

**HORTICULTURE
FLORICULTURE/
FLORIST ASSISTANT
SKILLS STANDARDS
OD36201**



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COMPETENCY-BASED EDUCATION: OKLAHOMA'S RECIPE FOR SUCCESS

BY THE INDUSTRY FOR THE INDUSTRY

Oklahoma's *CareerTech* system of competency-based education uses industry professionals and certification standards to identify the knowledge and abilities needed to master an occupation. This industry input provides the foundation for development of instructional materials that help prepare the comprehensively trained, highly skilled employees demanded by our workplace partners.

TOOLS FOR SUCCESS

CareerTech relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

Skills standards provide the foundation for competency-based instruction in Oklahoma's *CareerTech* system. The skills standards outline the knowledge, skills, and abilities needed to perform related jobs within an industry. Skills standards are aligned with national skills standards; therefore, a student trained to the skills standards possesses technical skills that make him/her employable in both state and national job markets.

Curriculum materials contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources provide supplemental activities to enhance learning and provide hands-on training experiences.

Competency Assessments test the student over material outlined in the skills standards and taught using the curriculum materials. When used with classroom performance evaluations, written competency assessments provide a means of measuring occupational readiness.

Although each of these components satisfy a unique purpose in competency-based education, they work together to reinforce the skills and abilities students need to gain employment and succeed on the job.

MEASURING SUCCESS

Written competency assessments are used to evaluate student performance. Results reports communicate competency assessment scores to students and provide a breakdown of assessment results by duty area. The results breakdown shows how well the student has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.

Group analysis of student results also provides feedback to instructors seeking to improve the effectiveness of career and technology training. Performance patterns in individual duties indicate opportunities to evaluate training methods and customize instruction.

TRUE TO OUR PURPOSE

"We prepare Oklahomans to succeed in the workplace, in education, and in life" defines the mission of Oklahoma *CareerTech* and its competency-based system of instruction. Skills standards, curriculum, and assessments that identify and reinforce industry expectations provide accountability for programs and assure *CareerTech*'s continued role in preparing skilled workers for a global job market

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**HORTICULTURE
FLORICULTURE/FLORIST ASSISTANT
SKILLS STANDARDS
Frequency and Criticality Ratings**

- Duty A: Demonstrate Employability Skills
- Duty B: Care for and Handle Flowers and Foliage
- Duty C: Care for and Handle Flowering and Foliage Plants
- Duty D: Design and Construct Floral Patterns
- Duty E: Sell the Product
- Duty F: Deliver Products
- Duty G: Maintain Store

Frequency: represents how often the task is performed on the job. Frequency rating scales vary for different occupations. The rating scale used in this publication is presented below:

- 1 = less than once a week
- 2 = at least once a week
- 3 = once or more a day

Criticality: denotes the level of consequence associated with performing a task incorrectly. The rating scale used in this publication is presented below:

- 1 = slight
- 2 = moderate
- 3 = extreme

DUTY A: Demonstrate Employability Skills

CODE	TASK	F/C
A.01	Maintain a courteous and responsive attitude toward all customers and co-workers	3/3
A.02	Demonstrate professionalism (dress code, attendance, initiative, telephone etiquette, etc.	3/3
A.03	Compose written communication legibly using correct grammar, spelling, and format <ul style="list-style-type: none"> • Career development documents 	2/3
A.04	Interpret and follow written and oral directions	3/3
A.05	Use basic keyboarding and computer skills	3/3
A.06	Respond appropriately to compliments, complaints, conflicts, and criticism	3/3
A.07	Apply customer relation skills	3/3

DUTY B: Care For and Handle Cut Flowers and Foliage

CODE	TASK	F/C
B.01	Receive and unpack cut flowers and floral products without damaging	2/3

B.02	Store flowers for maximum shelf life	3/3
B.03	Utilize techniques to avoid problems of fresh cut flowers	3/3
B.04	Cut flowers under warm water and place into appropriate storage solution in clean containers	3/3
B.05	Place rehydrated flowers in refrigerator after reaching the preferred stage of maturity <ul style="list-style-type: none"> • Hardening 	3/3
B.06	Answer customer questions and outline care instructions	2/3
B.07	Identify, spell, and pronounce correctly the common names for the most used cut flowers and greens <ul style="list-style-type: none"> • Flowers <ul style="list-style-type: none"> •Anthurium •Carnation •Chrysanthemum •Daffodil •Gerbera •Gladiolus •Gypsophila •Iris •Orchid •Rose •Snapdragon •Stephanotis •Stock •Tulip • Cut Greens <ul style="list-style-type: none"> •Asparagus •Eucalyptus •Huckleberry •Leatherleaf •Podocarpus •Salal •Scotch Broom 	3/3

DUTY C: Care for and Handle Cut Flowering Foliage Plants

CODE	TASK	F/C
C.01	Receive and unpack plants and merchandise without damaging	2/3
C.02	Identify and report disease and insect damage -Names of common pests	3/3
C.03	Select and prepare potted plants for sale	2/2
C.04	Identify proper care requirements for flowering and foliage plants (water, light, shelf life, temperature, etc.)	3/3
C.05	Answer customer questions regarding care	2/3
C.06	Identify, spell, and pronounce types of plants <ul style="list-style-type: none"> • Flowering bulb plants <ul style="list-style-type: none"> •Daffodil •Hyacinth •Lily •Tulip • Non-bulb cool season flowering plants 	3/3

	<ul style="list-style-type: none"> • Calceolaria • Christmas Cactus • Cineraria • Cyclamen • Gloxinia • Poinsettia • Primula • Non-bulb cool season flowering plants • Aglaonema • Croton • Dieffenbachia • Dracaena • Fern • Ficus • Nephthytis • Palm • Philodendron • Schefflera • Spathiphyllum 	
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DUTY D: Design and Construct Floral Patterns

CODE	TASK	F/C
D.01	Select components to create a pattern to complete an idea or theme	2/2
D.02	Calculate an accurate cost and price of each product used in arrangements	2/3
D.03	Perform assembly line techniques used during peak holidays and special occasions	2/3
D.04	Design floral arrangements using symmetrical, asymmetrical, and round techniques <ul style="list-style-type: none"> • Principles and elements of design • Forms and techniques 	3/3
D.05	Make boutonnieres and corsages	3/3
D.06	Make single flower arrangements in a bud vase	3/3
D.07	Arrange multiple flowers (dozens and half dozens) in a vase	3/3
D.08	Make funeral sprays and sympathy arrangements	2/3
D.09	Understand basic mechanics of wiring and taping flowers <ul style="list-style-type: none"> • Piercing • Straight-wire • Hairpin • Hook-wire 	3/3
D.10	Understand and use different sizes and weights of ribbons	3/3

DUTY E: Sell the Product

CODE	TASK	F/C
E.01	Complete orders and invoice forms and follow correct procedures for collecting payment	2/3
E.02	Provide prompt service to customers and be attentive to their needs	3/3
E.03	Be able to suggest appropriate products for different occasions and explain the price structure of those products	3/3
E.04	Explain the price and payment to the customer	3/3

E.05	Write and attach enclosure card	3/3
E.06	Sell products and services on the telephone	3/3
E.07	Use pricing procedure for wire orders	2/3
E.08	Use directory for selling products for wire out	2/3
E.09	Complete a floral wire service order	2/3
E.10	Discuss quality and care of products with the customer	3/3
E.11	Discuss techniques of good salesmanship	3/3

DUTY F: Deliver Products

CODE	TASK	F/C
F.01	Use in-town delivery procedures and prepare related paperwork	2/2
F.02	Use delivery aids	3/3
F.03	Check product for overall quality before delivery	3/3
F.04	Package orders for delivery	3/3
F.05	Load delivery vehicle	3/3
F.06	Deliver products on time	3/3
F.07	Discuss how delivery procedures differ depending upon destination <ul style="list-style-type: none"> • Hospitals • Funeral homes • Hotels • Parties • Event flowers 	3/3

DUTY G: Maintain Store

CODE	TASK	F/C
G.01	Check received merchandise against invoice listing <ul style="list-style-type: none"> • Cost of freight • Breakage • Boxing charges 	2/3
G.02	Store received products and supplies and rotate as necessary	2/3
G.03	Maintain current inventory of products	2/3
G.04	Stock shelves, gondolas, and counter tops with merchandise	2/3
G.05	Discuss displays	2/2