions and according to the instructions for examples workpieces: <ul style="list-style-type: none"> ⇒ with radial arrangement ⇒ sequences | |

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| <p>(arrangement of materials in the workpiece)</p> <ul style="list-style-type: none"> ⇒ Dimension (line, area body) ⇒ Overlap ⇒ Staggering ⇒ Grouping ⇒ Ranking ⇒ Scattering ⇒ Growth point | <ul style="list-style-type: none"> ⇒ two-dimensional ⇒ three-dimensional. • can describe different rankings. • can describe the simple scattering. | | <ul style="list-style-type: none"> ⇒ scatterings. • Is able to take over well-known repetitive activities such as the covering of plug-in mass in the case of piecing work. |
| <p>U4.4 Form theory - appearance of plants / essential features</p> <ul style="list-style-type: none"> • Basic shapes and their effects (triangle, rectangle, circle) • Shape quality (solid to loose outline) • Constructive and free forms • Forms of movement • Valences • Structure • Texture | <p>She/He</p> <ul style="list-style-type: none"> • knows aspects of morphology from general education: <ul style="list-style-type: none"> ⇒ basic forms ⇒ structures ⇒ texture ⇒ value. • knows the term structure from other areas. • knows the basics of texture from the general knowledge about substances. | <p>She/He</p> <ul style="list-style-type: none"> • describes the knowledge comprehensible in common usage. | <p>She/He</p> <ul style="list-style-type: none"> • can recognize differences and understand explanations. |
| <p>U4.5 Proportion</p> <ul style="list-style-type: none"> • 3: 5: 8 • Excessive proportion • Inverse proportions • Wreath proportion | <p>She/He</p> <ul style="list-style-type: none"> • knows theories of proportionality from schooling to Dürer and da Vinci. | <p>She/He</p> <ul style="list-style-type: none"> • can apply proportional basics (cleaning of cut flowers) under the guidance of the material preparation. | <p>She/He</p> <ul style="list-style-type: none"> • recognizes different proportions. • creates simple workpieces under guidance with consideration of the proportion. |

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| <p>U4.6 Color theory</p> <ul style="list-style-type: none"> • Color naming • Color systems • Color contrasts • Color harmonies • Color symbolism • Color effects | <p>She/He</p> <ul style="list-style-type: none"> • knows the basic colors. • knows typical color names. | <p>She/He</p> <ul style="list-style-type: none"> • can select the basic colors. • can call different colors in the regional language. | <p>She/He</p> <ul style="list-style-type: none"> • knows what primary colors are and can explain why this classification exists. • names color names and assigns colors. • takes over the repetitive ordering of the cut flowers by color areas. • is capable of sorting goods by color ranges into goods carriers upon instruction. |
| <p>U4.7 Stylistics</p> | <p>She/He</p> <ul style="list-style-type: none"> • has basic general knowledge of style. | <p>She/He</p> <ul style="list-style-type: none"> • can name single simple tree features: <ul style="list-style-type: none"> ⇒ columns ⇒ decorative forms ⇒ roof shapes. • describes style features on and in buildings. | <p>She/He</p> <ul style="list-style-type: none"> • detects differences in the construction of buildings. |

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| Title of the qualification | Florist | | | U5 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Thematic floristry | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| Diverse workpieces on topics: <ul style="list-style-type: none"> • Colour • Texture • Seasons • Mood <ul style="list-style-type: none"> ⇒ Childlike ⇒ Cheerful ⇒ Elegant ⇒ Festive • Style <ul style="list-style-type: none"> ⇒ Vintage ⇒ Scandinavian ⇒ Exotic ⇒ Rustic • Material properties <ul style="list-style-type: none"> ⇒ Brittle ⇒ Climbing • Symbolism • Events related to topics <ul style="list-style-type: none"> ⇒ Exhibitions ⇒ Fairs • Topics of origin / home of Plants or materials <ul style="list-style-type: none"> ⇒ European ⇒ Alpin ⇒ Mediterranean | She/He <ul style="list-style-type: none"> • knows common and often used themed floristic accessories, matching plants and cut flowers. • knows recurring preparation work. | She/He <ul style="list-style-type: none"> • prepares materials and materials for assembly according to the given instructions. • can assist with the preparation of simple workpieces based on written instructions or instructions given by the supervisor. • can duplicate simple workpieces according to given example. | She/He <ul style="list-style-type: none"> • recognizes given patterns and is able to work according to the specifications. • takes note of simple design principles for given examples. | |

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| <ul style="list-style-type: none">• Scent• Plant Group<ul style="list-style-type: none">⇒ Grasses⇒ Bog plant⇒ Wet meadow | | | |
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| Title of the qualification | Florist | | | U6 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Event-related floristry | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| Diverse workpieces for: <ul style="list-style-type: none"> • Public and representative events <ul style="list-style-type: none"> ⇒ Flower arrangements for openings ⇒ Inaugurations ⇒ State occasions ⇒ Anniversaries ⇒ Ceremonies ⇒ Award ceremonies ⇒ Television productions • Family celebrations <ul style="list-style-type: none"> ⇒ Wedding ⇒ Baptism ⇒ Mourning ⇒ Anniversaries ⇒ Birthdays • Floristry for religious festivals / religious holidays <ul style="list-style-type: none"> ⇒ Easter ⇒ Christmas ⇒ Baptism ⇒ Thanksgiving ⇒ Pentecost ⇒ Ascension ⇒ Other faiths | She/He <ul style="list-style-type: none"> • knows the assortment of representative materials and materials that suits different public events. • knows the assortment of materials and materials from the general environment, which are suitable for different family celebrations. • knows traditional color preferences. • knows regional traditions. • recognizes the assortment of materials, which fits to calendar festivals and customs, from own experience. | She/He <ul style="list-style-type: none"> • continues work. • works on instructions and produces simple known workpieces and substructures. • prepares materials and materials according to specifications. • can create workpieces according to instructions using simple techniques. | She/He <ul style="list-style-type: none"> • recognizes the work started and the composition of the workpieces according to the given pattern and continues them professionally. • recognizes the work started and the composition of the workpieces according to the given pattern. • is able to continue to work properly according to the pattern. • uses suitable materials and materials. • independently produces controlled subforms under control, prepares, duplicates prototypes. • recognizes the assortment of | |

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| <ul style="list-style-type: none"> • Festivals during the year: <ul style="list-style-type: none"> ⇒ Winter festivals (New Year's Eve, Carnival) ⇒ Spring Festival (May Day, Cherry Blossom Festival, Mother's Day, Women's Day) ⇒ Summer festivals (solstice, summer party, children's day) ⇒ Autumn festivals (beginning of the school year, sugar bag festival, kite festival, Halloween) | | | <p>materials and materials that are suitable for calendar festivals and customizing.</p> <ul style="list-style-type: none"> • is able to deduce from the traditions on symbolics. • leads traditional binders according to specifications technically correct. |
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| Title of the qualification | Florist | | | U7 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Room-related floristry | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| <p>Diverse workpieces as jewelry or decoration:</p> <ul style="list-style-type: none"> • Architecturally appropriate floristry • Window decoration • Table decoration with spatial reference • Objects • Event and exhibition design • Shop design | <p>She/He</p> <ul style="list-style-type: none"> • knows different architectural styles of buildings. • knows shop window decorations from own consumption. • knows different table forms. • knows from the observation various table decoration forms and possible components: <ul style="list-style-type: none"> ⇒ nameplates ⇒ candles ⇒ napkins decoration. | <p>She/He</p> <ul style="list-style-type: none"> • can name features from the observation. • prepares materials and materials for assembly according to the given instructions. • can assist with the preparation of simple workpieces based on written instructions or guidelines from the supervisor. • can duplicate simple workpieces according to a given example. • prepares materials and materials for assembly according to the given instructions. • can assist with the preparation of simple workpieces based on written instructions or guidelines from the supervisor. | <p>She/He</p> <ul style="list-style-type: none"> • recognizes differences. • recognizes given patterns and is able to work according to the specifications. • take note of simple design principles for given examples. • recognizes given patterns and is able to work according to the specifications. • take note of simple design principles for given examples. | |

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| | | <ul style="list-style-type: none">• can duplicate simple workpieces according to a given example. | |
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| Title of the qualification | Florist | | | U8 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Marketing and sales | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U8.1 Customer advice and service | She/He <ul style="list-style-type: none"> knows the basic manners in the shop. | She/He <ul style="list-style-type: none"> understands the basic manners in the shop. | She/He <ul style="list-style-type: none"> applies the basic manners in the shop. | |
| U8.2 Preparation and conclusion of contracts, offers | | | | |
| U8.3 Promotion of sales | She/He <ul style="list-style-type: none"> knows general sales promotion marketing activities from its own consumption behavior: ⇒ advertising through different actions in different media ⇒ routing in the shop. knows different advertising platforms from the own consumption. | She/He <ul style="list-style-type: none"> understands basic marketing activities. can help with various activities. | She/He <ul style="list-style-type: none"> can assist with the presentation of cut flowers and bouquets under guidance. can compare prices on the internet or in advertisements. | |
| U8.4 Cooperation in an international context | She/He | She/He | She/He | |



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| | knows the basics of a foreign language from school education. | <ul style="list-style-type: none">• can apply general principles in a foreign language. | <ul style="list-style-type: none">• can apply general language skills in a foreign language. |
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| Title of the qualification | Florist | | | U9 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Business management | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U9.1 Legal bases | She/He <ul style="list-style-type: none"> • knows basic laws. | She/He <ul style="list-style-type: none"> • understands basic laws. | She/He <ul style="list-style-type: none"> • respects basic laws. | |
| U9.2 Formation of an enterprise | | | | |
| U9.3 Forms and principles of business organisation | She/He <ul style="list-style-type: none"> • has basic knowledge about different forms of enterprise. | She/He <ul style="list-style-type: none"> • can enumerate forms of enterprise from the general knowledge. | She/He <ul style="list-style-type: none"> • is able to recognize different entrepreneurial tasks in flower shops from observation. | |
| U9.4 Commercial management <ul style="list-style-type: none"> • Accounting • Bookkeeping • Cash balancing | She/He <ul style="list-style-type: none"> • knows basics of: <ul style="list-style-type: none"> ⇒ payment transactions such as cash, card payment, bank transfer ⇒ cash balancing. | She/He <ul style="list-style-type: none"> • can support simple commercial activities with guidance and under control. | She/He <ul style="list-style-type: none"> • performs various basic and professional activities after induction and control. | |

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| Title of the qualification | Florist | | | U10 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Human resources management and training | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U10.1 Personnel management and conflict management | She/He <ul style="list-style-type: none"> • knows that conflicts are an inseparable part of working with people. • knows ways to deal with conflicts. | She/He <ul style="list-style-type: none"> • recognizes conflicts between employees. | She/He <ul style="list-style-type: none"> • recognizes opportunities to fit into the different leadership styles. • is competent to deal with conflicts. | |
| U10.2 Human resource planning | She/He <ul style="list-style-type: none"> • knows some country-specific labor laws related to: <ul style="list-style-type: none"> ⇒ working hours of employees ⇒ break times ⇒ leave arrangements ⇒ rest periods. | She/He <ul style="list-style-type: none"> • can read rosters on their own. | She/He <ul style="list-style-type: none"> • is able to understand deployment plans and act accordingly. • can control that rosters are tailored or adjusted to their needs. | |

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| <p>U10.3 Training and development of personnel</p> <ul style="list-style-type: none"> • Identification of training needs of employees • Job description • Creation of a vocational training program • Implementation of education and training | <p>She/He</p> <ul style="list-style-type: none"> • knows ways of education and training. | <p>She/He</p> <ul style="list-style-type: none"> • can formulate own further education wishes with support. | <p>She/He</p> <ul style="list-style-type: none"> • reflects his expertise and is able to take on further education opportunities. |
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| Title of the qualification | Florist | | | U11 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Quality control / assessment | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U11.1 Analysis | She/He <ul style="list-style-type: none"> knows generally visible criteria of quality control. | She/He <ul style="list-style-type: none"> can, with guidance and under control, carry out a quality control of delivered hardware. | She/He <ul style="list-style-type: none"> is aware of the need for a good quality control. knows how to control optical quality and can report results. | |
| U11.2 Consulting | She/He <ul style="list-style-type: none"> knows advisory activities in the specialist business from observations. | She/He <ul style="list-style-type: none"> can recognize customer consultations. | She/He <ul style="list-style-type: none"> is able to forward inquiries to responsible colleagues in order to receive quality advice. can understand an advisory assessment and implement clues. | |
| U11.3 Monitoring the quality of work | | | | |

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| Title of the qualification | Florist | | | U12 |
| EQF level | Level 2 (Helper) | | | |
| Unit of learning outcomes | Occupational safety and environmental protection | | | |
| | KNOWLEDGE | SKILLS | COMPETENCES | |
| U12.1 Occupational safety | <p>She/He</p> <ul style="list-style-type: none"> • knows general rules for occupational safety and health. • knows comprehensive general rules when dealing with sharp tools: <ul style="list-style-type: none"> ⇒ knife ⇒ scissors ⇒ pliers ⇒ saw. • knows chemicals, manuals and possible health hazards of used chemicals. | <p>She/He</p> <ul style="list-style-type: none"> • works according to the relevant safety regulations, partly independently, partly under supervision. • can work with sharp, electrical and temperature generating tools and equipment. • can work with common chemicals. • may use recommended protective equipment such as gloves. | <p>She/He</p> <ul style="list-style-type: none"> • acts according to the instructions of general occupational health and safety regulations when working with commonly used tools and machines. • understands the operating instructions of power tools (drill, screwdriver, glue gun) and acts carefully. • is aware of the dangers of working with chemicals (detergents, adhesives, paints) and acts accordingly. | |

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| U12.2 Environmental protection | She/He <ul style="list-style-type: none"> • knows general criteria of environmental protection. • knows well-known species protection criteria. • knows generally applicable criteria of nature conservation from the general education. | She/He <ul style="list-style-type: none"> • protects the environment in everyday business with guidance. | She/He <ul style="list-style-type: none"> • recognizes the need for environmental protection. • acts in the sense of nature conservation, environmental protection and species protection with instructions and controls. • acts according to instructions environmentally friendly. |
| U12.3 Waste prevention and waste disposal | She/He <ul style="list-style-type: none"> • knows ways of avoiding waste from general knowledge. • knows general types of waste and national waste regulations. | She/He <ul style="list-style-type: none"> • separates common waste. • recycles waste and can dispose of recyclable waste. | She/He <ul style="list-style-type: none"> • disposes of waste with instructions in an environmentally friendly manner. |
| U12.4 Energy | She/He <ul style="list-style-type: none"> • knows energy sources. • knows possibilities of an economical use of energy through general education. | She/He <ul style="list-style-type: none"> • handles energy carefully. | She/He <ul style="list-style-type: none"> • works with instructions resource-saving. • reduces environmental impact through the use of regional products. |