



# 2011 Catalogue

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# Units by Training Package

## **BSB07 Business Services**

BSBADM101A Use business equipment and resources  
BSBADM307A Organise schedules  
BSBADM311A Maintain business resources  
BSBCMM201A Communicate in the workplace  
BSBCMM301A Process customer complaints  
BSBCUS201A Deliver a service to customers  
BSBCUS301A Deliver and monitor a service to customers  
BSBFIA301A Maintain financial records  
BSBIND201A Work effectively in a business environment  
BSBINM201A Process and maintain workplace information  
BSBINM202A Handle mail  
BSBINM301A Organise workplace information  
BSBITU102A Develop keyboard skills  
BSBITU202A Create and use spreadsheets  
BSBITU203A Communicate electronically  
BSBITU301A Create and use databases  
BSBITU302A Create electronic presentations  
BSBITU303A Design and produce text documents  
BSBITU304A Design and produce spreadsheets  
BSBITU306A Design and produce business documents  
BSBITU307A Develop keyboarding speed and accuracy  
BSBITU309A Produce desktop published documents  
BSBOHS201A Participate in OHS processes  
BSBWOR202A Organise and complete daily work activities  
BSBWOR301A Organise personal work priorities and development  
BSBWRT301A Write simple documents

## **SIR07 Retail Services**

BBSCMN304A Contribute to personal skill development and learning  
BSBINM202A Handle mail (BSBCMN212A)  
BSBWOR204A Use business technology (BSBCMN205A)  
SIRRRPK006A Recommend liquor products (SIRRRPK006A)  
SIRXADM001A Apply retail office procedures  
SIRXADM002A Coordinate retail office  
SIRXCCS001A Apply point-of-sale handling procedures  
SIRXCCS002A Interact with Customers  
SIRXCCS003A Co-ordinate interaction with customers  
SIRXCLM001A Organise and maintain work area  
SIRXCOM001A Communicate in the workplace  
SIRXFIN001A Balance point-of-sale terminal  
SIRXICT001A Operate retail technology  
SIRXIND001A Work effectively in a retail environment  
SIRXINV001A Perform stock control procedures  
SIRXINV002A Maintain and order stock  
SIRXMER001A Merchandise products  
SIRXMER002A Co-ordinate merchandise presentation  
SIRXMER005A Create a display  
SIRXMGT001A Co-ordinate work teams  
SIRXMGT002A Maintain employee relations  
SIRXOHS001A Apply safe working practices  
SIRXOHS002A Maintain store safety  
SIRXRSK001A Minimise theft  
SIRXRSK002A Maintain store security  
SIRXSLS001A Sell products and services  
SIRXSLS002A Advise on products and services  
SITHCCC001A Organise and prepare food (THHBKA01B)  
SITHCCC003A Receive and store kitchen supplies (THHBKA03B)  
SITHFAB009A Provide responsible service of alcohol (THHBFB09B)  
SITHFAB010A Prepare and serve non-alcoholic beverages (THHBFB10B)  
SITHFAB012A Prepare and serve espresso coffee (THHBFB12B)  
TLI A1107C Package Goods

## SIT07 Tourism, Hospitality and Events

HLTFA301A Apply first aid  
SIRXCCS001A Apply point-of-sale handling procedures  
SIRXMER001A Merchandise products  
SIRXRSK001A Minimise Theft  
SIRXSLS001A Sell products and services  
SIRXSLS002A Advise on products and services  
SITHACS006A Clean Premises and Equipment  
SITHCCC001A Organise and prepare food  
SITHCCC002A Present food  
SITHCCC003A Receive and store kitchen supplies  
SITHCCC004A Clean and maintain kitchen premises  
SITHCCC005A Use basic methods of cookery  
SITHCCC006A Prepare appetisers and salads  
SITHCCC007A Prepare sandwiches  
SITHCCC008A Prepare stocks, sauces and soups  
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes  
SITHCCC010A Select, prepare and cook poultry  
SITHCCC011A Select, prepare and cook seafood  
SITHCCC012A Select, prepare and cook meat  
SITHCCC013A Prepare hot and cold deserts  
SITHCCC014A Prepare pastries, cakes and yeast goods  
SITHCCC016A Develop cost-effective menus  
SITHCCC026A Establish and maintain quality control of food  
SITHCCC027A Prepare, cook and serve food for service  
SITHCCC027A Prepare, cook and serve food for food service  
SITHCCC028A Prepare, cook and serve food for menus  
SITHCCC029A Prepare foods according to dietary and cultural needs  
SITHCCC035A Develop menus to meet special dietary and cultural needs  
SITHFAB001A Clean and tidy bar areas  
SITHFAB002A Operate a bar  
SITHFAB003 Serve food and beverage to customers  
SITHFAB004A Provide food and beverage service  
SITHFAB009A Provide responsible service of alcohol  
SITHFAB010A Prepare and serve non-alcoholic beverages  
SITHFAB011A Develop and update food and beverage knowledge  
SITHFAB012A Prepare and serve espresso coffee  
SITHFAB020A Apply food and beverage skills in the workplace  
SITHFAB021A Provide and coordinate food and beverage service  
SITHFAB227A Operate and monitor cellar systems  
SITHIND001A Develop and update hospitality industry knowledge  
SITHIND002A Apply hospitality skills in the workplace  
SITHIND003A Provide and coordinate hospitality service  
SITHIND003A Provide and Co-ordinate hospitality service

SITXCCS002A Provide quality customer service  
SITXCOM001A Work with colleagues and customers  
SITXCOM002A Work in a socially diverse environment  
SITXCOM003A Deal with conflict situations  
SITXCOM004A Communicate on the telephone  
SITXFIN001A Process financial transactions  
SITXFIN003A Interpret financial information  
SITXFSA001A Implement food safety procedures  
SITXHRM001A Coach others in job skills  
SITXHRM003A Roster Staff  
SITXHRM005A Lead and manage people  
SITXINV001A Receive and store stock  
SITXINV002A Control and order stock  
SITXMGT001A Monitor work operations  
SITXOHS001B Follow health, safety and security procedures  
SITXOHS002A Follow workplace hygiene procedures  
SITXOHS004B Implement and monitor workplace health, safety and security practices