

SIT resources

Unit name		Workbook	eLearning
SITHACS001	Clean premises and equipment	✓	✓
SITHACS002	Provide housekeeping services to guests	✓	✓
SITHACS003	Prepare rooms for guests	✓	✓
SITHACS004	Launder linen and guest clothes	✓	✓
SITHACS005	Provide Porter Services	✓	✓
SITHACS006	Provide Valet Service	✓	✓
SITHACS007	Conduct night audit	✓	✓
SITHACS008	Provide Accommodation Reception Services	✓	✓
SITEEVT001	Source and use information on event operations	✓	✓
SITEEVT002	Process and monitor event registrations	✓	✓
SITEEVT003	Coordinate on-site event registrations	✓	✓
SITEEVT004	Provide event staging support	✓	✓
SITEEVT005	Plan in-house events or functions	✓	✓
SITEEVT006	Develop conference programs	✓	✓
SITEEVT007	Select event venues and sites	✓	✓
SITEEVT008	Manage event staging components	✓	✓
SITEEVT009	Organise event infrastructure	✓	✓
SITEEVT010	Manage on-site event operations	✓	✓
SITEEVT011	Research event trends and practice	✓	✓
SITEEVT012	Develop event concepts	✓	✓
SITEEVT013	Determine event feasibility	✓	✓
SITEEVT014	Develop and implement event management plans	✓	✓
SITHCCC001	Use food preparation equipment	✓	✓
SITHCCC002	Prepare and present simple dishes	✓	✓
SITHCCC003	Prepare and present sandwiches	✓	✓
SITHCCC004	Package prepared foodstuffs	✓	✓
SITHCCC005	Prepare dishes using basic methods of cookery	✓	✓
SITHCCC006	Prepare appetisers and salads	✓	✓
SITHCCC007	Prepare stocks sauces and soups	✓	✓
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes	✓	✓
SITHCCC011	Use cookery skills effectively	✓	✓
SITHCCC012	Prepare poultry dishes	✓	✓
SITHCCC013	Prepare seafood dishes	✓	✓

Unit name	Workbook	eLearning
SITHCCC014 Prepare meat dishes	✓	✓
SITHCCC015 Produce and serve food for buffets	✓	✓
SITHCCC016 Produce pates and terrines	✓	✓
SITHCCC017 Handle and serve cheese	✓	✓
SITHCCC018 Prepare food to meet special dietary requirements	✓	✓
SITHCCC019 Produce cakes, pastries and breads	✓	✓
SITHCCC020 Work effectively as a cook	✓	✓
SITHCCC022 Prepare portion-controlled meat cuts and meat products	✓	✓
SITHFAB001 Clean and tidy bar areas	✓	✓
SITHFAB002 Provide responsible service of alcohol	✓	✓
SITHFAB003 Operate a bar	✓	✓
SITHFAB004 Prepare and serve non-alcoholic beverages	✓	✓
SITHFAB005 Prepare and serve espresso coffee	✓	✓
SITHFAB006 Provide room service	–	✓
SITHFAB007 Serve food and beverage	✓	✓
SITHFAB008 Operate and monitor cellar systems	✓	✓
SITHFAB009 Conduct a product tasting for alcoholic beverages	✓	✓
SITHFAB010 Prepare and serve cocktails	✓	✓
SITHFAB011 Provide advice on beers, spirits and liqueurs	✓	✓
SITHFAB012 Provide advice on Australian wines	✓	✓
SITHFAB013 Provide advice on imported wines	✓	✓
SITHFAB014 Provide table service of food and beverage	✓	✓
SITHFAB016 Provide advice on food	✓	✓
SITHFAB017 Provide advice on food and beverage matching	✓	✓
SITHGAM001 Provide responsible gambling services	✓	✓
SITHIND001 Use hygienic practices for hospitality service	✓	✓
SITHIND002 Source and use information on the hospitality industry	✓	✓
SITHIND003 Use hospitality skills effectively	✓	✓
SITHIND004 Work effectively in hospitality service	✓	✓
SITHKOP001 Clean kitchen premises and equipment	✓	✓
SITHKOP002 Plan and cost basic menus	✓	✓
SITHKOP003 Plan and display buffets	–	✓
SITHKOP004 Develop menus for special dietary requirements	✓	✓

Unit name	Workbook	eLearning
SITHKOP005 Coordinate cooking operations	✓	✓
SITHKOP006 Plan catering for events or functions	✓	✓
SITHKOP007 Design and cost menus	✓	✓
SITHPAT001 Produce cakes	✓	✓
SITHPAT002 Produce gateaux, torten and cakes	✓	✓
SITHPAT003 Produce pastries	✓	✓
SITHPAT004 Produce yeast-based bakery products	✓	✓
SITHPAT005 Produce petits fours	✓	✓
SITHPAT006 Produce desserts	✓	✓
SITHPAT007 Prepare and model marzipan	✓	✓
SITHPAT008 Produce chocolate confectionery	✓	✓
SITHPAT009 Model sugar-based decorations	✓	✓
SITHPAT010 Design and produce sweet buffet showpieces	✓	✓
SITTIND001 Source and use information on the tourism and travel industry	✓	✓
SITTTSL001 Operate an online information systems	✓	✓
SITTTSL002 Access and interpret product information	✓	✓
SITTTSL003 Provide advice on international destinations	✓	✓
SITTTSL004 Provide advice on Australian destinations	✓	✓
SITTTSL005 Sell tourism products and services	✓	✓
SITTTSL006 Prepare quotations	✓	✓
SITTTSL007 Process reservations	✓	✓
SITTTSL008 Book supplier products and services	✓	✓
SITTTSL009 Process travel-related documentation	✓	✓
SITTTSL010 Use computerised reservations or operations system	✓	✓
SITTGDE002 Work as a guide	✓	✓
SITTGDE004 Lead tour groups	✓	✓
SITTGDE005 Prepare and present tour commentaries or activities	✓	✓
SITTGDE006 Develop and maintain the general and regional knowledge required by guides	✓	✓
SITTGDE007 Research and share general information on Australian Indigenous cultures	✓	✓
SITTGDE008 Prepare specialised interpretive content on flora, fauna and landscape	✓	✓

Unit name	Workbook	eLearning
SITTGDE009 Prepare specialised interpretive content on marine and environment	✓	✓
SITTGDE010 Prepare specialised interpretive content on cultural and heritage environments	✓	✓
SITXCCS001 Provide customer information and assistance	✓	✓
SITXCCS002 Provide visitor information	✓	✓
SITXCCS003 Interact with customers	✓	✓
SITXCCS004 Provide lost and found services	✓	✓
SITXCCS006 Provide service to customers	✓	✓
SITXCCS007 Enhance the customer service experience	✓	✓
SITXCCS008 Develop and manage quality customer service practices	✓	✓
SITXCOM001 Source and present information	✓	✓
SITXCOM002 Show social and cultural sensitivity	✓	✓
SITXCOM003 Provide a briefing or scripted commentary	✓	✓
SITXCOM004 Address protocol requirements	✓	✓
SITXCOM005 Manage conflict	✓	✓
SITXFIN001 Process financial transactions	✓	✓
SITXFIN002 Interpret financial information	✓	✓
SITXFIN003 Manage finances within a budget	✓	✓
SITXFIN004 Prepare and monitor budgets	✓	✓
SITXFIN005 Manage physical assets	✓	✓
SITXFSA001 Use hygienic practices for food safety	✓	✓
SITXFSA002 Participate in safe food handling practices	✓	✓
SITXFSA003 Transport and store food	✓	✓
SITXFSA004 Develop and implement a food safety program	✓	✓
SITXGLC001 Research and comply with regulatory requirements	✓	✓
SITXHRM001 Coach others in job skills	✓	✓
SITXHRM002 Roster staff	✓	✓
SITXHRM003 Lead and manage people	✓	✓
SITXHRM004 Recruit, select and induct staff	✓	✓
SITXHRM006 Monitor staff performance	✓	✓
SITXINV001 Receive and store stock	✓	✓
SITXINV002 Maintain the quality of perishable items	✓	✓
SITXINV003 Purchase goods	✓	✓

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SITXINV004 Control stock	✓	✓
SITXMGT001 Monitor work operations	✓	✓
SITXMGT002 Establish and conduct business relationships	✓	✓
SITXMGT003 Manage projects	✓	✓
SITXMPR004 Coordinate marketing activities	✓	✓
SITXMPR006 Obtain and manage sponsorship	✓	✓
SITXMPR007 Develop and implement marketing strategies	✓	✓
SITXWHS001 Participate in safe work practices	✓	✓
SITXWHS002 Identify hazards, assess and control safety risks	✓	✓
SITXWHS003 Implement and monitor work health and safety practices	✓	✓
SITXWHS004 Establish and maintain a work health and safety system	✓	✓
BSBADM502 Manage meetings	✓	✓
BSBCMM201 Communicate in the workplace	✓	✓
BSBCMM401 Make a presentation	✓	✓
BSBDIV501 Manage diversity in the workplace	✓	✓
BSBFIA301 Maintain financial records	✓	✓
BSBFIM601 Manage finances	✓	✓
BSBHRM604 Manage employee relations	✓	✓
BSBMGT517 Manage operational plan	✓	✓
BSBMGT617 Develop and implement a business plan	✓	✓
BSBRSK501 Manage risk	✓	✓
BSBSUS201 Participate in environmentally sustainable work practices	✓	✓
BSBSUS401 Implement and Monitor Environmental Sustainable Work Practices	✓	✓
BSBWOR203 Work effectively with others	✓	✓
CPPCLO2009A Clean glass surfaces	✓	✓
CPPCLO2017A Clean wet areas	✓	✓

BSB resources

Unit name	Workbook	eLearning
BSBADM307 Organise schedules	✓	✓
BSBADM311 Maintain business resources	✓	✓
BSBADM405 Organise meetings	✓	✓
BSBADM406 Organise business travel	✓	✓
BSBADM407 Administer projects	✓	✓
BSBADM502 Manage meetings	✓	✓
BSBADM503 Plan and manage conferences	✓	–
BSBADM504 Plan and implement administrative systems	✓	✓
BSBADM506 Manage business document design and development	✓	✓
BSBADV507 Develop a media plan	✓	✓
BSBADV509 Create mass print media advertisements	✓	✓
BSBADV602 Develop an advertising campaign	✓	–
BSBCMM201 Communicate in the workplace	✓	✓
BSBCMM301 Process customer complaints	✓	✓
BSBCMM401 Make a presentation	✓	✓
BSBCOM603 Plan and establish compliance management systems	✓	–
BSBCRT401 Articulate, present and debate ideas	✓	✓
BSBCRT501 Originate and develop concepts	✓	–
BSBCUS201 Deliver a service to customers	✓	✓
BSBCUS301 Deliver and monitor a service to customers	✓	✓
BSBCUS401 Coordinate implementation of customer service strategies	✓	✓
BSBCUS402 Address customer needs	✓	✓
BSBCUS403 Implement customer service standards	✓	✓
BSBCUS501 Manage quality customer service	✓	✓
BSBDIV301 Work effectively with diversity	✓	✓
BSBDIV501 Manage diversity in the workplace	✓	✓
BSBFIA301 Maintain financial records	✓	✓
BSBFIA302 Process payroll	✓	✓
BSBFIA303 Process accounts payable and receivable	✓	✓
BSBFIA304 Maintain a general ledger	✓	✓
BSBFIA401 Prepare financial reports	✓	✓
BSBFIA402 Report on financial activity	✓	✓
BSBFIM501 Manage budgets and financial plans	✓	✓

Unit name	Workbook	eLearning
BSBFIM502 Manage payroll	✓	✓
BSBFIM601 Manage finances	✓	✓
BSBFLM303 Contribute to effective workplace relationships	✓	✓
BSBHRM403 Support performance management process	✓	✓
BSBHRM404 Review human resource functions	✓	✓
BSBHRM405 Support the recruitment, selection and induction of staff	✓	✓
BSBHRM501 Manage human resource services	✓	✓
BSBHRM505 Manage remuneration and employee benefits	✓	–
BSBHRM506 Manage recruitment selection and induction processes	✓	✓
BSBHRM512 Develop and manage performance-management processes	✓	✓
BSBHRM513 Manage workforce planning	✓	✓
BSBIND201 Work effectively in a business environment	✓	✓
BSBINM201 Process and maintain workplace information	✓	✓
BSBINM202 Handle mail	–	✓
BSBINM301 Organise workplace information	✓	✓
BSBINM302 Utilise a knowledge management system	–	✓
BSBINM401 Implement workplace information system	✓	✓
BSBINM501 Manage an information or knowledge management system	✓	–
BSBINM601 Manage knowledge and information	✓	–
BSBINN201 Contribute to workplace innovation	✓	✓
BSBINN301 Promote innovation in a team environment	✓	✓
BSBINN502 Build and sustain an innovative work environment	✓	✓
BSBINN601 Lead and manage organisational change	✓	–
BSBINT401 Research international business opportunities	✓	✓
BSBITS401 Maintain business technology	✓	✓
BSBITU201 Produce simple word processed documents	–	✓
BSBITU202 Create and use spreadsheets	✓	✓
BSBITU203 Communicate electronically	–	✓
BSBITU302 Create electronic presentations	–	✓
BSBITU303 Design and produce text documents	–	✓
BSBITU304 Produce spreadsheets	✓	✓
BSBITU306 Design and produce business documents	–	✓

Unit name	Workbook	eLearning
BSBITU307 Develop keyboarding speed and accuracy	✓	✓
BSBLDR401 Communicate effectively as a workplace leader	✓	✓
BSBLDR402 Lead effective workplace relationships	✓	✓
BSBLDR403 Lead team effectiveness	✓	✓
BSBLDR404 Lead a diverse workforce	–	✓
BSBLDR501 Develop and use emotional intelligence	✓	✓
BSBLDR502 Lead and manage effective workplace relationships	✓	✓
BSBLED401 Develop teams and individuals	✓	✓
BSBLED502 Manage programs that promote personal effectiveness	✓	✓
BSBMGT401 Show leadership in the workplace	✓	✓
BSBMGT402 Implement operational plan	✓	✓
BSBMGT403 Implement continuous improvement	✓	✓
BSBMGT407 Apply digital solutions to work processes	✓	✓
BSBMGT502 Manage people performance	✓	✓
BSBMGT516 Facilitate continuous improvement	✓	✓
BSBMGT517 Manage operational plan	✓	✓
BSBMGT605 Provide leadership across the organisation	✓	–
BSBMGT608 Manage innovation and continuous improvement	✓	–
BSBMGT616 Develop and implement strategic plans	✓	–
BSBMGT617 Develop and implement a business plan	✓	✓
BSBMKG413 Promote products and services	✓	✓
BSBMKG417 Apply marketing communication across a convergent industry	✓	✓
BSBMKG418 Develop and apply knowledge of marketing communication industry	✓	✓
BSBMKG419 Analyse consumer behavior	✓	–
BSBMKG420 Create digital media user experiences	✓	–
BSBMKG421 Optimise digital media impact	✓	–
BSBMKG501 Identify and evaluate marketing opportunities	✓	✓
BSBMKG502 Establish and adjust the marketing mix	✓	✓
BSBMKG506 Plan market research	✓	✓
BSBMKG507 Interpret market trends and developments	✓	✓
BSBMKG512 Forecast international market and business needs	✓	✓

Unit name	Workbook	eLearning
BSBMKG515 Conduct a marketing audit	✓	✓
BSBMKG523 Design and develop an integrated marketing communication plan	✓	✓
BSBMKG524 Design effective user experiences	✓	–
BSBMKG525 Design effective web search responses	✓	–
BSBMKG528 Mine data to identify industry directions	✓	–
BSBMKG609 Develop a marketing plan	✓	–
BSBPMG522 Undertake project work	✓	✓
BSBREL401 Establish networks	✓	✓
BSBRES401 Analyse and present research information	✓	✓
BSBRSK401 Identify risk and apply risk management processes	✓	✓
BSBRSK501 Manage risk	✓	✓
BSBSMB301 Investigate micro business opportunities	✓	✓
BSBSMB401 Establish and comply with legal and risk requirements of small business	✓	✓
BSBSMB402 Plan small business finances	✓	✓
BSBSMB403 Market the small business	✓	✓
BSBSMB404 Undertake small business planning	✓	✓
BSBSMB406 Manage small business finances	✓	✓
BSBSMB413 Design a digital strategy for small business	✓	✓
BSBSMB414 Time management for small business	✓	–
BSBSMB415 Refine and strengthen a small business	✓	✓
BSBSUS201 Participate in environmentally sustainable work practices	✓	✓
BSBSUS401 Implement and monitor environmentally sustainable work practices	✓	✓
BSBSUS501 Develop workplace policy and procedures for sustainability	✓	✓
BSBWHS201 Contribute to health and safety of self and others	✓	✓
BSBWHS302 Apply knowledge of WHS legislation in the workplace	✓	✓
BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements	✓	✓
BSBWHS402 Assist with compliance with WHS laws	✓	✓
BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes	✓	✓
BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control	✓	✓

Unit name	Workbook	eLearning
BSBWHS405 Contribute to implementing and maintaining WHS management systems	✓	✓
BSBWHS406 Assist with responding to incidents	✓	✓
BSBWHS501 Ensure a safe workplace	✓	✓
BSBWHS605 Develop, implement and maintain WHS management systems	✓	–
BSBWOR202 Organise and complete daily work activities	✓	✓
BSBWOR203 Work effectively with others	✓	✓
BSBWOR204 Use business technology	✓	✓
BSBWOR301 Organise personal work priorities and development	✓	✓
BSBWOR403 Manage stress in the workplace	✓	–
BSBWOR404 Develop work priorities	✓	✓
BSBWOR501 Manage personal work priorities and professional development	✓	✓
BSBWOR502 Lead and manage team effectiveness	✓	✓
BSBWRK411 Support employee and industrial relations procedures	✓	✓
BSBWRK510 Manage employee relations	✓	✓
BSBWRT301 Write simple documents	✓	✓
BSBWRT401 Write complex documents	✓	✓
TLIP2029 Prepare and process financial documents	–	✓

TAE resources

Unit name	Workbook	eLearning
TAEASS301 Contribute to assessment	✓	✓
TAEASS401 Plan assessment activities and processes	✓	✓
TAEASS402 Assess competence	✓	✓
TAEASS403 Participate in assessment validation	✓	✓
TAEASS501 Provide advanced assessment practice	✓	✓
TAEASS502 Design and develop assessment tools	✓	✓
TAEDEL301 Provide work skill instruction	✓	✓
TAEDEL401 Plan, organise and deliver group-based learning	✓	✓
TAEDEL402 Plan, organise and facilitate learning in the workplace	✓	✓
TAEDEL403 Coordinate and facilitate distance-based learning	✓	✓
TAEDEL404 Mentor in the workplace	✓	✓
TAEDEL502 Provide advanced facilitation practice	✓	✓
TAEDES401 Design and develop learning programs	✓	✓
TAEDES402 Use training packages and accredited courses to meet client needs	✓	✓
TAEDES501 Design and develop learning strategies	✓	✓
TAEDES502 Design and develop learning resources	✓	✓
TAEDES505 Evaluate a training program	✓	–
TAEELN411 Address adult language, literacy and numeracy skills	✓	✓
TAEELN501 Support the development of adult language literacy and numeracy skills	✓	✓
TAEPPDD501 Maintain and enhance professional practice	✓	✓
TAETAS501 Undertake organisational training needs analysis	✓	–

SIR resources

Unit name	Workbook	eLearning
SIRRFSA001 Handle food safely in a retail environment	-	✓
SIRRINV001 Receive and handle retail stock	-	✓
SIRRMER001 Produce visual merchandise displays	-	✓
SIRRMER003 Coordinate visual merchandising activities	-	✓
SIRRRTF001 Balance and secure point of sale terminal	-	✓
SIRRRTF002 Monitor retail store financials	-	✓
SIRWSLS002 Analyse and achieve sales targets	-	✓
SIRWSLS003 Build sales of branded products	-	✓
SIRXCEG001 Engage the customer	-	✓
SIRXCEG002 Assist with customer difficulties	-	✓
SIRXCEG003 Build customer relationships and loyalty	-	✓
SIRXCEG004 Create a customer centric culture	-	✓
SIRXCOM001 Communicate in the workplace to support team and customer outcomes	-	✓
SIRXCOM002 Work effectively in a team	-	✓
SIRXHRM002 Maintain employee relations	-	✓
SIRXIND001 Work effectively in a service environment	-	✓
SIRXIND002 Organise and maintain the store environment	-	✓
SIRXIND003 Organise personal work requirements	-	✓
SIRXIND004 Plan a career in the retail industry	-	✓
SIRXMGT002 Lead a frontline team	-	✓
SIRXPDK001 Advise on products and services	-	✓
SIRXPDK002 Advise on food products and services	-	✓
SIRXRSK001 Identify and respond to security risks	-	✓
SIRXRSK002 Maintain store security	-	✓
SIRXSLS001 Sell to the retail customer	-	✓
SIRXSLS002 Follow point-of-sale procedures	-	✓
SIRXSLS003 Achieve sales results	-	✓
SIRXWHS002 Contribute to workplace health and safety	-	✓
SIRXWHS003 Maintain workplace safety	-	✓

AHC resources

Unit name	Workbook	eLearning
AHCWHS301 Contribute to work health and safety processes	✓	✓
AHCPCM302 Provide information on plants and their culture	✓	✓
AHCPMG301 Control weeds	✓	✓
AHCPMG302 Control plant pests, diseases and disorders	✓	✓
AHCSOL303 Implement soil improvements for garden and turf areas	✓	✓
AHCWRK309 Apply environmentally sustainable work practices	✓	✓
AHCCHM303 Prepare and apply chemicals	✓	✓
AHCCHM304 Transport, handle and store chemicals	✓	✓
AHCMOM304 Operate machinery and equipment	✓	✓
AHCNSY301 Maintain nursery plants	✓	✓
AHCNSY303 Install and maintain plant displays	✓	✓
AHCPCM303 Identify plant specimens	✓	✓
AHCLSC301 Set out site for construction works	✓	–
AHCLSC304 Erect timber structures and features	✓	–
AHCIRG331 Install pressurised irrigation systems	✓	✓
AHCDRG301 Install drainage systems	✓	✓
AHCLSC302 Construct landscape features using concrete	✓	✓
AHCLSC303 Construct brick and/or block structures and features	✓	–
AHCPCM301 Implement a plant nutrition program	✓	✓
AHCPGD301 Implement a plant establishment program	✓	✓

CHC resources

Unit name	Workbook	eLearning
CHCCOM005 Communicate and work in health or community services	✓	–
CHCCCS015 Provide individualised support	✓	–
CHCCCS011 Meet personal support needs	✓	–
CHCCCS023 Support independence and well being	✓	–
CHCDIV001 Work with diverse people	✓	–
CHCLEG001 Work legally and ethically	✓	–
CHCAGE001 Facilitate the empowerment of older people	✓	–
CHCPAL001 Deliver care services using a palliative approach	✓	–