

# apprenticeship FRAMEWORK

## Floristry non-statutory (Wales)

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# Floristry non-statutory (Wales)

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# Framework summary

## Floristry non-statutory

### Floristry

#### Pathways for this framework at level 2 include:

##### Pathway 1: Floristry

**Competence qualifications available to this pathway:**

C1 - Level 2 Diploma in Work-based Floristry

**Knowledge qualifications available to this pathway:**

K1 - Level 2 Certificate in Retail Knowledge

K2 - Level 2 Certificate in Customer Service

K3 - Level 2 Award in Business for the Environment and Land-based Sector

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

## Floristry non-statutory

### Floristry

#### Pathways for this framework at level 3 include:

##### Pathway 1: Floristry

**Competence qualifications available to this pathway:**

C1 - Level 3 Diploma in Work-based Floristry

**Knowledge qualifications available to this pathway:**

K1 - Level 3 Certificate in Retail Knowledge

K2 - Level 3 Award in Business Management for the Environment and Land-based Sector

K3 - Level 3 Certificate in Customer Service

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing Authority for this framework:

**Lantra**

The Apprenticeship sector for occupations in environmental and land-based.

Issue number: 1	<b>This framework includes:</b>
Framework ID: FR00383	Level 2 Level 3
Date this framework is to be reviewed by: 31/10/2017	<b>This framework is for use in: Wales</b>

## Short description

The Floristry Apprenticeship Framework at Levels 2 and 3 are designed with industry to provide apprentices with the skills and knowledge required to carry out their job role and support the future progression in the industry.

Job opportunities covers roles from junior florist, florist, senior florist and florist manager.

Following successful completion of the Apprenticeship, there are many opportunities available which could include specialising within the profession, completing other vocational courses or progressing into Further and/or Higher Education.

# Contact information

## Proposer of this framework

The Floristry Industry Group which includes employers and associations such as Interflora, Teleflorist and the British Florist Association. This framework is published by Lantra on a non-statutory basis prior to the designation of Issuing Authorities for Wales.

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# Purpose of this framework

## Summary of the purpose of the framework

Floristry is about designing, creating, retailing and delivering floral displays for a variety of occasions, but it is also about the wholesale buying of flowers, sundries and associated products and preparing them for sale.

Lantra research from 2010 estimates that there are approximately 400 businesses and 800 people working in the floristry industry in the Wales. The industry is generally made up of small businesses, but many of these are linked together by relay and industry organisations. Around 94% of businesses employ fewer than nine employees. Therefore, each person has an important role to play within the organisation and emphasises the need for employees to have a variety of skills to help the organisation grow and remain profitable.

The environmental and land-based sector as a whole reported 3% of their vacancies were hard to fill and that 2% of their vacancies had a skills shortage. The floristry industry felt that the hard to fill vacancies and vacancies with skills shortages were because applicants lacked technical/practical skills such as art and design, marketing and sales, planning and organising and literacy, numeracy, IT, communication and customer relations. Florists reported that they have to look for potential and experience rather than qualifications and take on the responsibility of training new recruits.

Job roles at Level 2 may include: junior florist and florist

Job roles at Level 3 may include: senior florist, florist manager

Therefore, it is vital that the industry has qualifications for new entrants so that they can gain the high levels of technical skills required to work within the sector. The industry values the Apprenticeship as an entry route into the sector to achieve this.

It is the view of the Floristry industry that because of the nature of their business, work-based learning through Apprenticeships is a good way for apprentices to learn the necessary skills required to work in a commercial environment.

The framework will also contribute to meeting the skills priorities in Wales by:

- Providing flexible access to a high quality (Level 2 and Level 3) skills programme for floristry
- Incorporating skills to improve the levels of general literacy and numeracy in Wales
- Using technical and competence qualifications, valued by employers, to help their businesses grow
- Developing apprentices' employability skills, making them more attractive to all

employers whatever career they choose

- Providing a career pathway into jobs and training at intermediate and higher levels, to provide the skills which the economy needs to grow.

During the review of this Apprenticeship, Lantra involved the Welsh members of its industry and virtual group, which accounts for eight individuals and trade associations. This important entry mechanism has therefore been highlighted by employers in the Floristry Industry Action Plan, which states the need to prioritise and increase the awareness and uptake of the Floristry Apprenticeship Framework.

Further information on the Floristry industry can be found at: [www.lantra.co.uk/Industries/Floristry.aspx](http://www.lantra.co.uk/Industries/Floristry.aspx)

## Aims and objectives of this framework (Wales)

The aim of the Floristry Foundation Apprenticeship and Apprenticeship is to build on its predecessor by including updated qualifications to meet the skill needs of employers, attracting new applicants into the floristry sector to fill vacancies and provide a progression pathway for apprentices to fill higher level jobs.

Objectives of the framework are to:

1. Increase the uptake of both the Foundation Apprenticeship and Apprenticeship in Floristry by attracting new apprentices into the sector, especially those from the under-represented groups, to meet the changing skills needs of businesses
2. Upskill those working in Floristry jobs to ensure that they attain the skills required to be competent in their profession
3. Increase awareness and benefits of the Floristry Apprenticeship to employers and businesses
4. Provide clear progression and information to higher level jobs, via Further Education and Higher Education where appropriate. Career information within floristry is available on Lantra's website [www.lantra.co.uk/Industries/Floristry.aspx](http://www.lantra.co.uk/Industries/Floristry.aspx).

# Entry conditions for this framework

The floristry industry offers a wide range of opportunities if you enjoy working with flowers and have a flair for design and creation. There are many different roles within floristry, which you will be able to work towards, ranging from working in a flower shop through to creating and designing displays for occasions such as weddings, funerals and special events.

## Entry requirements for the Foundation Apprenticeship

There are no specific entry requirements to enter the Level 2 Foundation Apprenticeship in Floristry, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Foundation Diploma in Environmental and Land-based Skills
- Level 1 Award in Practical Floristry Skills
- Level 1 Certificate in Introductory Floristry
- Level 1 Award in Creative Craft Floristry
- Level 1 Diploma in Floristry
- Voluntary experience within the floristry industry
- Have previously worked in, or are currently working within, the industry
- GCSEs/A Levels.

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Foundation Apprenticeship, this will be assessed during an initial assessment allowing Recognition of Prior Learning (RPL) where appropriate.

Progression opportunities onto the Floristry Foundation Apprenticeship also exist for adult learners who have experience within the floristry industry or who are looking for a career change.

## Entry requirements for the Apprenticeship

The floristry industry wants the entry requirements for the Apprenticeship in Floristry to be flexible, so therefore has suggested that ONE of the following should be completed:

- NVQ Level 2 in Floristry
- Level 2 Diploma in Work-based Floristry
- Level 2 Certificate in Floristry
- Level 2 Diploma in Floristry
- Level 2 Extended Certificate in Floristry
- Practical experience within the floristry industry
- 3 GCSEs (A\*-C)/A Levels.



Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Apprenticeship, this will be assessed during an initial assessment allowing Recognition of Prior Learning (RPL) where appropriate.

(There are many qualifications within floristry, those named above are a few suggestions.)

## **RULES TO AVOID REPEATING QUALIFICATIONS**

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement.

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

### **Essential skills Wales**

If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the essential skills Wales at the relevant level as these are new qualifications and proxies do not exist.

Up to the 31 August 2011, if applicants already have achieved key skills at the relevant level, they will not have to do the relevant essential skills Wales, however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

### **Competence qualifications**

If applicants already have the Level 2/3 competence qualifications for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the apprenticeship certificate and they will still have to demonstrate competence in the workplace.

### **Knowledge qualifications**

If applicants already have the Level 2/3 knowledge qualifications before they started their Apprenticeship, (see Level 2/3 knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within five years of applying for the apprenticeship certificate. For example they may have already achieved the knowledge element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

## **Prior experience**

Applicants already working in the sector will be able to have their prior experience recognised by the awarding organisation and this will count towards the competence and the knowledge qualifications in this framework.

## **Initial assessment**

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience.

## Level 2

Title for this framework at level 2

# Floristry

### Pathways for this framework at level 2

Pathway 1: Floristry

## Level 2, Pathway 1: Floristry

### Description of this pathway

Floristry is the art of designing and creating floral displays for sale. A minimum of 69 credits.

### Entry requirements for this pathway in addition to the framework entry requirements

No additional pathway entry requirements.

Job title(s)	Job role(s)
Junior Florist	A junior florist will help the florist prepare and assemble floral displays. They must have a knowledge of plants and flowers. Junior florists may be required to maintain display areas and help sell flowers to the general public.
Florist	Florists use creativity and knowledge of plants and flowers to design and assemble floral displays. These can be sold through shops and other retail outlets to the general public, businesses, event organisers etc.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 2 Diploma in Work-based Floristry					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/8317/X	City & Guilds/NPTC	47	340-417	N/A

## Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Retail Knowledge					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7352/7	City & Guilds	14	93-113	N/A
K1b	500/7497/0	ABC Awards	14	93-113	N/A
K1c	500/7363/1	Edexcel Limited	14	93-113	N/A
K1d	500/6882/9	EDI	14	93-113	N/A
K1e	500/6736/9	OCR	14	93-106	N/A
K1f	500/8174/3	Skillsfirst Awards Ltd	14	93-113	N/A
K1g	500/6943/3	VTCT	14	93-106	N/A

## Knowledge qualifications available to this pathway (cont.)

K2 - Level 2 Certificate in Customer Service					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	500/6329/7	City & Guilds	13	115	N/A
K2b	501/0442/1	Edexcel Limited	13	85	N/A
K2c	500/9235/2	EDI	13	115	N/A
K2d	500/8403/3	Lifetime Awarding	13	115	N/A
K2e	500/9296/0	OCR	13	93	N/A
K2f	500/8171/8	Skillsfirst Awards Ltd	13	115	N/A
K2g	501/1083/4	VTCT	13	115	N/A
K3 - Level 2 Award in Business for the Environment and Land-based Sector					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/9311/3	City & Guilds/NPTC	10	60	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

K1, K2 and K3 provides the underpinning knowledge for learners to complete C1.

When apprentices complete C1 and either K1a, b, c, d, e, or g, the minimum number of credits achieved will be 61.

When apprentices complete C1 and either K2a, b, c, d, e, f or g, the minimum number of credits achieved will be 60.

When apprentices complete C1 and K3, the minimum number of credits achieved will be 57.



# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	1	6
Application of numbers	1	6
IT	N/A	N/A

## Progression routes into and from this pathway

The Level 2 Foundation Apprenticeship in Floristry is valued by the floristry industry as an entry route into the industry.

There are no specific entry requirements to enter the Level 2 Foundation Apprenticeship in Floristry, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Foundation Diploma in Environmental and Land-based Skills
- Level 1 Award in Practical Floristry Skills
- Level 1 Certificate in Introductory Floristry
- Level 1 Award in Creative Craft Floristry
- Level 1 Diploma in Floristry
- Voluntary experience within the floristry industry
- Have previously worked in, or are currently working within, the industry
- GCSEs/A Levels.

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which will provide underpinning knowledge towards the Apprenticeship, this will be assessed during an initial assessment allowing Recognition of Prior Learning (APL) where appropriate.

Progression opportunities onto the Floristry Foundation Apprenticeship also exist for adult learners who have experience within the floristry industry or who are looking for a career change.

### Progression from the Level 2 Foundation Apprenticeship

Apprentices successfully completing the Foundation Apprenticeship have opportunities to progress within the industry by progressing to the Apprenticeship in Floristry or other Further

Education courses such as:

- Level 3 Diploma in Work-based Floristry
- Level 3 Certificate in Floristry
- Level 3 Diploma in Floristry
- Level 3 Extended Diploma in Floristry
- Level 3 Award in Floristry.

Typical jobs apprentices will be able to progress onto on completion of the Level 2 Foundation Apprenticeship will depend on the qualifications and experience gained during the Foundation Apprenticeship but could include: senior florist/florist manager.

Further information on careers in the floristry industry including job profiles, progression maps and case studies can be found at [www.lantra.co.uk/Industries/Floristry.aspx](http://www.lantra.co.uk/Industries/Floristry.aspx).

For apprentices who wish to continue their development of skills and qualification beyond Level 3, opportunities exist to progress further into Higher Education with Foundation Degrees/Degrees. These are explained in the progression from Apprenticeship section.

# Employee rights and responsibilities

## Employee Rights and Responsibilities (ERR) within the Foundation Apprenticeship in Floristry

Within the Foundation Apprenticeship in Floristry there are two options for apprentices to choose to gain the ERR element of this framework. This gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them. These two options will be explained to apprentices at the start of their programme during induction.

The two options are:

1. Lantra's Floristry ERR workbook contains a number of tasks with short answer questions covering the nine outcomes listed below, which learners can complete at their own pace. The workbook can be found on Lantra's website [www.lantra.co.uk/ERR](http://www.lantra.co.uk/ERR).

Evidence of achievement of the ERR workbook must be sent to Lantra before an Apprenticeship Completion Certificate can be issued. This must be the sign off sheet at the back of the book which must be signed by the apprentice, employer and training provider.

Or

2. Unit J/602/5253 - Principles of employee rights and responsibilities in the land-based industries (2 credits).

Currently this is an accredited unit offered by British Horseracing Education and Standards Trust (BHEST). Those who complete the ERR unit will need to evidence their achievement with a completion certificate from the awarding organisation.

There are nine national outcomes/standards that all learners must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and health and safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an integral part of the apprentice's learning programme
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities

7. Knows where and how to get information and advice on their industry, occupation, training and career
8. Can describe and work within their organisation's principles of conduct and codes of practice
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

## Level 3

Title for this framework at level 3

# Floristry

### Pathways for this framework at level 3

Pathway 1: Floristry

## Level 3, Pathway 1: Floristry

### Description of this pathway

Floristry is the art of designing and creating floral displays for sale. A minimum of 90 credits.

### Entry requirements for this pathway in addition to the framework entry requirements

No additional entry requirements.

Job title(s)	Job role(s)
Florist Manager	A florist manager may absorb some of the senior florist's duties, but will also be responsible for the marketing and day-to-day running of the business, to include controlling stock levels and managing staff and budgets.
Senior Florist	Senior florists design and assemble floral designs using a variety of construction techniques. They must have an in-depth knowledge of plants and flowers. A senior florist will also be required to discuss client requirements, agree terms of sale and merchandise stock.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 3 Diploma in Work-based Floristry					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9049/5	City & Guilds/NPTC	68	479	N/A

## Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Retail Knowledge					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/7350/3	City & Guilds	16	106-124	N/A
K1b	500/7442/8	ABC Awards	16	106-124	N/A
K1c	500/7312/6	Edexcel Ltd	16	106-130	N/A
K1d	500/6883/0	EDI	16	106-130	N/A
K1e	500/6737/0	OCR	16	106-117	N/A
K1f	500/8085/4	Skillsfirst Awards Ltd	16	106-124	N/A



## Knowledge qualifications available to this pathway (cont.)

K2 - Level 3 Award in Business Management for the Environment and Land-based Sector					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	500/9232/7	City & Guilds/NPTC	10	60	N/A

  

K3 - Level 3 Certificate in Customer Service					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	500/6206/2	City & Guilds	13	105	N/A
K3b	501/0443/3	Edexcel	13	85	N/A
K3c	500/9236/4	EDI	13	105	N/A
K3d	501/1797/X	Lifetime Awarding	13	105	N/A
K3e	500/8166/4	Skillsfirst Awards Ltd	13	105	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

K1, K2 and K3 provides the underpinning knowledge for learners to complete C1.

When apprentices complete C1 and either K1a, b, c, d, e or f, the minimum number of credits achieved will be 84.

When apprentices complete C1 and K2, the minimum number of credits achieved will be 78.

When apprentices complete C1 and either K3a, b, c, d or e, the minimum number of credits achieved will be 81.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	N/A	N/A

## Progression routes into and from this pathway

The floristry industry values the Level 3 Apprenticeship as an entry/progression route into the industry. From the Level 2 Foundation Apprenticeship there is direct progression onto Level 3, or learners may progress straight onto the Apprenticeship from another programme.

### Progression onto the Apprenticeship

The floristry industry wants the entry requirements for the Apprenticeship to be flexible, so therefore has suggested that one of the following should be completed:

- NVQ Level 2 in Floristry
- Level 2 Diploma in Work-based Floristry
- Level 2 Certificate in Floristry
- Level 2 Diploma in Floristry
- Level 2 Extended Certificate in Floristry
- Practical experience within the floristry industry
- 3 GCSEs (A\*-C)/A Levels.

Learners who have completed the Welsh Baccalaureate may have completed units or short courses which could provide underpinning knowledge towards the Apprenticeship, this will be assessed during an initial assessment allowing RPL where appropriate.

Progression opportunities onto the Floristry Apprenticeship also exist for adult learners who have experience within the floristry industry or who are looking for a career change.

### Progression from the Apprenticeship

Apprentices successfully completing the Apprenticeship have opportunities to progress within the industry by progressing to other Higher Education courses such as a HNC/D, Foundation Degree or Degree (BSc). Examples of courses available across the UK include:

- BA in Professional Floristry
- FdA Professional Floristry
- FdA Commercial Floral Design.

A useful website to visit regarding Higher Education is [www.ucas.co.uk](http://www.ucas.co.uk), this has information about courses and providers along with specific information on entry requirements.

Apprentices looking to progress in their employment from the Apprenticeship may be able to find managerial positions such as floristry manager. Progression will be dependent on the qualification and experience an individual possesses, as achievement alone of the Level 3 Apprenticeship does not guarantee entry to these opportunities.

Further information on careers in the floristry industry including job profiles, progression maps and case studies can be found at [www.lantra.co.uk/careers](http://www.lantra.co.uk/careers).

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

## Employee Rights and Responsibilities (ERR) within the Apprenticeship in Floristry

Within the Apprenticeship in Floristry there are two options for apprentices to choose to gain the ERR element of this framework. This gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them. These two options will be explained to apprentices at the start of their programme during induction.

Apprentices who have undertaken an Apprenticeship at Level 2 may have already completed the ERR workbook or they may have undertaken an accredited unit. These apprentices will not be required to repeat this section but they will be required to provide evidence of completion at the time of certification of the Advanced Apprenticeship.

The two options are:

1. Lantra's Floristry ERR workbook contains a number of tasks with short answer questions covering the nine outcomes listed below, which learners can complete at their own pace. The workbook can be found on Lantra's website [www.lantra.co.uk/ERR](http://www.lantra.co.uk/ERR).

Evidence of achievement of the ERR workbook must be sent to Lantra before an Apprenticeship Completion Certificate can be issued. This must be the sign off sheet at the back of the book which must be signed by the apprentice, employer and training provider.

Or

2. Unit J/602/5253 - Principles of employee rights and responsibilities in the land-based industries (2 credits).

Currently this is an accredited unit offered by British Horseracing Education and Standards Trust (BHEST). Those who complete the ERR unit will need to evidence their achievement with a completion certificate from the awarding organisation.

There are nine national outcomes/standards that all learners must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and health and safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation, which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an integral part of the apprentice's learning programme
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional

Learning Support must be included in the programme

4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
7. Knows where and how to get information and advice on their industry, occupation, training and career
8. Can describe and work within their organisation's principles of conduct and codes of practice
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

*The remaining sections apply to all levels and pathways within this framework.*

# How equality and diversity will be met

## Floristry industry

The floristry industry employees are mainly females (94%), which is significantly higher than the sector average of 32% (UK) female employees and Wales average at 29%. Whilst the industry doesn't preclude males from working in the sector, it is suggested that the imbalance is due to an out-dated perception of floristry employment as traditionally a female dominated industry despite many roles in floristry being carried out by males. It is interesting to note that Further Education enrolments onto Floristry related learning programmes are also mainly female at an average of 98% compared with work-based learning enrolments 100%.

There are wide range of hands-on roles for people of all ages and abilities together with an increasing need for skilled managerial, high-tech and specialist people. Lantra's research predicts that 110,000 people will be needed over the next decade across the land-based sector.

The floristry industry is generally made up of small businesses, many of which are linked together by large relay organisations such as Interflora, Teleflorist or Flowergram. Employers are looking for employees who show enthusiasm and have basic employability skills such as team working and communication skills.

There are no actual barriers to recruitment into the industry. There may be some physical restrictions in parts of the floristry industry with mobility or when manually lifting and carrying crates of flowers, although this should not prevent anyone working in the industry and not been seen as a barrier.

Care should be taken by providers and employers that unfair discrimination does not occur.

Apprenticeships are seen as an important route to encourage and facilitate a greater diversity of individuals into the industry. Training providers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry, using the nine legally protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnership
6. Pregnancy and maternity
7. Race
8. Religion or belief

## 9. Sexual orientation.

### **Resolutions and further work**

The units within the Diploma in Work-based Floristry have been written in collaboration with partner awarding organisations to ensure that they are free from bias, accessible to all apprentices and are applicable to a wide range of roles and businesses within Floristry. Because of the diverse nature of the Floristry sector the Diploma in Work-based Floristry has been developed from these units to allow maximum flexibility and choice within the rules of combination.

Lantra will work with its Floristry Industry Group to promote the need for skilled employees. This will also take into account the need to increase male and ethnic participation in the industry. Activities will include:

- Increasing the awareness of the Floristry Level 2 and 3 Apprenticeship with specific promotions, in particular focusing on under-represented groups such as males
- Increasing marketing and communications highlighting the opportunities to a wide range of careers within and related to the sector
- Using Lantra's careers web pages to inform careers advisors and apprentices of the opportunities available in the industry.



# On and off the job training (Wales)

## Summary of on- and off-the-job training

Off-the-job training is defined as time for learning activities away from normal work duties.

On-the-job training is defined as skills, knowledge and competence gained within normal work duties.

## Total learning hours

### Foundation Apprenticeship (Level 2)

- The total amount of learning hours which includes both on and off-the-job training for the Floristry Foundation Apprenticeship is 585 over an 18 month period.

### Apprenticeship (Level 3)

- The total amount of learning hours which includes both on and off-the-job training for the Floristry Apprenticeship is 714 over a 24 month period.

## Off-the-job training

For this framework the amount of off-the-job training is as follows:

### Foundation Apprenticeship (Level 2)

- Floristry Foundation Apprenticeship - a minimum of 150 off-the-job training hours must be delivered throughout the 18 month duration of the programme.

### Apprenticeship (Level 3)

- Floristry Apprenticeship - a minimum of 200 off-the-job training hours must be delivered throughout the 24 month duration of the Apprenticeship.

## How this requirement will be met

Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for Apprenticeship certification.

### **Previous attainment**

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either the Qualifications and Credit Framework (QCF) credit transfer for achievements within the QCF, or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning Qualifications.

For learners who have already achieved the relevant qualifications, they must have been certificated within five years of applying for the Apprenticeship Certificate.

### **Previous experience**

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised (see QCF guidance on Claiming Credit for further details). To count towards Apprenticeship certification, previous experience must be recorded using the appropriate awarding organisation's QCF Recognition of Prior Learning procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For learners with prior uncertificated learning experience, the off-the-job learning must have been acquired within five years of application for the Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for five years.

### **Off-the-job training needs to:**

- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers, guided study and induction.

### **Examples of off-the-job training for the Floristry Apprenticeship are:**

- Knowledge of different types of flowers (seasonal, care etc.)
- Understand the importance of good customer service
- Essential skills in Communication and Application of Number
- First aid training
- Taught sessions contributing to Employee Rights and Responsibilities knowledge

- Induction where activities are covered away from normal work duties.

### **Evidence of off-the-job training:**

- Level 2/3 Knowledge Based Qualifications
- Level 1/2 Essential Skills
- Employee Rights and Responsibilities
- Induction.

### **Foundation Apprenticeship/Apprenticeship**

Information Communication Technology Essential Skills has not been included within the Foundation Apprenticeship/Apprenticeship. Following consultation with employers in the sector, it has been identified that the qualifications did not fit industry needs for both levels of apprenticeship because the use of ICT in Floristry is limited, although it is recognised that IT systems may be used in some parts of the industry.

ICT Essential Skills is not mandatory within both levels of apprenticeship, however the apprentice should be encouraged when necessary as they provide valuable skills. This will be monitored and reviewed in the future.

Off-the-job training must be recorded in a diary, workbook, portfolio or attendance records. This evidence needs to be checked and signed by the assessor and employer.

A completed sign off sheet from the provider that the appropriate off-the-job training has been completed, which is available on Lantra's website [www.lantra.co.uk/forms](http://www.lantra.co.uk/forms), needs to be sent to Lantra with a completed certification request.

## **On-the-job training**

For this framework the amount of on-the-job training is as follows:

### **Foundation Apprenticeship (Level 2)**

- Floristry Foundation Apprenticeship - a minimum of 435 on-the-job training hours must be delivered throughout the 18 month duration of the programme.

### **Apprenticeship (Level 3)**

- Floristry Apprenticeship - a minimum of 514 on-the-job training hours must be delivered throughout the 24 month duration of the programme.

## **How this requirement will be met**

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation' allowing for RPL.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a Credit and Qualifications Framework Wales (CQFW) recognised body, or follow essential skills at a level higher than that specified in the framework, include one or more wider key skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years from the date of application for the Apprenticeship Certificate or have been continuously employed in the industry for five years.

Job roles within the Floristry Apprenticeship require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

Examples of on-the-job activities that a learner will be focusing on within the workplace for the Floristry Apprenticeship are:

- Floral design
- Safe use of equipment
- Employability skills
- Team working and communications
- Task specific workplace instruction or team briefings
- Taught sessions by the workplace line manager/instructor as opposed to formal planned taught sessions off-the-job on Employee Rights and Responsibilities knowledge
- Induction where activities are covered within normal work duties.

#### **Evidence of on-the-job training:**

- Level 2/3 Diploma in Work-based Floristry

- Level 1/2 Essential Skills.

### **Foundation Apprenticeship/Apprenticeship**

Information Communication Technology Essential Skills has not been included within the Foundation Apprenticeship/Apprenticeship. Following consultation with employers in the sector, it has been identified that the qualifications did not fit industry needs for both levels of apprenticeship because the use of ICT in Floristry is limited, although it is recognised that IT systems maybe used in some parts of the industry.

ICT Essential Skills is not mandatory within both levels of apprenticeship, however the apprentice should be encouraged when necessary as they provide valuable skills. This will be monitored and reviewed in the future.

On-the-job training must be recorded in a diary, workbook, portfolio or attendance records. This evidence needs to be checked and signed by the assessor and employer.

A completed sign off sheet from the provider that the appropriate on-the-job training hours have been completed, which is available on Lantra's website [www.lantra.co.uk/forms](http://www.lantra.co.uk/forms), needs to be sent to Lantra with a completed certification request.

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

Industry felt that improving own learning and performance is sufficiently covered by the planning, monitoring and evaluating of the apprentice's progress within the review carried out with their supervisor/tutor.

However, providers and apprentices are encouraged to record where and when these wider key skills are being used so that evidence can be gathered to allow apprentices to claim RPL for these skills in the future.

## Working with others

Industry felt that working with others is sufficiently covered by the whole Apprenticeship programme as apprentices will often be working as part of a team in their job role.

However, providers and apprentices are encouraged to record where and when these wider key skills are being used so that evidence can be gathered to allow apprentices to claim RPL for these skills in the future.

## Problem solving

Industry felt that problem solving is sufficiently covered by the Diploma in Work-based Floristry qualification as apprentices will be resolving problems as part of their learning and work.

However, providers and apprentices are encouraged to record where and when these wider key skills are being used so that evidence can be gathered to allow apprentices to claim RPL for these skills in the future.

# Additional employer requirements

## Level 2 Foundation Apprenticeship

There are no additional employer requirements.

## Level 3 Apprenticeship

There are no additional employer requirements.

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