

PERSONAL LEARNING REQUIREMENTS

AHC31120 Certificate III in Nursery Operations

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to listen to feedback and advice of supervisors
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. compliance forms, messages)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to work in physically demanding environments
- Ability to work in various environments (e.g. changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Adequate vision is required (e.g. to avoid physical hazards, identifying flora)
- Capacity to travel to work sites, including early starts
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, planting, pruning)
- Good hand and eye co-ordination (e.g. planting in rows, line marking, pruning)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on a consistent basis (e.g. lifting, bending, squatting, kneeling, twisting)
- Manual handling techniques (e.g. regular lifting, including heavy items such as pot plants, bags of fertiliser/potting mix)
- Manually operate machinery and equipment (e.g. trimmers, mulchers, secateurs)
- Tolerance to working with chemicals

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. calculating area for application of chemicals/fertilisers)
- Able to apply and interpret industry related terminology, symbols, abbreviations and language
- Accept responsibility for accurate completion of work and seek help when required
- Basic project management skills (e.g. tools, equipment and materials required)
- Be responsible for self and others' health and safety
- Capacity to develop, apply and maintain horticulture industry knowledge

- Capacity to maintain focus and concentration while undertaking routine or repetitive tasks
- Effective problem-solving ability (e.g. identify suitable materials for job requirements, maintain timely operations)
- Engages in continuous learning opportunities (e.g. willing to learn new products or services or other industry related skills and knowledge)
- Innovation, creativity and alternative thinking
- Read, understand and interpret written materials (e.g. work health & safety documents, standard operating procedures, workshop manuals, diagrams & plans, product labels)
- Understand and follow policies and procedures (e.g. work instructions, Work Health and Safety, internal processes, frameworks, standard operating procedures, safe work method statements)

Behavioural & Social Skills

- Ability to work under direct supervision and/or independently
- Adaptability/flexibility (e.g. being open to change and considerable variety in workplace)
- Attention to detail
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Hands-on, practical and realistic approach to work
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Integrity (e.g. honest and ethical)
- Team player

Technical Skills

- Capacity to develop knowledge of flora to grow and maintain plants
- Capacity to develop knowledge of machines and tools, including safe use and maintenance
- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>