

**SKILLS FRAMEWORK FOR LANDSCAPE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE**

TSC Category	Nursery Management					
TSC	Nursery Operations Management					
TSC Description	Manage business and operational performance aspects of a nursery					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			LNS-OPR-3057-1.1	LNS-OPR-4057-1.1	LNS-OPR-5057-1.1	
			Support nursery operations management by supervising and monitoring operational performance	Manage nursery operations through the implementation of operational processes, standards and practices and review of operational performance	Drive the business and operational planning, execution and performance evaluation and improvement for nursery operations	
Knowledge			<ul style="list-style-type: none"> • Organisation's standard operating procedures for nursery operations • Regulatory compliance requirements for import and export of horticultural products and services • Sourcing and procurement processes for horticultural-related materials and resources • Organisation's nursery product and services • Fundamentals of manpower planning • Organisation's techniques, tools and templates for tracking operational key performance indicators (KPIs) 	<ul style="list-style-type: none"> • Processes and procedures involved in nursery operations • Regulatory compliance required for local and foreign business operations and trading • Sourcing and procurement processes and lead times for horticultural and related materials and resources • Potential challenges in nursery operations • Manpower planning for nursery operations • Organisation's nursery product and services • Market trends in nursery products and services 	<ul style="list-style-type: none"> • Range of nursery products and services • Regulatory compliance required for local and foreign business operations and trading • Best practices in nursery processes, quality monitoring systems and standards • Potential challenges in nursery business operations • Budgeting and costing for nursery operations • Pricing for nursery products and services • Best practices in manpower planning for nursery operations • Market trends in nursery products and services 	
Abilities			<ul style="list-style-type: none"> • Perform manpower planning for day-to-day nursery operations • Implement adherence to established processes and standards through supervision of nursery operations • Comply with import and export regulations in nursery procurement and sales 	<ul style="list-style-type: none"> • Support the development of business plans and operational goals for the nursery operations by providing business projections and market intelligence • Assess the manpower requirements for nursery operations • Advise management from a horticultural perspective, on the 	<ul style="list-style-type: none"> • Establish business plans, objectives and performance criteria for nursery operations • Review and provide advice on the manpower planning for nursery operations • Determine the products and services to be provided by the nursery • Establish systems, processes and quality 	

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			<ul style="list-style-type: none"> • Report operational expenses to the management on a periodic basis • Execute the procurement of materials and resources for nursery operations by coordinating with product and service vendors • Demonstrate nursery products and services to customers • Track sales and operational KPIs for reporting business performance to management 	<p>products and services that the nursery operations should offer</p> <ul style="list-style-type: none"> • Implement systems, processes and quality standards of products and services for the nursery • Implement regulatory compliance measures for local and foreign nursery operations and trading practices • Adhere to allocated operational budgets for nursery operations • Manage the sourcing of materials and resources for nursery operations • Provide horticultural advice to customers on products and services for purchasing decisions • Monitor business performance of allocated nursery operations 	<p>standards of products and services for the nursery</p> <ul style="list-style-type: none"> • Drive compliance to applicable regulations for local and foreign business operations and trading • Determine the operational budgets and resources required for nursery operations • Develop strategic partnerships with product and service vendors • Oversee horticultural team in advisory services provided to customer • Review business performance of nursery operations against established performance criteria and key performance indicators (KPIs) 	
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