

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 | ✓ | ✓ |

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|---|-----------------|------------------|
| 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 | ✓ | ✓ |
| SITHKOP004 Develop menus for special dietary requirements | ✓ | ✓ |

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| 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 | ✓ | ✓ |

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| 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

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|--|----------|-----------|
| 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 | ✓ | ✓ |

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| 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 | – | ✓ |
| BSBITU213 Use digital technologies to communicate remotely | ✓ | – |
| BSBITU302 Create electronic presentations | – | ✓ |
| BSBITU303 Design and produce text documents | – | ✓ |
| BSBITU304 Produce spreadsheets | ✓ | ✓ |

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| BSBITU306 Design and produce business documents | – | ✓ |
| 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 | ✓ | ✓ |
| BSBLDR511 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 | ✓ | ✓ |

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| BSBMKG507 Interpret market trends and developments | ✓ | ✓ |
| BSBMKG512 Forecast international market and business needs | ✓ | ✓ |
| 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 | ✓ | ✓ |

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| BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes | ✓ | ✓ |
| BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control | ✓ | ✓ |
| 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

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|--|----------|-----------|
| 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

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|---|----------|-----------|
| 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

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|-----------|---|----------|-----------|
| AHCBER301 | Work effectively in an emergency disease or plant pest response | ✓ | – |
| AHCBIO302 | Identify and report unusual disease or plant pest signs | ✓ | – |
| AHCBUS401 | Administer finance insurance and legal requirements | ✓ | – |
| AHCBUS402 | Cost a project | ✓ | – |
| AHCBUS405 | Participate in an e-business supply chain | ✓ | – |
| AHCBUS501 | Manage staff | ✓ | – |
| AHCCHM201 | Apply chemicals under supervision | ✓ | – |
| AHCCHM303 | Prepare and apply chemicals | ✓ | ✓ |
| AHCCHM304 | Transport and store chemicals | ✓ | ✓ |
| AHCCHM307 | Prepare and apply chemicals to control pest, weeds and diseases | ✓ | – |
| AHCDRG301 | Install drainage systems | ✓ | ✓ |
| AHCDRG303 | Troubleshoot drainage systems | ✓ | – |
| AHCILM302 | Provide appropriate information on cultural knowledge | ✓ | – |
| AHCIRG306 | Troubleshoot irrigation systems | ✓ | – |
| AHCIRG331 | Install pressurised irrigation systems | ✓ | ✓ |
| AHCLPW303 | Construct access tracks | ✓ | – |
| AHCLPW306 | Undertake sampling and testing of water | ✓ | – |
| AHCLSC301 | Set out site for construction works | ✓ | – |
| AHCLSC304 | Erect timber structures and features | ✓ | – |
| AHCLSC309 | Install water features | ✓ | – |
| AHCLSC307 | Implement a retaining wall project | ✓ | – |
| AHCLSC302 | Construct landscape features using concrete | ✓ | ✓ |
| AHCLSC303 | Construct brick and/or block structures and features | ✓ | – |
| AHCLSC305 | Construct stone structures and features | ✓ | – |
| AHCLSC401 | Supervise landscape project works | ✓ | – |
| AHCMOM203 | Operate basic machinery and equipment | ✓ | – |
| AHCMOM304 | Operate machinery and equipment | ✓ | ✓ |
| AHCNSY201 | Pot up plants | ✓ | – |
| AHCNSY202 | Care for nursery plants | ✓ | – |
| AHCNSY203 | Undertake propagation activities | ✓ | – |
| AHCNSY204 | Maintain indoor plants | ✓ | – |

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| AHCNSY301 Maintain nursery plants | ✓ | ✓ |
| AHCNSY302 Receive and dispatch nursery products | ✓ | – |
| AHCNSY303 Install and maintain plant displays | ✓ | ✓ |
| AHCNSY305 Prepare specialised plants | ✓ | – |
| AHCNSY306 Implement a propagation plan | ✓ | – |
| AHCNSY402 Plan a propagation program | ✓ | – |
| AHCPCM201 Recognise Plants | ✓ | – |
| AHCPCM301 Implement a plant nutrition program | ✓ | ✓ |
| AHCPCM302 Provide information on plants and their culture | ✓ | ✓ |
| AHCPCM303 Identify plant specimens | ✓ | ✓ |
| AHCPCM401 Recommend plants and cultural practices | ✓ | – |
| AHCPCM402 Develop a soil health and plant nutrition program | ✓ | – |
| AHCPGD201 Plant trees and shrubs | ✓ | – |
| AHCPGD202 Plan and maintain plant displays | ✓ | – |
| AHCPGD203 Prune shrubs and small trees | ✓ | – |
| AHCPGD206 Conduct visual inspection of park facilities | ✓ | – |
| AHCPGD301 Implement a plant establishment program | ✓ | ✓ |
| AHCPGD302 Plan and maintain plant displays | ✓ | – |
| AHCPGD303 Perform specialist amenity pruning | ✓ | – |
| AHCPGD305 Conduct operational inspection of park facilities | ✓ | – |
| AHCPGD401 Design plant displays | ✓ | – |
| AHCPGD402 Plan a plant establishment program | ✓ | – |
| AHCPHT305 Regulate crops | ✓ | – |
| AHCPMG201 Treat Weeds | ✓ | – |
| AHCPMG202 Treat plant pests, diseases and disorders | ✓ | – |
| AHCPMG301 Control weeds | ✓ | ✓ |
| AHCPMG302 Control plant pests, diseases and disorders | ✓ | ✓ |
| AHCSOL202 Assist with soil or growing media testing and sampling | ✓ | – |
| AHCSOL301 Prepare growing media | ✓ | – |
| AHCSOL303 Implement soil improvements for garden and turf areas | ✓ | ✓ |
| AHCSOL401 Sample soil and interpret results | ✓ | – |
| AHCTRF303 Implement a grassed area maintenance program | ✓ | – |
| AHCTRF305 Renovate sports turf | ✓ | – |
| AHCWHS201 Participate in work health and safety processes | ✓ | – |
| AHCWHS301 Contribute to work health and safety processes | ✓ | ✓ |

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| AHCWHS401 Maintain work health and safety processes | ✓ | – |
| AHCWRK209 Participate in environmentally sustainable work practices | ✓ | – |
| AHCWRK305 Coordinate work site activities | ✓ | – |
| AHCWRK308 Handle bulk materials in storage areas | ✓ | – |
| AHCWRK309 Apply environmentally sustainable work practices | ✓ | ✓ |
| AHCWRK401 Implement and monitor quality assurance procedures | ✓ | – |
| AHCWRK403 Supervise work routines and staff performance | ✓ | – |

FDF resources

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|--|-----------------|------------------|
| FDFPPL3001A Participate in improvement processes | ✓ | – |

CHC resources

| Unit name | | Workbook | eLearning |
|-----------|--|----------|-----------|
| CHCADV001 | Facilitate the interests and rights of clients | ✓ | – |
| CHCAGE001 | Facilitate the empowerment of older people | ✓ | – |
| CHCAGE003 | Coordinate services for older people | ✓ | – |
| CHCAGE004 | Implement interventions with older people at risk | ✓ | – |
| CHCAGE005 | Provide support to people living with dementia | ✓ | – |
| CHCCOM005 | Communicate and work in health or community services | ✓ | – |
| CHCCCS006 | Facilitate individual service planning and delivery | ✓ | – |
| CHCCCS011 | Meet personal support needs | ✓ | – |
| CHCCCS015 | Provide individualised support | ✓ | – |
| CHCCCS023 | Support independence and well being | ✓ | – |
| CHCCCS025 | Support relationships with carers and families | ✓ | – |
| CHCDIV001 | Work with diverse people | ✓ | – |
| CHCLEG001 | Work legally and ethically | ✓ | – |
| CHCPAL001 | Deliver care services using a palliative approach | ✓ | – |

FBP resources

| Unit name | | Workbook | eLearning |
|------------|---|----------|-----------|
| FBPPPL3001 | Support and mentor individuals and groups | ✓ | – |
| FBPOPR3001 | Control contaminants and allergens in the workplace | ✓ | – |
| FBPPPL3003 | Participate in improvement processes | ✓ | – |
| FBPWHS2001 | Participate in WHS processes | ✓ | – |
| FBPWHS3001 | Contribute to WHS processes | ✓ | – |