

## COURSE OUTLINE

### AHC31210 Certificate III in Retail Nursery\*



Smart City Vocational College is offering AHC31210 Certificate III in Retail Nursery using the following delivery modes:

- Work-based apprenticeships so that employers can train their own staff in the workplace and
- Work-based and self-directed learning for existing workers wishing to formally recognize their skills

This course outline provides you with an overview of the different delivery types and information about the cost of the training and any funded training opportunities. The units currently offered by Smart City Vocational College in this qualification are listed within this document.

*\*This qualification has been superseded by AHC31216*

## QUALIFICATION INFORMATION

### AHC31210 Certificate III in Retail Nursery

This qualification provides a general vocational outcome for a retail nursery or garden centre sales assistant. The nursery industry expects this qualification to be achieved to meet job outcomes at this level.

Job roles and titles vary across different industry sectors. Possible job title relevant to this qualification is:

- Nursery worker
- Nursery hand
- Retail sales assistant – nursery/greenlife

### ENTRY REQUIREMENTS

*There are no entry requirements for this qualification.* However, you will be required to complete a Language, Literacy and Numeracy Assessment before commencing in this qualification with Smart City Vocational College.

Eligibility criteria may apply if training is subsidised through government funded programs.

Learners wishing to undertake this program through an apprenticeship will be required to meet specific program entry requirements, including:

- must meet the eligibility requirements for an Australian Government's Australian Apprenticeship
- meet the eligibility for funded training through Queensland User Choice program
- be employed or hosted within an appropriately resourced environment
- be signed into a valid and registered training contract
- be supervised in the workplace

Learners applying to undertake the existing worker program are expected to have at least 1 years' experience working in the retail nursery industry, and will be interviewed to determine their suitability for this learning model.

## PATHWAYS INTO THE QUALIFICATION

This qualification may be accessed by direct entry.

## PATHWAYS FROM THE QUALIFICATION

Further training pathways from this qualification include, but are not limited to, Certificate IV in Retail Nursery or Certificate IV in Production Nursery.

## MODE OF TRAINING DELIVERY

The delivery mode describes the way training will be delivered to support and enable learning.

Work-based	Work-based learning	Apprenticeship
Work-based (existing worker)	Work-based learning including core skills interview to identify units for accelerated learning, RPL and/or credit transfer	Certificate 3 Guarantee Program Fee for Service

An individualised training plan will be developed for each learner undertaking work based training. A Smart City Vocational College Trainer will schedule monthly workplace visits to deliver the training and assessment services outlined in the training plan

*Please note:* A program using work-based delivery, is restricted to learners that currently hold positions within organisations where it is agreed that the learner can gain access to resources, facilities and information necessary for their training and assessment.

- Access to the Internet, for research purposes.
- Workplace policies and procedures manual (or similar documentation), and other relevant resources as required for assistance in completing your assessment activities (where required).
- Personal Protective Equipment including; high visibility long sleeve shirt, long pants, steel cap boots, and a sun protective hat.
- Workplace technology and other resources relevant to units outlined below, e.g. hand and power tools, mowers, brush cutters, chemical spraying equipment.

## DURATION

Dependent on the mode of delivery and/or program type, the timeframe for this qualification will vary. Although the timeframes may differ, the required volume of learning shall be met.

Apprenticeship	36 months full time 72 months part time
Existing worker	Up to 12 months. <i>Timeframes will vary for each individual based on their initial skills assessment</i>

## **COURSE COST**

### **Work-based (Apprenticeship)**

Learners in Queensland wishing to enroll in an Apprenticeship must be employed and signed up as an Apprentice by an Australian Apprenticeship Support Network. The Student Contribution Fees are a learner's contribution to the cost of tuition.

Student Contribution Fees \$1.60 per nominal hour

*\* Concessions apply to applicable learners (refer to Learner Handbook)*

### **Work-based (existing workers)**

Learners in Queensland wishing to enrol in existing worker programs offered by Smart City Vocational College may be able to access subsidised training through the Certificate 3 Guarantee program.

The Certificate 3 Guarantee program provides a Government subsidy towards the training cost for eligible participants undertaking an Australian Qualifications Framework certificate level III qualification. The objective of the program is the delivery and completion of certificate III qualifications which lead to job outcomes or career progression.

Program eligibility criteria apply and all learners accessing this subsidy must complete a Training and employment survey following their training. For more information about Certificate 3 Guarantee please refer to the Queensland Government's fact sheet.

<https://training.qld.gov.au/training/incentives/certificate3>

It is important to note that eligible Learners are only able to access ONE full qualification under the Certificate 3 Guarantee Program and will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee Program.

A co-contribution fee is payable for the Certificate 3 Guarantee Program. This co-contribution fee is the contribution to the cost of training and assessment services and is payable by students. The fee may be paid on behalf of the student by a third party, but cannot be waived.

Fees must be paid in full prior to the commencement of the course. The fees will be charged by Smart City Vocational College at a per unit rate. The co-contribution fee can change depending on the delivery method and location.

The co-contribution fee for this qualification delivered by Smart City Vocational College is:

- Non-concessional students \$50.00 (\$3.12 per unit)
- Concessional students \$25.00 (\$1.56 per unit).

Fee exemptions and concessions apply to eligible learners.

There is no refund of the student administration fees once the training has commenced, unless the learner has applied in writing for a refund and the application has been assessed and approved by the Campus Manager. Smart City Vocational College will provide a full refund of fees paid in advance for the program or course if it is cancelled before it starts.

### **Full Fee Price**

Please contact the college for the **full fee price** for this course.

### **LICENSING, LEGISLATIVE, REGULATORY OR CERTIFICATION CONSIDERATIONS**

Not Applicable

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

### **RANGE OF ASSESSMENTS**

- Methods of assessment to cover a range of evidence gathering, for example, written questions and answers, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book
- Assessment can be modified where necessary.
- Recognition of your current skills and or past experience/qualifications (RCC/RPL).

Please discuss your learning needs with us. Whilst the Elements/Performance Criteria are required to be at a consistent standard, there is scope to modify either delivery of training (reasonable adjustment) or how your competencies are assessed to ensure that you succeed with your chosen area of training.

*When submitting assessment items, please ensure you have followed the guidelines as outlined in the assessment booklet, for example typing/writing your name, unit of competency code, and page number on all documents etc.*

### **CREDIT TRANSFER/NATIONAL RECOGNITION**

Credit transfer is where you may have completed Units or a course with another Registered Training Organisation and it is relevant and/or able to be used for your current and anticipated study. Please note that Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations. Please ensure you mention this to your trainer on/before enrolment.

### **CAMPUSES/STUDY HUBS**

Smart City Vocational College's extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity trainer, undertake study or an assignment or just escape the daily grind.

SmartCity's campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kid's play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during trading hours and have a chat with a Student Support Officer or Campus Manager.

### **SUPPORT SERVICES**

If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

### **COMPLAINTS/APPEALS**

Smart City Vocational College seeks to prevent complaints and/or appeals by ensuring Learners are satisfied with their training product and its outcomes. Trainers/Assessors will be fair, courteous and helpful in all dealings with Learners.

Any complaint about any assessment will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. Appeals must be made within 21 days of receipt of assessment outcome. Please refer to Learner Handbook for further information.

### **USI (UNIQUE STUDENT IDENTIFIER)**

All Learners who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

If you require assistance in creating your own USI, please contact your local campus or Smart City Service Desk on 1800 BE SMART.

## **YOUR RESPONSIBILITIES**

As Learner enrolled with Smart City Vocational College, you are expected to:

- Participate fully as an independent and active Learner
- Be responsible for the choices you make in relation to your course of study
- Be committed to your learning and own education
- Be responsible for your own academic progress in your course
- Provide accurate and up-to-date information as required for enrolment and continuing enrolment
- Abide by the Smart City Vocational College Learner Code of Conduct
- Meet any further requirements applicable to the program or funding type of your qualification

A Learner Responsibilities statement and Learner Code of Conduct are contained in the Smart City Vocational College Learner Handbook, this can be easily accessed from our website, [www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au).

**UNIT LIST:**

15 units of competency are required to complete this qualification - 10 core units plus 5 elective units.

<b>APPRENTICESHIP AND EXISTING WORKER</b>			
<b>Unit code</b>	<b>Title</b>	<b>Description</b>	<b>Nominal Hours *</b>
<b>CORE</b>			
AHCOHS301A	Contribute to OHS processes	This unit covers the process of carrying out enterprise Occupational Health and Safety (OHS) policies and procedures and defines the standard required to: work in accordance with workplace procedures in hazard identification and risk control; carry out safe practices during work operations; participate in arrangements for maintaining the health and safety of all people in the workplace.	50
AHCPCM302A	Provide information on plants and their culture	This unit covers the process of providing information to clients and others about plants and their cultural requirements and defines the standard required to: confirm client brief and request for information; consider the growing environment (soil, climate and aspect, pests and diseases, and weed competition); develop product knowledge through in-house and online sources; incorporate client aims and preferences into developing options for plantings; determine the optimal solution for the client needs; provide recommendations on plants, plantings and/or plant treatments, with supporting information to the client.	70
AHCPCM303A	Identify plant specimens	This unit covers the process of identifying an unknown plant specimen and defines the standard required to: capture relevant morphological features of a plant, record qualitative and quantitative data; use comparative techniques to define progress towards identification; use indications of health, environmental influences and location to assist identification; construct a plant database; document a report of the identification process; name unknown plant specimens	80
AHCNSY302A	Receive and dispatch nursery products	This unit covers the process of facilitating client orders for products and the receiving and dispatching of plants and other nursery products from a production or retail nursery and defines the standard required to: communicate with client and advise on product; select and evaluate individual product quality; fulfil orders for nursery products in quantity and meet client quality requirements; maintain stock inventory; advise on nursery product availability and record sales quantities of product; record financial details of transactions.	40
AHCNSY301A	Maintain nursery plants	This unit covers the work undertaken to maintain nursery plants and defines the standard required to: calculate daily water needs; recognise stages of plant growth; monitor plant health; integrate range of plant maintenance activities; monitor the effects of plant interventions; prepare, mix and use chemicals as required.	40
SIRXCCS002A	Interact with customers	This unit describes the performance outcomes, skills and knowledge required to deliver service to customers. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify special customer requirements.	30
AHCNSY303A	Install and maintain plant displays	This unit covers the process of the installation and maintenance work associated with plant displays and defines the standard required to: select suitable plants for a range of plant display purposes; undertake routine regular maintenance of plants in a display; identify symptoms of plant cultural problems; analyse cost benefit of replacing/reviving plants.	60
SIRXMER002A	Coordinate merchandise presentation	This unit describes the performance outcomes, skills and knowledge required to supervise sales and other staff implementing and maintaining displays according to store merchandising standards.	35



Unit code	Title	Description	Nominal Hours*
AHCWRK313A	Implement and monitor environmentally sustainable work practices	This unit covers the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. This unit requires the ability to access industry information, applicable legislative and Occupational Health and Safety (OHS) guidelines.	50
AHCPMG302A	Control plant pests diseases and disorders	This unit covers the control of weeds and defines the standard required to: identify a range of weeds and beneficial organisms; plan and coordinate weed control activities; prepare and calibrate equipment; conduct a site hazard identification and risk control assessment for weed control; apply a range of weed control methods and maintain records; monitor, record and report the effectiveness of controls	80
<b>ELECTIVES (5)</b>			
AHCCHM304A	Transport, handle and store chemicals	This unit covers the process of transporting, handling and storing chemicals safely and identifies the standard required to: correctly maintain and use personal protective equipment (PPE) according to label; follow emergency procedures for chemical spillage; follow legislative requirements for the safe transport of chemicals; and maintain storage area and chemical manifest	50
AHCCHM303A	Prepare and apply chemicals	This unit covers the process of preparing and applying chemicals and defines the standard required to: assess the need for chemical use: comply with safety, chemical label and MSDS requirements; prepare an application/spray plan; prepare and apply chemicals; calibrate application equipment and maintain chemical records	70
AHCPMG301A	Control weeds	This unit covers the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. This unit requires the ability to access industry information, applicable legislative and Occupational Health and Safety (OHS) guidelines.	70
SIRXMER201	Merchandise products	This unit describes the performance outcomes, skills and knowledge required to merchandise products within a retail store. It involves the consistent application of store policies and procedures in regard to displaying, merchandising, ticketing, labelling, pricing and storing stock. It also includes the application of correct manual handling, storage and display techniques according to stock characteristics, industry codes of practice, and relevant legislation.	60
SIRXMER202	Plan, create and maintain displays	This unit describes the performance outcomes, skills and knowledge required to identify requirements for displays, develop display ideas, obtain approval from relevant personnel, and plan and build displays. It also covers maintaining displays to meet the requirements of the product, the audience and the organisation.	35

\*Applicable only to Apprenticeship

## CAMPUS LOCATIONS

The AHC31210 Certificate III in Retail Nursery qualification is currently offered by QLD Campuses only (dependent on demand or program type).

Please refer to our website for Campus Locations.

**1800 BE SMART**  
[www.smartcitycollege.edu.au](http://www.smartcitycollege.edu.au)