

Catalogue

July
2010

Learning and
assessment products:

- **Learner guides**
- **Trainer/ assessor guides**
- **Workshop resources**
- **Short course resources**

New edition released February 24, 2009

Updated July 5, 2010

**small
PRINT**

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A wide range of smallPRINT
resources have noted status
accreditation



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www.smallprint.com.au



About smallPRINT

Who are we?

smallPRINT was established in 1998 to develop and print learning and assessment support resources to assist Registered Training Organisations deliver training and assessment services. While we print our own material using the latest digital technology, our background is in the Vocational Education and Training sector.

Our resources are designed as self-paced learning materials which can be used as distance or classroom based delivery. We also provide workshop based resources.

All resources address the elements and performance criteria of a unit of competency, and activities and assessment tasks are mapped to this criteria.

Resources can be personalised to include an organisation's corporate logo and customised to alter content, structure and appearance to suit an organisation's specific delivery needs.

Where are we?

Operating out of Adelaide, we currently supply material to organisations throughout Australia, and worldwide including the USA, UK and SE Asia.

Contact us

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Trading terms and conditions

Ordering

You can order your resources through our:

Website: www.smallprint.com.au
Email: admin@smallprint.com.au,
Fax: (08) 8276 1211
Telephone: (08) 8275 9333.
Mail: PO Box 222, Daw Park SA 5041.

Please find the order form on the last page of this catalogue

For account customers, orders are dispatched within 10 working days. For non-account customers orders will be printed as soon as payment has been received.

Freight charges

Freight charges are subject to change without notice.

Current prices are:

1 unit	\$10
2–10 units	\$20
11–25 units	\$30
26–50 units	\$40
51 + units	\$60

Please note that additional charges apply for urgent orders.

Delivery time

Please allow 10 working days for delivery. For urgent orders, please call customer service as additional freight charges may apply.

Prices

Prices detailed in our catalogue, order forms and website are recommended retail prices and subject to change without notice.

All product prices are GST inclusive.

Payment

Payment can be made by either

- Cheque
- Electronic Funds Transfer (EFT)
- Credit card (MasterCard, Bankcard and Visa)

Accounts

Customers may request the establishment of a monthly account. Please contact us if you wish to obtain information on the application process.

All accounts are payable within 30 days of receipt of the monthly statement.

smallPRINT reserves the right to withhold credit from any applicant without providing the reason.

Trading terms and conditions (cont)

Defects returns and cancellations

The following outlines smallPRINT's policy on defective goods, returns and cancellation of orders. A full policy can be obtained by contacting smallPRINT.

Defects

1. The Client shall inspect the Goods on delivery and shall within seven (7) days of delivery (time being of the essence) notify smallPRINT of any alleged defect, shortage in quantity, damage or failure to comply with the description or quote. The Client shall afford smallPRINT an opportunity to inspect the Goods within a reasonable time following delivery if the Client believes the Goods are defective in any way. If the Client shall fail to comply with these provisions the Goods shall be presumed to be free from any defect or damage. For defective Goods, which smallPRINT has agreed in writing that the Client is entitled to reject, smallPRINT's liability is limited to either (at smallPRINT's discretion) replacing the Goods or repairing the Goods.

Returns

1. Returns will only be accepted provided that:
 - a. The Buyer has complied with the provisions of clause 1; and
 - b. smallPRINT has agreed in writing to accept the return of the Goods; and
 - c. The Goods are returned at the Buyer's cost within seven (7) days of the delivery date; and
 - d. smallPRINT will not be liable for Goods which have not been stored or used in a proper manner; and
 - e. The Goods are returned in the condition in which they were delivered and with all packaging material, brochures and instruction material in as new condition as is reasonably possible in the circumstances.
2. smallPRINT may (in its discretion) accept the return of Goods for credit but this may incur a handling fee of ten percent (10%) of the value of the returned Goods or an administration fee of \$20.00, whichever is the greater, plus any freight.
3. The refund policy may apply to orders cancelled prior to despatch.
4. Where smallPRINT has sent incorrect, duplicated, damaged or faulty products, we will gladly accept the return at our expense and refund the full invoiced price. Such requests should be notified as soon as possible after detection, so that the problem can be fixed.
5. No returns will be considered for products that are considered obsolete or outdated or which have been extensively customised.
6. Returns due to incorrect customer ordering or change of mind must be advised within seven (7) days of receipt of the product, and return must be affected within seven (7) days of receipt of the return approval.
7. The method of credit will vary according to the payment method. A credit card refund or cheque will be issued, depending upon the method the customer used to purchase.

Cancellation

1. smallPRINT may cancel any contract to which these terms and conditions apply or cancel delivery/printing of Goods at any time before the Goods are delivered/printed by giving written notice to the Client. On giving such notice smallPRINT shall repay to the Client any sums paid in respect of the Price. smallPRINT shall not be liable for any loss or damage whatever arising from such cancellation.
2. In the event that the Client cancels delivery/printing of Goods the Client shall be liable for any loss incurred by smallPRINT (including, but not limited to, any loss of profits) up to the time of cancellation.
3. Goods printed or made to special order, Client specification or non-catalogue items are under no circumstances acceptable for return. Cancellation of orders for printed or special or non-catalogue items will definitely not be accepted, once these orders are in production.

Copyright

This catalogue, and all smallPRINT Trainer/ assessor guides, Learner guides, Facilitator guides, Participant manuals and associated learning materials produced by smallPRINT are copyright unless otherwise indicated. All rights are reserved for smallPRINT Australia Pty Ltd including total or partial reproduction or adaptation without written permission by the author.

These terms are subject to the conditions prescribed under the Australian Copyright Act 1968.

Our products

Learner guides

Our Learner guides are designed as self paced learning materials which can also be used for distance or classroom based delivery. Set out in sections, each section addresses the element and performance criteria of the unit. Activities are provided for all performance criteria. All activities and assessment tasks are mapped against elements, performance criteria, critical aspects of assessment, required skills and knowledge, and employability skills. The final section of the learner guide provides a comprehensive set of assessment tools and recording systems.

Trainer/ assessor guides

Our Trainer/ assessor guides are designed as a companion document to the Learner guide, and designed specifically for the trainer or assessor. These materials have suggested answers for ease of use.

Learning resources format

Traditional

Each section contains learning material relating to the performance criteria, with a related activity following. The final assessment section is located at the rear of the Learner guide.

Split

The learning material is located at the front of the Learner guide, with the activities grouped together at the back, followed by the final assessment section – these are known as split version.

Noted Status



Noted Status

smallPRINT training resources have been accredited with Noted Status in a number of training packages. Resources in our catalogue showing the Noted Status tick means those units meet the Quality Principles awarded by the National Quality Council (NQC) for Training Package Support Materials.

For more information on Noted Status, please visit:
http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/vet/nqc.htm

Our products

Learning and assessment products

Resources can be purchased as individual units, or clustered for convenient delivery.

smallPRINT has in excess of 1500 units available as Learner guides and Trainer/ assessor guides these are available in the following Training Packages:

Asset Maintenance PRM04

Automotive Industry Retail, Service and Repair AUR05

Business Services BSB07

Business Services BSB01

Community Services CHC08

Community Services CHC02 (including Health HLT02)

Financial Services FNS04

Health HLT07

Information and Communications ICA05

Retail Services SIR07

Tourism, Hospitality and Events SIT07

Transport and Logistics TLI07

NB: For Certificate IV in Training and Assessment, please refer to workshop section.

*Refer to the catalogue on our website for a complete list of available units.

Our products

Workshop based resources

Our workshop based resources are organised into achievable and structured learning segments, and divided into sections which relate to the learning elements for the unit. Each section contains basic information, activities, exploration points and opportunities for feedback through discussion of the activities. All activities and assessment tasks are mapped against elements and performance criteria.

They are available in Participant manuals and Facilitator guides (accompanied by a PowerPoint presentation), and printed in black and white.

Workshop based Participant manuals are available for the following qualifications:

Certificate IV in Frontline Management BSB40807

Certificate IV in Training and Assessment TAA40104

Short course resources

smallPRINT are now developing non-accredited short courses written specifically for workshop delivery within the workplace.

Available in Participant manuals and Facilitator guides (accompanied by a PowerPoint presentation), they follow our traditional resources format redesigned for workshops.

These resources are printed in colour:

Change management

Time management

Assertive communication behaviours

Business documents and correspondence

Coping with workplace stress

Telephone communication: representing the company

Coaching skills for managers

*New courses to be released soon. Refer to website.

Our products

Presentation

Our products can be presented in two presentation styles.

Individual units wire bound



Our products

Presentation

Folders

Individual or clustered units can be purchased in folder sets. Units are tabbed and referenced for easy location.



Client customisation options

Personalisation

For a personalised finish, smallPRINT can add your corporate logo to our materials at no extra charge.

Customisation

The content, structure and appearance of our material can also be adapted to suit your requirements – this can be useful when training is a component of a service, or purpose designed training such as pre-vocational courses.

Call us to discuss the many options we have available.

Learning resources



Learning and assessment resources

Learner guides and Trainer/ assessor guides are available in the following Training Packages:

Asset Maintenance PRM04
Automotive Industry Retail, Service and Repair AUR05
Business Services BSB07
Business Services BSB01
Community Services CHC08
Community Services CHC02 (including Health HLT02)
Financial Services FNS04
Health HLT07
Information and Communications ICA05
Retail Services SIR07
Tourism, Hospitality and Events SIT07
Transport and Logistics TLI07

NB: For Certificate IV in Training and Assessment, please refer to workshop sections

Learning resources

Asset Maintenance PRM04

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	PRMCC01A	Use hot water extraction	AML002	AMT002	\$8
	PRMCC02A	Use bonnet cleaning	AML003	AMT003	\$8
	PRMCC03A	Use dry foam shampoo	AML004	AMT004	\$8
	PRMCC07A	Perform basic stain removal	AML005	AMT005	\$8
	PRMCL01B	Maintain a hard floor surface	AML006	AMT006	\$8
	PRMCL02B	Restore a hard floor surface	AML007	AMT007	\$8
	PRMCL03B	Replace a hard floor finish	AML008	AMT008	\$8
	PRMCL04B	Maintain a carpeted floor	AML009	AMT009	\$8
	PRMCL09B	Clean glass surfaces	AML010	AMT010	\$8
	PRMCL10B	Clean ceiling surfaces and fittings	AML011	AMT011	\$8
	PRMCL13B	Clean window coverings	AML012	AMT012	\$8
	PRMCL14B	Maintain a 'clean room' environment	AML013	AMT013	\$8
	PRMCL15B	Maintain furniture and fittings and room dressing	AML014	AMT014	\$8
	PRMCL16B	Wash furniture and fittings	AML015	AMT015	\$8
	PRMCL17B	Clean a wet area	AML016	AMT016	\$8
	PRMCL19B	Remove waste	AML017	AMT017	\$8
	PRMCL20B	Clean using pressure washing	AML018	AMT018	\$8
	PRMCL21B	Clean industrial machinery	AML019	AMT019	\$8
	PRMCL22B	Organise and monitor cleaning operations	AML020	AMT020	\$8

Learning resources

Asset Maintenance PRM04

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	PRMCL24B	Control the supply of resources to the work site	AML021	AMT021	\$8
	PRMCL25B	Provide quotation for cleaning services	AML047	AMT047	\$8
	PRMCL33B	Plan for safe and efficient cleaning activities	AML022	AMT022	\$8
	PRMCL35B	Maintain a cleaning storage area	AML023	AMT023	\$8
	PRMCL36B	Clean at high levels	AML024	AMT024	\$8
	PRMCL37A	Clean external surfaces	AML025	AMT025	\$8
	PRMCL38A	Clean a food handling area	AML026	AMT026	\$8
	PRMCL39A	Support leadership in the workplace	AML027	AMT027	\$8
	PRMCL40A	Prepare for work in the cleaning industry	AML035	AMT035	\$8
	PRMCL41A	Apply basic communication skills	AML036	AMT036	\$8
	PRMCL42A	Implement and review risk management process	AML028	AMT028	\$8
	PRMCMN101A	Follow workplace safety arrangements	AML037	AMT037	\$8
	PRMCMN201A	Participate in workplace safety arrangements	AML029	AMT029	\$8
	PRMCMN202A	Provide effective client service	AML030	AMT030	\$8
	PRMCMN301A	Contribute to workplace safety arrangements	AML031	AMT031	\$8
	PRMCMN302A	Respond to client inquiries and complaints	AML032	AMT032	\$8
	PRMCMN401A	Manage workplace safety arrangements	AML033	AMT033	\$8
	PRMCMN402A	Facilitate effective client relationships	AML034	AMT034	\$8
	PRMCMN403A	Facilitate effective teamwork	AML046	AMT046	\$15

Learning resources

Asset Maintenance PRM04

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	PRMCMN404A	Facilitate effective workplace relationships	AML001	AMT001	\$8

Learning resources

Automotive Industry Retail, Service and Repair AUR05

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	AURA254280A	Operate in an automotive administration environment	AUOL009	AUOT009	\$10
	AURC251179A	Write routine texts in the workplace and complete automotive documentation	AUOL002	AUOT002	\$11
	AURC252327A	Identify, clarify and resolve problems	AUOL001	AUOT001	\$11
	AURC261314A	Contribute to quality work outcomes	AUOL007	AUOT007	\$11
	AURC361101A	Adapt work processes to new technologies	AUOL003	AUOT003	\$11
	AURC361337A	Maintain quality systems	AUOL011	AUOT011	\$11
	AURC363337A	Maintain business image	AUOL010	AUOT010	\$11
	AURC472082A	Plan and manage compliance with environmental regulations in a workplace or business	AUOL004	AUOT004	\$11
	BSBCM208A	Deliver a service to customers	AUOL006	AUOT006	\$10
	BSBCM311A	Maintain workplace safety	AUOL005	AUOT005	\$10
	BSBCM411A	Monitor a safe workplace	AUOL008	AUOT008	\$11

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBADM101A	Use business equipment and resources	BSBL001	BSBT001	\$11
	BSBADM301B	Produce texts from shorthand notes	BSBL025	BSBT025	\$14
	BSBADM302B	Produce texts from notes	BSBL026	BSBT026	\$14
	BSBADM303B	Produce texts from audio transcription	BSBL027	BSBT027	\$14
	BSBADM307B	Organise schedules	BSBL028	BSBT028	\$14
	BSBADM311A	Maintain business resources	BSBL029	BSBT029	\$14
	BSBADM405B	Organise meetings	BSBL080	BSBT080	\$18
	BSBADM406B	Organise business travel	BSBL081	BSBT081	\$18
	BSBADM407B	Administer projects	BSBL082	BSBT082	\$18
	BSBADM409A	Coordinate business resources	BSBL083	BSBT083	\$18
	BSBADM502B	Manage meetings	BSBL147	BSBT147	\$18
	BSBADM503B	Plan and manage conferences	BSBL148	BSBT148	\$18
	BSBADM504B	Plan or review administration systems	BSBL170	BSBT170	\$18
	BSBADV404B	Schedule advertisements	BSBL084	BSBT084	\$18
	BSBAUD402B	Participate in a quality audit	BSBL085	BSBT085	\$18
	BSBAUD501B	Initiate a quality audit	BSBL250	BSBT250	\$18
	BSBAUD503B	Lead a quality audit	BSBL268	BSBT268	\$18
	BSBAUD504B	Report on a quality audit	BSBL269	BSBT269	\$18
	BSBCCO201A	Action customer contact	BSBL007	BSBT007	\$11

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCCO202A	Conduct data collection	BSBL008	BSBT008	\$11
	BSBCCO301A	Use multiple information systems	BSBL030	BSBT030	\$14
	BSBCCO302A	Deploy customer service field staff	BSBL031	BSBT031	\$14
	BSBCCO303A	Conduct a telemarketing campaign	BSBL032	BSBT032	\$14
	BSBCCO304A	Provide sales solutions to customers	BSBL033	BSBT033	\$14
	BSBCCO305A	Process credit applications	BSBL034	BSBT034	\$14
	BSBCCO306A	Process complex accounts, service severance and defaults	BSBL035	BSBT035	\$14
	BSBCCO401A	Administer customer contact telecommunications technology	BSBL086	BSBT086	\$18
	BSBCCO402A	Gather, collate and record information	BSBL087	BSBT087	\$18
	BSBCMM101A	Apply basic communication skills	BSBL002	BSBT002	\$11
	BSBCMM201A	Communicate in the workplace	BSBL009	BSBT009	\$11
	BSBCMM301A	Process customer complaints	BSBL036	BSBT036	\$14
	BSBCMM401A	Make a presentation	BSBL088	BSBT088	\$18
	BSBCMN311B	Maintain workplace safety	BSBL037	BSBT037	\$14
	BSBCOM401B	Organise and monitor the operation of compliance management system	BSBL260	BSBT260	\$18
	BSBCOM402B	Implement processes for the management of a breach in compliance requirements	BSBL263	BSBT263	\$18
	BSBCOM403B	Provide education and training on compliance requirements and systems	BSBL270	BSBT270	\$18
	BSBCOM503B	Develop processes for the management of breaches in compliance requirements	BSBL266	BSBT266	\$18
	BSBCUS201A	Deliver a service to customers	BSBL010	BSBT010	\$11

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCUS301A	Deliver and monitor a service to customers	BSBL038	BSBT038	\$14
	BSBCUS401A	Coordinate implementation of customer service strategies	BSBL089	BSBT089	\$18
	BSBCUS402A	Address customer needs	BSBL090	BSBT090	\$18
	BSBCUS403A	Implement customer service standards	BSBL091	BSBT091	\$18
	BSBCUS501A	Manage quality customer service	BSBL198	BSBT198	\$18
	BSBDIV301A	Work effectively with diversity	BSBL039	BSBT039	\$14
	BSBEBU401A	Review and maintain a website	BSBL248	BSBT248	\$18
	BSBFIA301A	Maintain financial records	BSBL040	BSBT040	\$14
	BSBFIA302A	Process payroll	BSBL041	BSBT041	\$14
	BSBFIA303A	Process accounts payable and receivable	BSBL042	BSBT042	\$14
	BSBFIA304A	Maintain a general ledger	BSBL043	BSBT043	\$14
	BSBFIA401A	Prepare financial reports	BSBL092	BSBT092	\$18
	BSBFIA402A	Report on financial activity	BSBL093	BSBT093	\$18
	BSBFIM501A	Manage budgets and financial plans	BSBL181	BSBT181	\$18
	BSBFLM303C	Contribute to effective workplace relationships	BSBL044	BSBT044	\$14
	BSBFLM305C	Support operational plan	BSBL045	BSBT045	\$14
	BSBFLM306C	Provide workplace information and resourcing plans	BSBL046	BSBT046	\$14
	BSBFLM309C	Support continuous improvement systems and processes	BSBL047	BSBT047	\$14
	BSBFLM311C	Support a workplace learning environment	BSBL048	BSBT048	\$14

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBFLM312B	Contribute to team effectiveness	BSBL049	BSBT049	\$14
	BSBHRM401A	Review human resources functions	BSBL186	BSBT186	\$18
	BSBHRM402A	Recruit, select and induct staff	BSBL095	BSBT095	\$18
	BSBHRM403A	Support performance management process	BSBL188	BSBT188	\$18
	BSBHRM501A	Manage human resources services	BSBL191	BSBT191	\$18
	BSBHRM502A	Manage human resources management information systems	BSBL193	BSBT193	\$18
	BSBHRM503A	Manage performance management systems	BSBL189	BSBT189	\$18
	BSBHRM504A	Manage workforce planning	BSBL199	BSBT199	\$18
	BSBHRM505A	Manage remuneration and employee benefits	BSBL196	BSBT196	\$18
	BSBHRM506A	Manage recruitment selection and induction processes	BSBL192	BSBT192	\$18
	BSBHRM507A	Manage separation or termination	BSBL223	BSBT223	\$18
	BSBHRM509A	Manage rehabilitation or return-to-work programs	BSBL190	BSBT190	\$18
	BSBHRM510A	Manage mediation processes	BSBL200	BSBT200	\$18
	BSBIND101A	Work effectively in a contact centre environment	BSBL003	BSBT003	\$11
	BSBIND201A	Work effectively in a business environment	BSBL011	BSBT011	\$11
	BSBIND301A	Work effectively in an educational environment	BSBL173	BSBT173	\$14
	BSBINM201A	Process and maintain workplace information	BSBL012	BSBT012	\$11
	BSBINM202A	Handle mail	BSBL013	BSBT013	\$11
	BSBINM301A	Organise workplace information	BSBL050	BSBT050	\$14

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units



Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBINM302A	Utilise a knowledge management system	BSBL051	BSBT051	\$14
	BSBINM303A	Handle receipt and despatch of information	BSBL231	BSBT231	\$14
	BSBINM401A	Implement workplace information system	BSBL096	BSBT096	\$18
	BSBINM501A	Manage an information or knowledge management system	BSBL201	BSBT201	\$18
	BSBINN201A	Contribute to workplace innovation	BSBL014	BSBT014	\$11
	BSBINN301A	Promote innovation in a team environment	BSBL053	BSBT053	\$14
	BSBINN502A	Build and sustain an innovative work environment	BSBL202	BSBT202	\$18
	BSBITA401A 2003	Design databases Using Access 2003	BSBL185	BSBT185	\$18
	BSBITA401A 2007	Design databases Using Access 2007	BSBL245	BSBT245	\$18
	BSBITB501A	Establish and maintain a workgroup computer network	BSBL251	BSBT251	\$18
	BSBITS401A	Maintain business technology	BSBL203	BSBT203	\$18
	BSBITU101A XP	Operate a personal computer Using Windows XP	BSBL004	BSBT004	\$11
	BSBITU101A VISTA	Operate a personal computer Using Vista	BSBL204	BSBT204	\$11
	BSBITU102A 2003	Develop keyboard skills Using Word 2003	BSBL005	BSBT005	\$11
	BSBITU102A 2007	Develop keyboard skills Using Word 2007	BSBL205	BSBT205	\$11
	BSBITU201A 2003	Produce simple word processed documents Using Word 2003	BSBL015	BSBT015	\$11
	BSBITU201A 2007	Produce simple word processed documents Using Word 2007 and Windows XP	BSBL206	BSBT206	\$11
	BSBITU202A 2003	Create and use spreadsheets Using Excel 2003	BSBL016	BSBT016	\$11
	BSBITU202A 2007	Create and use spreadsheets Using Excel 2007 and Windows Vista	BSBL207	BSBT207	\$11

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units







Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBITU203A 2003	Communicate electronically Using Outlook Express version 6	BSBL017	BSBT017	\$11
	BSBITU203A 2007	Communicate electronically Using Outlook 2007 and Windows XP	BSBL208	BSBT208	\$11
	BSBITU301A 2003	Create and use databases Using Access 2003	BSBL054	BSBT054	\$14
	BSBITU301A 2007	Create and use databases Using Access 2007	BSBL244	BSBT244	\$14
	BSBITU302A 2003	Create electronic presentations Using PowerPoint 2003	BSBL055	BSBT055	\$14
	BSBITU302A 2007	Create electronic presentations Using PowerPoint 2007	BSBL209	BSBT209	\$14
	BSBITU303A 2003	Design and produce text documents Using Office 2003	BSBL056	BSBT056	\$14
	BSBITU303A 2007	Design and produce text documents Using Office 2007	BSBL210	BSBT210	\$14
	BSBITU304A 2003	Produce spreadsheets Using Excel 2003	BSBL057	BSBT057	\$14
	BSBITU304A 2007	Produce spreadsheets Using Excel 2007	BSBL211	BSBT211	\$14
	BSBITU305A	Conduct online transactions	BSBL058	BSBT058	\$14
	BSBITU306A 2003	Design and produce business documents Using Office 2003	BSBL059	BSBT059	\$14
	BSBITU306A 2007	Design and produce business documents Using Office 2007	BSBL212	BSBT212	\$14
	BSBITU307A 2003	Develop keyboarding speed and accuracy Using Word 2003	BSBL060	BSBT060	\$14
	BSBITU307A 2007	Develop keyboarding speed and accuracy Using Word 2007	BSBL213	BSBT213	\$14
	BSBITU309A 2003	Produce desktop published documents Using Publisher 2003	BSBL061	BSBT061	\$14
	BSBITU309A 2007	Produce desktop published documents Using Publisher 2007	BSBL224	BSBT224	\$14
	BSBITU401A 2003	Design and develop complex text documents Using Office 2003	BSBL099	BSBT099	\$18
	BSBITU401A 2007	Design and develop complex text documents Using Office 2007	BSBL214	BSBT214	\$18

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBITU402A 2003	Develop and use complex spreadsheets Using Excel 2003	BSBL100	BSBT100	\$18
	BSBITU402A 2007	Develop and use complex spreadsheets Using Excel 2007	BSBL215	BSBT215	\$18
	BSBITU404A 2003	Produce complex desktop published documents Using Publisher 2003	BSBL101	BSBT101	\$18
	BSBITU404A 2007	Produce complex desktop published documents Using Publisher 2007	BSBL225	BSBT225	\$18
	BSBLED101A	Plan skills development	BSBL006	BSBT006	\$11
	BSBLED301A	Undertake e-learning	BSBL234	BSBT234	\$14
	BSBLED401A	Develop teams and individuals	BSBL102	BSBT102	\$18
	BSBLED501A	Develop a workplace learning environment	BSBL154	BSBT154	\$18
	BSBLED502A	Manage programs that promote personal effectiveness	BSBL247	BSBT247	\$18
	BSBLEG301A	Apply knowledge of the legal system to the complete tasks	BSBL252	BSBT252	\$14
	BSBLEG302A	Carry out search of the public record	BSBL254	BSBT254	\$14
	BSBLEG303A	Deliver court documentation	BSBL256	BSBT256	\$14
	BSBLEG304A	Apply the principles of confidentiality and security within the legal environment	BSBL257	BSBT257	\$14
	BSBLEG305A	Use legal terminology in order to carry out tasks	BSBL258	BSBT258	\$14
	BSBLEG306A	Maintain records for time and disbursements in a legal practice	BSBL259	BSBT259	\$14
	BSBLEG308A	Assist in prioritising and planning activities in a legal practice	BSBL261	BSBT261	\$14
	BSBLEG401A	Prepare and produce complex legal documents	BSBL264	BSBT264	\$18
	BSBLEG409A	Provide non-legal advice	BSBL271	BSBT271	\$18
	BSBLEG410A	Interact with other parties	BSBL272	BSBT272	\$18

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBLEG412A	Interpret and apply legislation	BSBL273	BSBT273	\$18
	BSBLEG503A	Obtain information from a client	BSBL275	BSBT275	\$18
	BSBMED301B	Interpret and apply medical terminology appropriately	BSBL062	BSBT062	\$14
	BSBMED302B	Prepare and process medical accounts	BSBL063	BSBT063	\$14
	BSBMED303B	Maintain patient records	BSBL064	BSBT064	\$14
	BSBMED304B	Assist in controlling stocks and supplies	BSBL065	BSBT065	\$14
	BSBMED305B	Apply the principles of confidentiality, privacy and security within the medical environment	BSBL066	BSBT066	\$14
	BSBMED401B	Manage patient record keeping system	BSBL233	BSBT233	\$18
	BSBMGT401A	Show leadership in the workplace	BSBL103	BSBT103	\$18
	BSBMGT402A	Implement operational plan	BSBL104	BSBT104	\$18
	BSBMGT403A	Implement continuous improvement	BSBL105	BSBT105	\$18
	BSBMGT404A	Lead and facilitate off-site staff	BSBL106	BSBT106	\$18
	BSBMGT405A	Provide personal leadership	BSBL107	BSBT107	\$18
	BSBMGT502B	Manage people performance	BSBL216	BSBT216	\$18
	BSBMGT515A	Manage operational plan	BSBL217	BSBT217	\$18
	BSBMGT516A	Facilitate continuous improvement	BSBL218	BSBT218	\$18
	BSBMKG401B	Profile the market	BSBL108	BSBT108	\$18
	BSBMKG402B	Analyse consumer behaviour for specific markets	BSBL109	BSBT109	\$18
	BSBMKG408B	Conduct market research	BSBL110	BSBT110	\$18

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units












Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBMKG413A	Promote products and services	BSBL111	BSBT111	\$18
	BSBMKG414A	Undertake marketing activities	BSBL112	BSBT112	\$18
	BSBOHS201A	Participate in OHS processes	BSBL018	BSBT018	\$11
	BSBOHS301B	Apply knowledge of OHS legislation in the workplace	BSBL067	BSBT067	\$14
	BSBOHS302B	Participate effectively in OHS communication and consultative processes	BSBL226	BSBT226	\$14
	BSBOHS303B	Contribute to OHS hazard identification and risk assessment	BSBL227	BSBT227	\$14
	BSBOHS304B	Contribute to OHS hazard control	BSBL228	BSBT228	\$14
	BSBOHS305B	Contribute to OHS issue resolution	BSBL229	BSBT229	\$14
	BSBOHS306B	Contribute to implementing emergency prevention activities and response procedures	BSBL175	BSBT175	\$14
	BSBOHS307B	Participate in OHS investigations	BSBL230	BSBT230	\$14
	BSBOHS401B	Contribute to the implementation of a systematic approach to managing OHS	BSBL113	BSBT113	\$18
	BSBOHS402B	Contribute to the implementation of the OHS consultation process	BSBL114	BSBT114	\$18
	BSBOHS403B	Identify hazards and assess OHS risks	BSBL115	BSBT115	\$18
	BSBOHS404B	Contribute to the implementation of strategies to control OHS risk	BSBL116	BSBT116	\$18
	BSBOHS405B	Contribute to the implementation of emergency procedures	BSBL117	BSBT117	\$18
	BSBOHS406B	Use equipment to conduct workplace monitoring	BSBL118	BSBT118	\$18
	BSBOHS407A	Monitor a safe workplace	BSBL119	BSBT119	\$18
	BSBOHS408A	Assist with compliance with OHS and other relevant laws	BSBL120	BSBT120	\$18
	BSBOHS501B	Participate in the coordination and maintenance of a systematic approach to managing OHS	BSBL235	BSBT235	\$18

Learning resources

Business Services BSB07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units


Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBOHS502B	Participate in the management of the OHS information and data systems	BSBL236	BSBT236	\$18
	BSBOHS503B	Assist in the design and development of OHS participative arrangements	BSBL242	BSBT242	\$18
	BSBOHS504B	Apply principles of OHS risk management	BSBL253	BSBT253	\$18
	BSBOHS505B	Manage hazards in the work environment	BSBL255	BSBT255	\$18
	BSBOHS506B	Monitor and facilitate the management of hazards associated with plant	BSBL262	BSBT262	\$18
	BSBOHS507B	Facilitate the application of principles of occupational health to control OHS risk	BSBL267	BSBT267	\$18
	BSBOHS509A	Ensure a safe workplace	BSBL197	BSBT197	\$18
	BSBPMG510A	Manage projects	BSBL159	BSBT159	\$18
	BSBPRO301A	Recommend products and services	BSBL069	BSBT069	\$14
	BSBPRO401A	Develop product knowledge	BSBL121	BSBT121	\$18
	BSBPUB504A	Develop and implement crisis management plans	BSBL265	BSBT265	\$18
	BSBPUR301B	Purchase goods and services	BSBL070	BSBT070	\$14
	BSBREL401A	Establish networks	BSBL122	BSBT122	\$18
	BSBREL402A	Build client relationships and business networks	BSBL174	BSBT174	\$18
	BSBRES401A	Analyse and present research information	BSBL124	BSBT124	\$18
	BSBRES402A	Research, locate and provide legal and other information in response to requests	BSBL274	BSBT274	\$18
	BSBRKG301B	Control records	BSBL071	BSBT071	\$14
	BSBRKG302B	Undertake disposal	BSBL072	BSBT072	\$14
	BSBRKG303B	Retrieve information from records	BSBL073	BSBT073	\$14

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBRKG304B	Maintain business records	BSBL074	BSBT074	\$14
	BSBRKG305A	Review recordkeeping functions	BSBL075	BSBT075	\$14
	BSBRKG401B	Review the status of a record	BSBL237	BSBT237	\$18
	BSBRKG402B	Provide information from and about records	BSBL239	BSBT239	\$18
	BSBRKG403B	Set up a business or records system for a small office	BSBL246	BSBT246	\$18
	BSBRKG404A	Monitor and maintain records in an online environment	BSBL249	BSBT249	\$18
	BSBRSK401A	Identify risk and apply risk management processes	BSBL127	BSBT127	\$18
	BSBRSK501A	Manage risk	BSBL219	BSBT219	\$18
	BSBSLS402A	Identify sales prospects	BSBL128	BSBT128	\$18
	BSBSLS403A	Present a sales solution	BSBL129	BSBT129	\$18
	BSBSLS404A	Secure prospect commitment	BSBL176	BSBT176	\$18
	BSBSLS405A	Support post-sale activities	BSBL180	BSBT180	\$18
	BSBSLS406A	Self-manage sales performance	BSBL177	BSBT177	\$18
	BSBSLS501A	Develop a sales plan	BSBL220	BSBT220	\$18
	BSBSLS502A	Lead and manage a sales team	BSBL161	BSBT161	\$18
	BSBSMB201A	Identify suitability for micro business	BSBL019	BSBT019	\$11
	BSBSMB301A	Investigate micro business opportunities	BSBL232	BSBT232	\$14
	BSBSMB302A	Develop a micro business proposal	BSBL238	BSBT238	\$14
	BSBSMB303A	Organise finances for the micro business	BSBL241	BSBT241	\$14

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBSMB304A	Determine resource requirements for the micro business	BSBL240	BSBT240	\$14
	BSBSMB305A	Comply with regulatory, taxation and insurance requirements for the micro business	BSBL243	BSBT243	\$14
	BSBSMB401A	Establish legal and risk management requirements of small business	BSBL133	BSBT133	\$18
	BSBSMB402A	Plan small business finances	BSBL134	BSBT134	\$18
	BSBSMB403A	Market the small business	BSBL135	BSBT135	\$18
	BSBSMB404A	Undertake small business planning	BSBL136	BSBT136	\$18
	BSBSMB405A	Monitor and manage small business operations	BSBL137	BSBT137	\$18
	BSBSMB406A	Manage small business finances	BSBL138	BSBT138	\$18
	BSBSMB407A	Manage a small team	BSBL139	BSBT139	\$18
	BSBSMB408B	Manage personal, family, cultural and business obligations	BSBL140	BSBT140	\$18
	BSBSMB409A	Build and maintain relationships with small business stakeholders	BSBL141	BSBT141	\$18
	BSBSUS201A	Participate in environmentally sustainable work practices	BSBL020	BSBT020	\$11
	BSBSUS301A	Implement and monitor environmentally sustainable work practices	BSBL167	BSBT167	\$14
	BSBSUS501A	Develop workplace policy and procedures for sustainability	BSBL171	BSBT171	\$18
	BSBWOR201A	Manage personal stress in the workplace	BSBL021	BSBT021	\$11
	BSBWOR202A	Organise and complete daily work activities	BSBL022	BSBT022	\$11
	BSBWOR203A	Work effectively with others	BSBL023	BSBT023	\$11
	BSBWOR204A	Use business technology	BSBL024	BSBT024	\$11
	BSBWOR301A	Organise personal work priorities and development	BSBL077	BSBT077	\$14
















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Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBWOR401A	Establish effective workplace relationships	BSBL142	BSBT142	\$18
	BSBWOR402A	Promote team effectiveness	BSBL143	BSBT143	\$18
	BSBWOR403A	Manage stress in the workplace	BSBL144	BSBT144	\$18
	BSBWOR404A	Develop work priorities	BSBL145	BSBT145	\$18
	BSBWOR501A	Manage personal work priorities and professional development	BSBL221	BSBT221	\$18
	BSBWOR502A	Ensure team effectiveness	BSBL222	BSBT222	\$18
	BSBWRK410A	Implement industrial relations procedures	BSBL195	BSBT195	\$18
	BSBWRK509A	Manage industrial relations	BSBL194	BSBT194	\$18
	BSBWRT301A	Write simple documents	BSBL079	BSBT079	\$14
	BSBWRT401A	Write complex documents	BSBL146	BSBT146	\$18
	CHCCS407A	Operate referral procedures	BSBL187	BSBT187	\$14
	CULMS207B	Assist with the presentation of public activities and events	BSBL178	BSBT178	\$14
	PSPETHC301B	Uphold the values and principles of public service	BSBL182	BSBT182	\$14
	PSPGOV314A	Contribute to conflict management	BSBL179	BSBT179	\$14
	PSPGOV406B	Gather and analyse information	BSBL172	BSBT172	\$18
	PSPLEGN301B	Comply with legislation in the public sector	BSBL183	BSBT183	\$14

Learning resources

Business Services BSB01

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Available in superseded format only

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBADM301A	Produce texts from shorthand notes	BSL023	BST023	\$14
	BSBADM302A	Produce texts from notes	BSL024	BST024	\$14
	BSBADM303A	Produce texts from audio transcription	BSL025	BST025	\$14
	BSBADM304A	Design and develop text documents	BSL026	BST026	\$14
	BSBADM305A	Create and use databases	BSL027	BST027	\$14
	BSBADM306A	Create electronic presentations	BSL028	BST028	\$14
	BSBADM307A	Organise schedules	BSL029	BST029	\$14
	BSBADM308A	Process payroll	BSL030	BST030	\$14
	BSBADM309A	Process accounts payable and receivable	BSL031	BST031	\$14
	BSBADM310A	Maintain a general ledger	BSL032	BST032	\$14
	BSBADM402A	Produce complex business documents	BSL074	BST074	\$18
	BSBADM403A	Develop and use complex databases	BSL075	BST075	\$18
	BSBADM404A	Develop and use complex spreadsheets	BSL076	BST076	\$18
	BSBADM405A	Organise meetings	BSL077	BST077	\$18
	BSBADM406A	Organise business travel	BSL078	BST078	\$18
	BSBADM407A	Administer projects	BSL079	BST079	\$18
	BSBADM408A	Prepare financial reports	BSL080	BST080	\$18
	BSBADM502A	Manage meetings	BSL143	BST143	\$18
	BSBADV401A	Profile a target audience	BSL081	BST081	\$18

Learning resources

Business Services BSB01

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Available in superseded format only

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBADV404A	Schedule advertisements	BSL082	BST082	\$18
	BSBAUD402A	Participate in a quality audit	BSL148	BST148	\$18
	BSBCM101A	Prepare for work	BSL001	BST001	\$11
	BSBCM102A	Complete daily work activities	BSL002	BST002	\$11
	BSBCM103A	Apply basic communication skills	BSL133	BST133	\$11
	BSBCM104A	Plan skills development	BSL141	BST141	\$11
	BSBCM105A	Use business equipment	BSL139	BST139	\$11
	BSBCM106A	Follow workplace safety procedures	BSL140	BST140	\$11
	BSBCM107A 2000	Operate a personal computer (Windows 2000)	BSL134	BST134	\$11
	BSBCM107A XP	Operate a personal computer (Windows XP)	BSL136	BST136	\$11
	BSBCM108A	Develop keyboard skills	BSL003	BST003	\$11
	BSBCM109A	Follow environmental work practices	BSL004	BST004	\$11
	BSBCM201A	Work effectively in a business environment	BSL005	BST005	\$11
	BSBCM202A	Organise and complete daily work activities	BSL006	BST006	\$11
	BSBCM203A	Communicate in the workplace	BSL007	BST007	\$11
	BSBCM204A	Work effectively with others	BSL008	BST008	\$11
	BSBCM205A	Use business technology	BSL009	BST009	\$11
	BSBCM206A	Process and maintain workplace information	BSL010	BST010	\$11
	BSBCM207A	Prepare and process financial/business documents	BSL011	BST011	\$11

Learning resources

Business Services BSB01

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Available in superseded format only

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCM208A	Deliver a service to customers	BSL012	BST012	\$11
	BSBCM209A	Provide information to clients	BSL013	BST013	\$11
	BSBCM210A	Implement improved work practices	BSL014	BST014	\$11
	BSBCM211A	Participate in workplace safety procedures	BSL015	BST015	\$11
	BSBCM212A	Handle mail	BSL016	BST016	\$11
	BSBCM213A	Produce simple word processed documents	BSL017	BST017	\$11
	BSBCM214A	Create and use simple spreadsheets	BSL018	BST018	\$11
	BSBCM215A	Participate in environmental work practices	BSL019	BST019	\$11
	BSBCM216A	Create customer relationship	BSL020	BST020	\$11
	BSBCM217A	Process customer feedback	BSL021	BST021	\$11
	BSBCM301A	Exercise initiative in a business environment	BSL033	BST033	\$14
	BSBCM302A	Organise personal work priorities and development	BSL034	BST034	\$14
	BSBCM304A	Contribute to personal skill development and learning	BSL035	BST035	\$14
	BSBCM305A	Organise workplace information	BSL036	BST036	\$14
	BSBCM306A	Produce business documents	BSL037	BST037	\$14
	BSBCM307A	Maintain business resources	BSL038	BST038	\$14
	BSBCM308A	Maintain financial records	BSL039	BST039	\$14
	BSBCM309A	Recommend products and services	BSL040	BST040	\$14
	BSBCM310A	Deliver and monitor a service to customers	BSL041	BST041	\$14

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

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Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCM311A	Maintain workplace safety	BSL042	BST042	\$14
	BSBCM312A	Support innovation and change	BSL043	BST043	\$14
	BSBCM313A	Maintain environmental procedures	BSL044	BST044	\$14
	BSBCM314A	Utilise a knowledge management system	BSL045	BST045	\$14
	BSBCM315A	Work effectively with diversity	BSL046	BST046	\$14
	BSBCM316A	Process customer complaints	BSL047	BST047	\$14
	BSBCM317A	Meet customer needs and expectations	BSL048	BST048	\$14
	BSBCM318A	Write simple documents	BSL049	BST049	\$14
	BSBCM402A	Develop work priorities	BSL083	BST083	\$18
	BSBCM403A	Establish business networks	BSL084	BST084	\$18
	BSBCM404A	Develop teams and individuals	BSL085	BST085	\$18
	BSBCM405A	Analyse and present research information	BSL086	BST086	\$18
	BSBCM406A	Maintain business technology	BSL087	BST087	\$18
	BSBCM407A	Coordinate business resources	BSL088	BST088	\$18
	BSBCM408A	Report on financial activity	BSL089	BST089	\$18
	BSBCM409A	Promote products and services	BSL090	BST090	\$18
	BSBCM410A	Coordinate implementation of customer service strategies	BSL091	BST091	\$18
	BSBCM411A	Monitor a safe workplace	BSL092	BST092	\$18
	BSBCM412A	Promote innovation and change	BSL093	BST093	\$18

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

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Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCM413A	Implement and monitor environmental policies	BSL094	BST094	\$18
	BSBCM414A	Undertake marketing activities	BSL095	BST095	\$18
	BSBCM416A	Identify risk and apply risk management processes	BSL096	BST096	\$18
	BSBCM417A	Coordinate customer service activities	BSL097	BST097	\$18
	BSBCM418A	Address customer needs	BSL098	BST098	\$18
	BSBCM419A	Manage projects	BSL099	BST099	\$18
	BSBCM420A	Write complex documents	BSL100	BST100	\$18
	BSBEBUS301A	Search and assess online business information	BSL050	BST050	\$14
	BSBEBUS302A	Use and maintain electronic mail system	BSL051	BST051	\$14
	BSBEBUS308A	Maintain online business records	BSL052	BST052	\$14
	BSBEBUS403A	Communicate electronically	BSL101	BST101	\$18
	BSBEBUS409A	Lead and facilitate e-staff	BSL102	BST102	\$18
	BSBFLM303B	Contribute to effective workplace relationships	BSL053	BST053	\$14
	BSBFLM305B	Support operational plan	BSL054	BST054	\$14
	BSBFLM306B	Provide workplace information and resourcing plans	BSL055	BST055	\$14
	BSBFLM309B	Support continuous improvement systems and processes	BSL056	BST056	\$14
	BSBFLM311B	Support a workplace learning environment	BSL057	BST057	\$14
	BSBFLM312A	Contribute to team effectiveness	BSL058	BST058	\$14
	BSBFLM403B	Implement effective workplace relationships	BSL103	BST103	\$18

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

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Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBFLM405B	Implement operational plan	BSL104	BST104	\$18
	BSBFLM406B	Implement workplace information system	BSL105	BST105	\$18
	BSBFLM409B	Implement continuous improvement	BSL106	BST106	\$18
	BSBFLM412A	Promote team effectiveness	BSL107	BST107	\$18
	BSBFLM501B	Manage personal work priorities and professional development	BSL120	BST120	\$18
	BSBFLM503B	Manage effective workplace relationships	BSL121	BST121	\$18
	BSBFLM505B	Manage operational plan	BSL122	BST122	\$18
	BSBFLM506B	Manage workplace information systems	BSL123	BST123	\$18
	BSBFLM507B	Manage quality customer service	BSL124	BST124	\$18
	BSBFLM509B	Facilitate continuous improvement	BSL125	BST125	\$18
	BSBFLM510B	Facilitate and capitalise on change and innovation	BSL126	BST126	\$18
	BSBFLM511B	Develop a workplace learning environment	BSL127	BST127	\$18
	BSBFLM512A	Ensure team effectiveness	BSL128	BST128	\$18
	BSBFLM513A	Manage budgets and financial plans within the work team	BSL129	BST129	\$18
	BSBFLM514A	Manage people	BSL130	BST130	\$18
	BSBHR401A	Administer human resource systems	BSL108	BST108	\$18
	BSBHR402A	Recruit and select personnel	BSL109	BST109	\$18
	BSBHR403A	Process human resource documents and inquiries	BSL110	BST110	\$18
	BSBHR404A	Co-ordinate human resource services	BSL111	BST111	\$18

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Business Services BSB01

Learner Guides (LG) and Trainer Assessor Guides (TAG)

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Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBMED201A	Use basic medical terminology	BSL022	BST022	\$11
	BSBMED301A	Use advanced medical terminology	BSL059	BST059	\$14
	BSBMED302A	Prepare and process medical accounts	BSL060	BST060	\$14
	BSBMED303A	Maintain patient records	BSL137	BST137	\$14
	BSBMED305A	Apply the principles of confidentiality, privacy and security within the medical environment	BSL138	BST138	\$14
	BSBMGT505A	Ensure a safe workplace	BSL131	BST131	\$18
	BSBMGT507A	Manage environmental performance	BSL132	BST132	\$18
	BSBMKG301A	Research the market	BSL061	BST061	\$14
	BSBMKG302A	Identify marketing opportunities	BSL062	BST062	\$14
	BSBMKG303A	Draft an elementary marketing audit report	BSL063	BST063	\$14
	BSBMKG304A	Assist with market research	BSL135	BST135	\$14
	BSBMKG401A	Profile the market	BSL112	BST112	\$18
	BSBMKG402A	Analyse consumer behaviour for specific markets	BSL113	BST113	\$18
	BSBMKG403A	Analyse market data	BSL114	BST114	\$18
	BSBMKG404A	Forecast market and business needs	BSL115	BST115	\$18
	BSBMKG405A	Implement and monitor marketing activities	BSL116	BST116	\$18
	BSBMKG406A	Build client relationships	BSL117	BST117	\$18
	BSBMKG407A	Make a presentation	BSL118	BST118	\$18
	BSBMKG408A	Conduct market research	BSL142	BST142	\$18

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Learner Guides (LG) and Trainer Assessor Guides (TAG)

Available in superseded format only

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBOHS401A	Contribute to the implementation of a systematic approach to managing OHS	BSL149	BST149	\$18
	BSBRKG301A	Control records	BSL064	BST064	\$14
	BSBRKG302A	Undertake disposal	BSL065	BST065	\$14
	BSBRKG303A	Retrieve information from records	BSL066	BST066	\$14
	BSBRKG304A	Maintain business records	BSL067	BST067	\$14
	BSBSBM401A	Establish business and legal requirements	BSL144	BST144	\$18
	BSBSBM402A	Undertake financial planning	BSL151	BST151	\$18
	BSBSBM403A	Promote the business	BSL150	BST150	\$18
	BSBSBM404A	Undertake business planning	BSL145	BST145	\$18
	BSBSBM405A	Monitor and manage business operations	BSL146	BST146	\$18
	BSBSBM406A	Manage finances	BSL152	BST152	\$18
	BSBSBM407A	Manage a small team	BSL147	BST147	\$18
	BSBSLS301A	Develop product knowledge	BSL068	BST068	\$14
	BSBSLS302A	Identify sales prospects	BSL069	BST069	\$14
	BSBSLS303A	Present a sales solution	BSL070	BST070	\$14
	BSBSLS304A	Secure prospect commitment	BSL071	BST071	\$14
	BSBSLS305A	Support post-sale activities	BSL072	BST072	\$14
	BSBSLS306A	Self-manage sales performance	BSL073	BST073	\$14
	BSBSLS401A	Lead a sales team	BSL119	BST119	\$18

Learning resources

Business Services BSB01

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Available in superseded format only

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBFLM302A	Support leadership in the workplace	BSL977	BST977	\$14
	BSBFLM303A	Contribute to effective workplace relationships	BSL978	BST978	\$14
	BSBFLM304A	Participate in work teams	BSL979	BST979	\$14
	BSBFLM305A	Support operational plan	BSL980	BST980	\$14
	BSBFLM306A	Provide workplace information and resourcing plans	BSL981	BST981	\$14
	BSBFLM309A	Support continuous improvement systems and processes	BSL982	BST982	\$14
	BSBFLM311A	Support a workplace learning environment	BSL983	BST983	\$14
	BSBFLM402A	Show leadership in the workplace	BSL984	BST984	\$18
	BSBFLM403A	Manage effective workplace relationships	BSL985	BST985	\$18
	BSBFLM404A	Lead work teams	BSL986	BST986	\$18
	BSBFLM405A	Implement operational plan	BSL987	BST987	\$18
	BSBFLM406A	Implement workplace information system	BSL988	BST988	\$18
	BSBFLM409A	Implement continuous improvement	BSL989	BST989	\$18
	BSBFLM501A	Manage personal work priorities and professional development	BSL990	BST990	\$18
	BSBFLM502A	Provide leadership in the workplace	BSL991	BST991	\$18
	BSBFLM503A	Establish effective workplace relationships	BSL992	BST992	\$18
	BSBFLM504A	Facilitate work teams	BSL993	BST993	\$18
	BSBFLM505A	Manage operational plan	BSL994	BST994	\$18
	BSBFLM506A	Manage workplace information systems	BSL995	BST995	\$18

Learning resources

Business Services BSB01

Learner Guides (LG) and Trainer Assessor Guides (TAG)
Available in superseded format only

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBFLM507A	Manage quality customer service	BSL996	BST996	\$18
	BSBFLM509A	Promote continuous improvement	BSL997	BST997	\$18
	BSBFLM510A	Facilitate and capitalise on change and innovation	BSL998	BST998	\$18
	BSBFLM511A	Develop a workplace learning environment	BSL999	BST999	\$18

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCAC316B	Provide food services	CHCL001	CHCT001	\$15
	CHCAC317A	Support older people to maintain their independence	CHCL002	CHCT002	\$15
	CHCAC318A	Work effectively with older people	CHCL174	CHCT174	\$15
	CHCAC319A	Provide support to people living with dementia	CHCL114	CHCT114	\$15
	CHCAC412A	Provide services to older people with complex needs	CHCL003	CHCT003	\$15
	CHCAC416A	Facilitate support responsive to the specific nature of dementia	CHCL169	CHCT169	\$15
	CHCAC417A	Implement interventions with older people at risk of falls	CHCL154	CHCT154	\$15
	CHCAC507D	Plan and monitor service delivery plans	CHCL004	CHCT004	\$15
	CHCAD401D	Advocate for clients	CHCL005	CHCT005	\$15
	CHCAD402D	Support the interests, rights and needs of clients within duty of care requirements	CHCL006	CHCT006	\$15
	CHCAD504A	Provide advocacy and representation	CHCL007	CHCT007	\$15
	CHCAD603A	Provide systems advocacy services	CHCL008	CHCT008	\$15
	CHCADMIN201C	Undertake basic administrative duties	CHCL009	CHCT009	\$15
	CHCADMIN302C	Provide administrative support	CHCL010	CHCT010	\$15
	CHCADMIN305D	Work within the administration protocols of the organisation	CHCL011	CHCT011	\$15
	CHCADMIN403C	Undertake administrative work	CHCL012	CHCT012	\$15
	CHCADMIN604A	Manage the finances, accounts and resources of an organisation	CHCL013	CHCT013	\$15
	CHCAOD201D	Prepare for alcohol and other drugs work	CHCL014	CHCT014	\$15
	CHCAOD402A	Work effectively in the alcohol and other drugs sector	CHCL115	CHCT115	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCAOD406D	Work with clients who are intoxicated	CHCL116	CHCT116	\$15
	CHCAOD408A	Assess needs of clients with alcohol and/or other drugs issues	CHCL212	CHCT212	\$15
	CHCAOD411A	Provide interventions for people with alcohol and other drug issues	CHCL153	CHCT153	\$15
	CHCAOD510A	Work effectively with clients with complex alcohol and/or other drugs issues	CHCL117	CHCT117	\$15
	CHCCD307C	Support community resources	CHCL015	CHCT015	\$15
	CHCCD401D	Support community participation	CHCL171	CHCT171	\$15
	CHCCD404D	Develop and implement community programs	CHCL191	CHCT191	\$15
	CHCCD412A	Work within a community development framework	CHCL118	CHCT118	\$15
	CHCCD413D	Work within specific communities	CHCL016	CHCT016	\$15
	CHCCD505D	Develop community resources	CHCL017	CHCT017	\$15
	CHCCD508C	Support community action	CHCL206	CHCT206	\$15
	CHCCD509C	Support community leadership	CHCL207	CHCT207	\$15
	CHCCD514A	Implement community development strategies	CHCL119	CHCT119	\$15
	CHCCD615A	Develop and implement community development strategies	CHCL018	CHCT018	\$15
	CHCCHILD301A	Support behaviour of children and young people	CHCL144	CHCT144	\$15
	CHCCHILD401A	Identify and respond to children and young people at risk	CHCL161	CHCT161	\$15
	CHCCHILD403B	Promote the safety, well-being and welfare of children, young people and their families	CHCL019	CHCT019	\$15
	CHCCHILD505B	Work effectively in child protection and out of home care for children and young people	CHCL020	CHCT020	\$15
	CHCCM401D	Undertake case management	CHCL021	CHCT021	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCCM402D	Establish and monitor a case plan	CHCL022	CHCT022	\$15
	CHCCM404A	Undertake case management for clients with complex needs	CHCL202	CHCT202	\$15
	CHCCM501A	Coordinate complex case requirements	CHCL196	CHCT196	\$15
	CHCCM503C	Develop, facilitate and monitor all aspects of case management	CHCL023	CHCT023	\$15
	CHCCM504C	Promote high quality case management	CHCL024	CHCT024	\$15
	CHCCM605C	Develop practice standards	CHCL025	CHCT025	\$15
	CHCCN301A	Ensure the health and safety of children	CHCL147	CHCT147	\$15
	CHCCN302A	Provide care for children	CHCL026	CHCT026	\$15
	CHCCN303A	Contribute to provision of nutritionally balanced food in a safe and hygienic manner	CHCL027	CHCT027	\$15
	CHCCN305A	Provide care for babies	CHCL028	CHCT028	\$15
	CHCCN511A	Establish and maintain a safe and healthy environment for children	CHCL214	CHCT214	\$15
	CHCCOM201C	Communicate with people accessing the services of the organisation	CHCL029	CHCT029	\$15
	CHCCOM302C	Communicate appropriately with clients and colleagues	CHCL030	CHCT030	\$15
	CHCCOM403A	Use targeted communication skills to build relationships	CHCL031	CHCT031	\$15
	CHCCOM504A	Develop, implement and promote effective workplace communication	CHCL032	CHCT032	\$15
	CHCCS200D	Deliver service to clients	CHCL033	CHCT033	\$15
	CHCCS211A	Prepare for work in the community sector	CHCL175	CHCT175	\$15
	CHCCS305A	Assist clients with medication	CHCL120	CHCT120	\$15
	CHCCS308B	Provide first point of contact	CHCL034	CHCT034	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCCS311C	Deliver and monitor services to clients	CHCL035	CHCT035	\$15
	CHCCS400A	Work within a relevant legal and ethical framework	CHCL121	CHCT121	\$15
	CHCCS401B	Facilitate responsible behaviour	CHCL036	CHCT036	\$15
	CHCCS403B	Provide brief intervention	CHCL037	CHCT037	\$15
	CHCCS405C	Identify and address specific client needs	CHCL038	CHCT038	\$15
	CHCCS407B	Operate referral procedures	CHCL039	CHCT039	\$15
	CHCCS411A	Work effectively in the community sector	CHCL122	CHCT122	\$15
	CHCCS412D	Deliver and develop client services	CHCL040	CHCT040	\$15
	CHCCS416A	Assess and provide services for clients with complex needs	CHCL041	CHCT041	\$15
	CHCCS419B	Provide support services to clients	CHCL042	CHCT042	\$15
	CHCCS422A	Respond holistically to client issues and refer appropriately	CHCL043	CHCT043	\$15
	CHCCS426A	Provide support and care relating to loss and grief	CHCL205	CHCT205	\$15
	CHCCS502A	Maintain legal and ethical work practices	CHCL189	CHCT189	\$15
	CHCCS503A	Develop, implement and review services and programs to meet client needs	CHCL044	CHCT044	\$15
	CHCCS504A	Provide services to clients with complex needs	CHCL123	CHCT123	\$15
	CHCCS505A	Provide supervision support to community sector workers	CHCL201	CHCT201	\$15
	CHCCS506A	Promote and respond to workplace diversity	CHCL165	CHCT165	\$15
	CHCCS512B	Develop a service delivery strategy	CHCL045	CHCT045	\$15
	CHCCS513A	Maintain an effective community sector work environment	CHCL195	CHCT195	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCCS514A	Recognise and respond to individuals at risk	CHCL148	CHCT148	\$15
	CHCCS521A	Assess and respond to individuals at risk of suicide	CHCL124	CHCT124	\$15
	CHCCSL501A	Work within a structured counselling framework	CHCL046	CHCT046	\$15
	CHCCSL503A	Facilitate the counselling relationship	CHCL107	CHCT107	\$15
	CHCCSL507A	Support clients in decision making process	CHCL108	CHCT108	\$15
	CHCCSL509A	Reflect and improve upon counselling skills	CHCL047	CHCT047	\$15
	CHCCW301C	Operate under a casework framework	CHCL048	CHCT048	\$15
	CHCCW503A	Work intensively with clients	CHCL049	CHCT049	\$15
	CHCDFV404C	Promote community awareness of domestic and family violence	CHCL050	CHCT050	\$15
	CHCDIS220B	Prepare for disability work	CHCL051	CHCT051	\$15
	CHCDIS301A	Work effectively with people with a disability	CHCL163	CHCT163	\$15
	CHCDIS302A	Maintain an environment to empower people with disabilities	CHCL052	CHCT052	\$15
	CHCDIS313A	Support people with disabilities who are ageing	CHCL053	CHCT053	\$15
	CHCDIS322A	Support community participation and inclusion	CHCL125	CHCT125	\$15
	CHCDIS323A	Contribute to skill development and maintenance	CHCL182	CHCT182	\$15
	CHCDIS400C	Provide care and support	CHCL054	CHCT054	\$15
	CHCDIS404C	Design procedures for support	CHCL055	CHCT055	\$15
	CHCDIS405A	Facilitate skills development and maintenance	CHCL185	CHCT185	\$15
	CHCDIS408C	Support people with disabilities as workers	CHCL056	CHCT056	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCDIS409A	Provide services to people with disabilities with complex needs	CHCL203	CHCT203	\$15
	CHCDIS410A	Facilitate community participation and inclusion	CHCL200	CHCT200	\$15
	CHCDIS411A	Communicate using augmentative and alternative communication strategies	CHCL194	CHCT194	\$15
	CHCDIS507C	Design and adapt surroundings to group requirements	CHCL057	CHCT057	\$15
	CHCDIS511A	Coordinate services for people with disabilities	CHCL126	CHCT126	\$15
	CHCEDS301A	Comply with legislative, policy and industrial requirements in the education environment	CHCL127	CHCT127	\$15
	CHCEDS302A	Facilitate implementation of planned educational programs	CHCL159	CHCT159	\$15
	CHCEDS303A	Contribute to student education in all developmental domains	CHCL138	CHCT138	\$15
	CHCEDS304A	Contribute to the organisation and management of classroom or centre	CHCL157	CHCT157	\$15
	CHCEDS305A	Support the development of reading skills	CHCL179	CHCT179	\$15
	CHCEDS306A	Support the development of writing skills	CHCL184	CHCT184	\$15
	CHCEDS307A	Support the development of numeracy skills	CHCL190	CHCT190	\$15
	CHCEDS312A	Work with diversity in the education environment	CHCL128	CHCT128	\$15
	CHCEDS313A	Communicate with students	CHCL129	CHCT129	\$15
	CHCEDS314A	Work effectively in an education team	CHCL058	CHCT058	\$15
	CHCEDS315B	Support students with additional needs in the classroom	CHCL152	CHCT152	\$15
	CHCEDS316A	Comply with school administrative requirements	CHCL150	CHCT150	\$15
	CHCEDS319A	Search and assess online information	CHCL145	CHCT145	\$15
	CHCEDS320A	Set up and sustain individual and small group learning areas	CHCL164	CHCT164	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCEDS323A	Support development of student research skills	CHCL160	CHCT160	\$15
	CHCEDS407A	Collect and analyse information to inform work strategies	CHCL156	CHCT156	\$15
	CHCEDS410A	Assist in facilitation of student learning	CHCL177	CHCT177	\$15
	CHCEDS411A	Use high-level communication skills in the education workplace	CHCL151	CHCT151	\$15
	CHCEDS412A	Contribute to continuous improvement processes within the education environment	CHCL155	CHCT155	\$15
	CHCEDS501A	Identify and respond to student development needs	CHCL167	CHCT167	\$15
	CHCEDS502A	Foster and support an effective learning environment	CHCL176	CHCT176	\$15
	CHCEDS503A	Support the development of literacy skills	CHCL173	CHCT173	\$15
	CHCEDS504A	Support the development and implementation of responsible behaviour	CHCL197	CHCT197	\$15
	CHCES303B	Use labour market information	CHCL181	CHCT181	\$15
	CHCES311A	Work effectively in employment services	CHCL059	CHCT059	\$15
	CHCES312A	Deliver contracted employment services	CHCL186	CHCT186	\$15
	CHCES411A	Collect, analyse and apply labour market information	CHCL199	CHCT199	\$15
	CHCES416A	Plan and provide job search support	CHCL060	CHCT060	\$15
	CHCES511A	Manage contracted employment services	CHCL210	CHCT210	\$15
	CHCFC301A	Support the development of children	CHCL130	CHCT130	\$15
	CHCFC503A	Foster social development in early childhood	CHCL140	CHCT140	\$15
	CHCFC505A	Foster cognitive development in early childhood	CHCL198	CHCT198	\$15
	CHCFC506A	Foster children's language and communication development	CHCL204	CHCT204	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCGROUP302D	Support group activities	CHCL061	CHCT061	\$15
	CHCGROUP403D	Plan and conduct group activities	CHCL062	CHCT062	\$15
	CHCHC311A	Work effectively in a home and community care environment	CHCL131	CHCT131	\$15
	CHCHC401A	Coordinate and monitor home based support	CHCL170	CHCT170	\$15
	CHCIC201B	Communicate with children	CHCL063	CHCT063	\$15
	CHCIC301D	Interact effectively with children	CHCL064	CHCT064	\$15
	CHCIC510A	Establish and implement plans for developing cooperative behaviour	CHCL065	CHCT065	\$15
	CHCIC512A	Plan and implement inclusion of children with additional needs	CHCL132	CHCT132	\$15
	CHCICS301A	Provide support to meet personal care needs	CHCL066	CHCT066	\$15
	CHCICS302A	Participate in the implementation of individualised plans	CHCL139	CHCT139	\$15
	CHCICS303A	Support individual health and emotional well being	CHCL158	CHCT158	\$15
	CHCICS304A	Work effectively with carers	CHCL162	CHCT162	\$15
	CHCICS305A	Provide behaviour support in the context of individualised plans	CHCL172	CHCT172	\$15
	CHCICS401A	Facilitate support for personal care needs	CHCL067	CHCT067	\$15
	CHCICS402A	Facilitate individualised plans	CHCL142	CHCT142	\$15
	CHCICS403A	Conduct individual assessment	CHCL208	CHCL208	\$15
	CHCICS404A	Plan and provide advanced behaviour support	CHCL180	CHCT180	\$15
	CHCICS405A	Facilitate groups for individual outcomes	CHCL166	CHCT166	\$15
	CHCICS406A	Support client self-management	CHCL168	CHCT168	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCINF302C	Maintain the organisation's information systems	CHCL068	CHCT068	\$15
	CHCINF303A	Contribute to information requirements in the community sector	CHCL209	CHCT209	\$15
	CHCINF403C	Coordinate information systems	CHCL069	CHCT069	\$15
	CHCINF407C	Meet information needs of the community	CHCL070	CHCT070	\$15
	CHCINF408C	Comply with information requirements of the aged care and community care sectors	CHCL071	CHCT071	\$15
	CHCINF505C	Meet statutory and organisation information requirements	CHCL072	CHCT072	\$15
	CHCLD415A	Confirm client developmental status	CHCL215	CHCT215	\$15
	CHCMH301A	Work effectively in mental health	CHCL133	CHCT133	\$15
	CHCMH401A	Work effectively in mental health settings	CHCL141	CHCT141	\$15
	CHCMH402A	Apply understanding of mental health issues and recovery processes	CHCL134	CHCT134	\$15
	CHCMH403A	Establish and maintain communication and relationships to support the recovery process	CHCL073	CHCT073	\$15
	CHCMH404A	Conduct assessment and planning as part of the recovery process	CHCL136	CHCT136	\$15
	CHCMH405A	Work collaboratively to support recovery process	CHCL074	CHCT074	\$15
	CHCMH408B	Provide interventions to meet the needs of consumers with mental health and AOD issues	CHCL075	CHCT075	\$15
	CHCMH504D	Provide a range of services to people with mental health issues	CHCL137	CHCT137	\$15
	CHCNET301D	Participate in networks	CHCL076	CHCT076	\$15
	CHCNET402A	Establish and maintain effective networks	CHCL077	CHCT077	\$15
	CHCNET404A	Facilitate links with other services	CHCL078	CHCT078	\$15
	CHCNET501A	Work effectively with other services and networks	CHCL079	CHCT079	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCNET503C	Develop new networks	CHCL080	CHCT080	\$15
	CHCOHS312A	Follow safety procedures for direct care work	CHCL143	CHCT143	\$15
	CHCORG201A	Follow policies, procedures and programs of the organisation	CHCL081	CHCT081	\$15
	CHCORG202C	Work with others	CHCL082	CHCT082	\$15
	CHCORG303A	Participate effectively in the work environment	CHCL083	CHCT083	\$15
	CHCORG322B	Contribute to the implementation of service delivery strategy	CHCL084	CHCT084	\$15
	CHCORG405C	Maintain an effective work environment	CHCL085	CHCT085	\$15
	CHCORG406A	Supervise work	CHCL146	CHCT146	\$15
	CHCORG423A	Maintain quality service delivery	CHCL086	CHCT086	\$15
	CHCORG428A	Reflect on and improve own professional practice	CHCL087	CHCT087	\$15
	CHCORG506C	Coordinate the work environment	CHCL088	CHCT088	\$15
	CHCORG525C	Recruit and coordinate volunteers	CHCL089	CHCT089	\$15
	CHCORG529B	Provide coaching and motivation	CHCL090	CHCT090	\$15
	CHCORG611A	Lead and develop others in a community sector workplace	CHCL091	CHCT091	\$15
	CHCORG624C	Provide leadership in community services delivery	CHCL092	CHCT092	\$15
	CHCORG627B	Provide mentoring support to colleagues	CHCL093	CHCT093	\$15
	CHCPA301B	Deliver care services using a palliative approach	CHCL094	CHCT094	\$15
	CHCPA402B	Plan for and provide care services using a palliative approach	CHCL095	CHCT095	\$15
	CHCPOL301B	Participate in policy development	CHCL096	CHCT096	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCPOL403B	Undertake research activities	CHCL097	CHCT097	\$15
	CHCPOL501A	Access evidence and apply in practice	CHCL188	CHCT188	\$15
	CHCPOL504B	Develop and implement policy	CHCL098	CHCT098	\$15
	CHCPR301A	Provide experiences to support children's play and learning	CHCL099	CHCT099	\$15
	CHCPR303D	Develop understanding of children's interests and developmental needs	CHCL100	CHCT100	\$15
	CHCPR502D	Organise experiences to facilitate and enhance children's development	CHCL213	CHCT213	\$15
	CHCPR510A	Design, implement and evaluate programs and care routines for children	CHCL211	CHCT211	\$15
	CHCPR0T409D	Provide primary residential care	CHCL101	CHCT101	\$15
	CHCPR0T502D	Undertake and implement planning with at-risk children and young people and their families	CHCL102	CHCT102	\$15
	CHCPR0T603A	Plan and manage provision of out-of-home care	CHCL103	CHCT103	\$15
	CHCRF301D	Work effectively with families to care for the child	CHCL104	CHCT104	\$15
	CHCRH401A	Work effectively in the leisure and health industry	CHCL105	CHCT105	\$15
	CHCRH402A	Undertake leisure and health programming	CHCL183	CHCT183	\$15
	CHCRH404A	Plan, implement and monitor leisure and health programs	CHCL187	CHCT187	\$15
	CHCRH405A	Plan leisure and health programs for clients with complex needs	CHCL178	CHCT178	\$15
	CHCRH406A	Apply knowledge of human behaviour in leisure activity programs	CHCL192	CHCT192	\$15
	CHCRH407A	Apply sociological concepts to leisure and health	CHCL193	CHCT193	\$15
	CHCRH505C	Conduct a program for children and young people with special needs	CHCL106	CHCT106	\$15
	CHCYTH301D	Work effectively with young people	CHCL109	CHCT109	\$15

Learning resources

Community Services CHC08

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCYTH401A	Engage respectfully with young people	CHCL149	CHCT149	\$15
	CHCYTH404D	Support young people in crisis	CHCL110	CHCT110	\$15
	CHCYTH407D	Respond to critical situations	CHCL111	CHCT111	\$15
	CHCYTH505D	Support youth programs	CHCL112	CHCT112	\$15
	CHCYTH506A	Provide services for young people appropriate to their needs and circumstances	CHCL135	CHCT135	\$15
	CHCYTH608C	Manage service response to young people in crisis	CHCL113	CHCT113	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCAC1C	Provide support to an older person	CSL001	CST001	\$15
	CHCAC2C	Provide personal care	CSL002	CST002	\$15
	CHCAC3C	Orientation to aged care work	CSL003	CST003	\$15
	CHCAC4B	Assist in the provision of an appropriate environment	CSL004	CST004	\$15
	CHCAC6C	Support the older person to meet their emotional and psychosocial needs	CSL005	CST005	\$15
	CHCAC7C	Plan and monitor service delivery plans	CSL006	CST006	\$15
	CHCAC12C	Provide services to an older person with complex needs	CSL060	CST060	\$15
	CHCAC15A	Provide care support which is responsive to the specific nature of dementia	CSL007	CST007	\$15
	CHCAC16A	Provide food services	CSL086	CST086	\$15
	CHCAC17A	Support the older person to maintain their independence	CSL008	CST008	\$15
	CHCAD1C	Advocate for clients	CSL009	CST009	\$15
	CHCAD2C	Support for the interests, rights and needs of clients within duty of care requirements	CSL087	CST087	\$15
	CHCAD3A	Undertake systems advocacy	CSL167	CST167	\$15
	CHCAD4A	Provide advocacy and representation	CSL161	CST161	\$15
	CHCADMIN1B	Undertake basic administrative duties	CSL126	CST126	\$15
	CHCADMIN2B	Provide administrative support	CSL094	CST094	\$15
	CHCADMIN3B	Undertake administrative work	CSL065	CST065	\$15
	CHCADMIN4B	Manage the organisation's finances, accounts and resources	CSL162	CST162	\$15
	CHCADMIN5C	Work within the administration protocols of the organisation	CSL010	CST010	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCAL7B	Fulfil family day care administration requirements	CSL115	CST115	\$15
	CHCAOD1C	Introduction to alcohol and other drugs work	CSL082	CST082	\$15
	CHCAOD2C	Orientation to the alcohol and other drugs sector	CSL069	CST069	\$15
	CHCAOD4C	Support people with alcohol and/or other drug issues	CSL105	CST105	\$15
	CHCAOD6C	Work with clients who are intoxicated	CSL109	CST109	\$15
	CHCAOD8C	Assess the needs of clients who have alcohol and/or other drugs issues	CSL091	CST091	\$15
	CHCAOD10A	Work with clients who have alcohol and other drugs issues	CSL090	CST090	\$15
	CHCCD5C	Develop community resources	CSL096	CST096	\$15
	CHCCD7B	Support community resources	CSL064	CST064	\$15
	CHCCD12D	Apply a community development framework	CSL011	CST011	\$15
	CHCCD13C	Work within specific communities	CSL059	CST059	\$15
	CHCCD14B	Implement a community development strategy	CSL135	CST135	\$15
	CHCCD15B	Develop and implement a community development strategy	CSL139	CST139	\$15
	CHCCHILD1C	Identify and respond to children and young people at risk of harm	CSL106	CST106	\$15
	CHCCHILD2C	Support the rights and safety of children within duty of care requirements	CSL156	CST156	\$15
	CHCCHILD3A	Promote the safety, well-being and welfare of children, young people and their families	CSL125	CST125	\$15
	CHCCHILD5A	Orientation to child protection and out-of-home care for children and young people	CSL099	CST099	\$15
	CHCCM1C	Undertake case management	CSL070	CST070	\$15
	CHCCM2C	Establish and monitor a case plan	CSL077	CST077	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCCM3B	Develop, facilitate and monitor all aspects of case management	CSL071	CST071	\$15
	CHCCM4B	Promote high quality case management	CSL072	CST072	\$15
	CHCCM5B	Develop practice standards	CSL184	CST184	\$15
	CHCCN1D	Ensure children's health and safety	CSL124	CST124	\$15
	CHCCN2C	Care for children	CSL112	CST112	\$15
	CHCCN3C	Prepare nutritionally balanced food in a safe and hygienic manner	CSL110	CST110	\$15
	CHCCN4D	Respond to illness, accidents and emergencies	CSL113	CST113	\$15
	CHCCN5C	Care for babies	CSL108	CST108	\$15
	CHCCOM1B	Communicate with people accessing the services of the organisation	CSL049	CST049	\$15
	CHCCOM2B	Communicate appropriately with clients and colleagues	CSL012	CST012	\$15
	CHCCOM3C	Utilise specialist communication skills to build strong relationships	CSL013	CST013	\$15
	CHCCOM4B	Develop, implement and promote effective communication techniques	CSL149	CST149	\$15
	CHCCS0C	Deliver service to clients	CSL075	CST075	\$15
	CHCCS1B	Deliver and monitor service to clients	CSL076	CST076	\$15
	CHCCS2C	Deliver and develop client service	CSL014	CST014	\$15
	CHCCS3C	Coordinate the provision of services and programs	CSL081	CST081	\$15
	CHCCS5B	Identify and address specific client needs	CSL168	CST168	\$15
	CHCCS6B	Assess and deliver services to clients with complex needs	CSL020	CST020	\$15
	CHCCS8A	Provide first point of contact	CSL169	CST169	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCCS9A	Provide support services to clients	CSL181	CST181	\$15
	CHCCS12A	Develop a service delivery strategy	CSL154	CST154	\$15
	CHCCS101A	Prepare for work	CSL129	CST129	\$15
	CHCCS201A	Prepare for work in the community services industry	CSL050	CST050	\$15
	CHCCS301A	Work within a legal and ethical framework	CSL015	CST015	\$15
	CHCCS303A	Provide physical assistance with medication	CSL016	CST016	\$15
	CHCCS304A	Assist with self-medication	CSL017	CST017	\$15
	CHCCS401A	Facilitate cooperative behaviour	CSL018	CST018	\$15
	CHCCS402A	Respond holistically to client issues	CSL079	CST079	\$15
	CHCCS403A	Provide brief intervention	CSL157	CST157	\$15
	CHCCS405A	Work effectively with culturally diverse clients and co-workers	CSL019	CST019	\$15
	CHCCS407A	Operate referral procedures	CSL180	CST180	\$15
	CHCCS409A	Meet the dietary and nutritional needs of clients in a culturally appropriate manner	CSL179	CST179	\$15
	CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide	CSL103	CST103	\$15
	CHCCSL601A	Work within a structured counselling process	CSL183	CST183	\$15
	CHCCSL602A	Facilitate the counselling relationship	CSL186	CST186	\$15
	CHCCSL603A	Provide support for clients implementing a course of action	CSL187	CST187	\$15
	CHCCSL604A	Reflect and improve upon counselling skills	CSL188	CST188	\$15
	CHCCW11B	Operate under a case work framework	CSL173	CST173	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCCW13B	Work with clients intensively	CSL164	CST164	\$15
	CHCDIS1C	Orientation to disability work	CSL021	CST021	\$15
	CHCDIS2C	Maintain an environment designed to empower people with disabilities	CSL022	CST022	\$15
	CHCDIS3C	Provide services to people with disabilities	CSL023	CST023	\$15
	CHCDIS4B	Design procedures for support	CSL024	CST024	\$15
	CHCDIS5C	Contribute to positive learning	CSL025	CST025	\$15
	CHCDIS6C	Plan and implement community integration	CSL026	CST026	\$15
	CHCDIS7B	Design and adapt surroundings to group requirements	CSL085	CST085	\$15
	CHCDIS8B	Support people with disabilities as workers	CSL165	CST165	\$15
	CHCDIS10B	Provide care and support	CSL067	CST067	\$15
	CHCDIS11C	Coordinate disability work	CSL166	CST166	\$15
	CHCDIS13A	Support older people with disabilities	CSL066	CST066	\$15
	CHCDIS15B	Provide behaviour support	CSL046	CST046	\$15
	CHCDIS16B	Provide advanced behaviour support	CSL084	CST084	\$15
	CHCDIS20A	Introduction to disability work	CSL051	CST051	\$15
	CHCDFV4B	Promote community awareness of domestic and family violence	CSL095	CST095	\$15
	CHCES301A	Work in the employment services area	CSL141	CST141	\$15
	CHCES406A	Provide job search support	CSL158	CST158	\$15
	CHCFC1C	Support the development of children in the service	CSL146	CST146	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCFC2C	Foster and enhance children's development	CSL174	CST174	\$15
	CHCFC3C	Foster and enhance children's social, emotional and psychological development	CSL175	CST175	\$15
	CHCGROUP2C	Support group activities	CSL027	CST027	\$15
	CHCGROUP3C	Plan and conduct group activities	CSL028	CST028	\$15
	CHCHC301B	Work effectively in a home and community care environment	CSL029	CST029	\$15
	CHCHC302B	Provide personal care in a home and community care environment	CSL030	CST030	\$15
	CHCICAB	Communicate with children	CSL052	CST052	\$15
	CHCIC1C	Interact effectively with children	CSL132	CST132	\$15
	CHCIC10C	Establish and implement plans for developing responsible behaviour	CSL170	CST170	\$15
	CHCIC12C	Plan the inclusion of children with additional needs	CSL176	CST176	\$15
	CHCINF2B	Maintain organisation's information systems	CSL031	CST031	\$15
	CHCINF3B	Coordinate information systems	CSL153	CST153	\$15
	CHCINF5B	Meet statutory and organisational information requirements	CSL138	CST138	\$15
	CHCINF7B	Meet information needs of the community	CSL152	CST152	\$15
	CHCINF8B	Comply with information requirements of the aged care and community care sectors	CSL032	CST032	\$15
	CHCMH1B	Orientation to mental health work	CSL080	CST080	\$15
	CHCMH4C	Provide non-clinical services to people with mental health issues	CSL177	CST177	\$15
	CHCMH8A	Provide interventions to meet the needs of consumers with mental health and AOD issues	CSL088	CST088	\$15
	CHCNET1C	Participate in networks	CSL057	CST057	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCNET2B	Maintain effective networks	CSL053	CST053	\$15
	CHCNET3B	Develop new networks	CSL111	CST111	\$15
	CHCNET4A	Work with other services	CSL058	CST058	\$15
	CHCOHS201A	Follow OHS procedures	CSL047	CST047	\$15
	CHCOHS301A	Participate in workplace safety procedures	CSL045	CST045	\$15
	CHCOHS302A	Participate in safety procedures for direct care work	CSL033	CST033	\$15
	CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace	CSL034	CST034	\$15
	CHCOHS501A	Manage workplace OHS management system	CSL121	CST121	\$15
	CHCORG1B	Follow the organisation's policies, procedures and programs	CSL107	CST107	\$15
	CHCORG2B	Work with others	CSL104	CST104	\$15
	CHCORG3B	Participate in the work environment	CSL035	CST035	\$15
	CHCORG5B	Maintain an effective work environment	CSL036	CST036	\$15
	CHCORG6B	Coordinate the work environment	CSL097	CST097	\$15
	CHCORG11B	Lead and develop others	CSL078	CST078	\$15
	CHCORG22A	Contribute to service delivery strategy	CSL037	CST037	\$15
	CHCORG23B	Coordinate work	CSL116	CST116	\$15
	CHCORG24B	Provide leadership in community service delivery	CSL054	CST054	\$15
	CHCORG25B	Recruit and coordinate volunteers	CSL098	CST098	\$15
	CHCORG27A	Provide mentoring support to colleagues	CSL178	CST178	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCORG28A	Reflect and improve upon professional practice	CSL117	CST117	\$15
	CHCORG29A	Provide coaching and motivation	CSL055	CST055	\$15
	CHCPA01A	Deliver care services using a palliative approach	CSL083	CST083	\$15
	CHCPA02A	Plan for and provide care services using a palliative approach	CSL093	CST093	\$15
	CHCPOL1A	Participate in policy development	CSL038	CST038	\$15
	CHCPOL3A	Undertake research activities	CSL155	CST155	\$15
	CHCPOL4A	Develop and implement policy	CSL137	CST137	\$15
	CHCPR1C	Deliver services/ activities to stimulate children's development and enhance their leisure	CSL142	CST142	\$15
	CHCPR3C	Develop an understanding of children's interests and developmental needs	CSL163	CST163	\$15
	CHCPR0T2C	Undertake and implement planning with at-risk children and young people and their families	CSL159	CST159	\$15
	CHCPR0T3D	Manage provision of out-of-home care	CSL151	CST151	\$15
	CHCPR0T9C	Provide primary/ residential care	CSL171	CST171	\$15
	CHCRF1C	Work effectively with families to care for their child	CSL118	CST118	\$15
	CHCRH1B	Orientation to work in the leisure and health industry	CSL073	CST073	\$15
	CHCRH2A	Leisure and health programming	CSL063	CST063	\$15
	CHCRH3B	Develop leisure and recreation programs for clients with special needs	CSL056	CST056	\$15
	CHCRH4B	Coordinate, implement and monitor leisure and recreation programs	CSL062	CST062	\$15
	CHCRH5B	Conduct a program for children and young people with special needs	CSL172	CST172	\$15
	CHCYTH1C	Work effectively with young people	CSL061	CST061	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	CHCYTH2C	Provide care and protection for young people	CSL068	CST068	\$15
	CHCYTH3C	Support young people to address their circumstances	CSL134	CST134	\$15
	CHCYTH4C	Support young people in crisis	CSL122	CST122	\$15
	CHCYTH5C	Support youth programs	CSL127	CST127	\$15
	CHCYTH6C	Provide appropriate services for young people	CSL092	CST092	\$15
	CHCYTH7C	Respond to critical situations	CSL136	CST136	\$15
	CHCYTH8B	Manage service response to young people in crisis	CSL140	CST140	\$15
	CHCYTH9C	Develop and implement procedures to enable young people to address their needs	CSL150	CST150	\$15
	HLTCOM4A	Communicate effectively with clients/ patients	CSL147	CST147	\$15
	HLTCSD3A	Prepare and maintain beds	CSL039	CST039	\$15
	HLTCSD4A	Support the care of clients and/or patients	CSL131	CST131	\$15
	HLTCSD6A	Respond effectively to difficult or challenging behaviour	CSL040	CST040	\$15
	HLTCSD7A	Care for home environment of clients	CSL089	CST089	\$15
	HLTCSD8A	Transport clients/ patients	CSL114	CST114	\$15
	HLTFS4A	Provide ward or unit-based food preparation and distribution services	CSL102	CST102	\$15
	HLTFS7A	Follow basic food safety practices	CSL048	CST048	\$15
	HLTHIR2A	Contribute to organisational effectiveness in the health industry	CSL041	CST041	\$15
	HLTHIR3A	Work effectively with culturally diverse patients, clients, customers and co-workers	CSL145	CST145	\$15
	HLTHSE1A	Follow the organisation's occupational health and safety policies	CSL042	CST042	\$15

Learning resources

Community Services CHC02 (including Health HLT02)

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	HLTIN1A	Comply with infection control policies and procedures	CSL043	CST043	\$15
	HLTIN3A	Implement and monitor infection control policy and procedures	CSL044	CST044	\$15
	HLTMS6A	Perform general cleaning tasks in a clinical setting	CSL123	CST123	\$15
	HLTMS8A	Handling waste in a health care environment	CSL074	CST074	\$15
	HLTNA3A	Plan and/or modify meals and menus according to nutrition care plans	CSL128	CST128	\$15
	HLTNA4A	Plan meals and menus to meet cultural and religious needs	CSL130	CST130	\$15
	PSPMNGT605B	Manage diversity	CSL182	CST182	\$15
	SRCCRD007A	Develop recreation programs	CSL101	CST101	\$15
	SRCCRO001B	Assist with recreation games not requiring equipment	CSL144	CST144	\$15
	SROABL002A	Facilitate adventure based learning activities	CSL148	CST148	\$15
	SRXCAI005A	Conduct a sport and recreation session for clients	CSL133	CST133	\$15
	SRXTEM003A	Work autonomously	CSL119	CST119	\$15
	SRXEME004A	Coordinate emergency response	CSL143	CST143	\$15
	SRXFAC004A	Plan and provide sport and recreational services	CSL100	CST100	\$15

Learning resources

Financial Services FNS04

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	FNSFLIT201B	Develop and use a personal budget	FINL037	FINT037	\$12
	FNSFLIT202B	Develop and use a savings plan	FINL038	FINT038	\$12
	FNSFLIT203B	Develop understanding of debt and consumer credit	FINL039	FINT039	\$12
	FNSFLIT204B	Develop understanding of superannuation	FINL040	FINT040	\$12
	FNSFLIT205B	Develop understanding of the Australian financial system and markets	FINL041	FINT041	\$12
	FNSICACC301B	Administer accounts payable	FINL027	FINT027	\$12
	FNSICACC302B	Administer financial accounts	FINL029	FINT029	\$12
	FNSICACC303B	Prepare, match and process receipts	FINL034	FINT034	\$12
	FNSICACC304B	Prepare and bank receipts	FINL031	FINT031	\$12
	FNSICACC305B	Process payment documentation	FINL033	FINT033	\$12
	FNSICACC306B	Process journal entries	FINL030	FINT030	\$12
	FNSICACC307B	Reconcile and monitor accounts receivable	FINL026	FINT026	\$12
	FNSICCUS301B	Respond to customer enquiries	FINL023	FINT023	\$12
	FNSICCUS302B	Process customer complaints	FINL021	FINT021	\$12
	FNSICCUS303B	Provide inbound telephone service	FINL020	FINT020	\$12
	FNSICCUS304B	Provide outbound telephone service	FINL025	FINT025	\$12
	FNSICGEN301B	Communicate in the workplace	FINL017	FINT017	\$12
	FNSICGEN302B	Use technology in the workplace	FINL018	FINT018	\$12
	FNSICGEN303B	Work with others	FINL022	FINT022	\$12

Learning resources

Financial Services FNS04

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	FNSICGEN304B	Apply health and safety practices in the workplace	FINL019	FINT019	\$12
	FNSICGEN305B	Maintain daily financial/ business records	FINL032	FINT032	\$12
	FNSICIND301B	Work in the financial services industry	FINL016	FINT016	\$12
	FNSICIND401B	Apply principles of professional practice to work in the financial services industry	FINL028	FINT028	\$12
	FNSICORG515B	Provide mentoring and coaching in the workplace	FINL035	FINT035	\$12
	FNSICSAM301B	Identify opportunities for cross-selling products and services	FINL024	FINT024	\$12
	FNSRETA304B	Administer debit card services	FINL036	FINT036	\$12

Learning resources

Health HLT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	FDFCORFSY2A	Implement the food safety program and procedures	HLL028	HLT028	\$15
	HLTAH415A	Assist with the screening of dietary requirements and special diets	HLL032	HLT032	\$15
	HLTAMBFC301B	Communicate with clients and colleagues to support health care	HLL024	HLT024	\$15
	HLTAMBFC402B	Communicate in complex or difficult situations	HLL007	HLT007	\$15
	HLTAMBPD401B	Manage personal stressors in the work environment	HLL025	HLT025	\$15
	HLTAP301A	Recognise healthy body systems in a health care context	HLL023	HLT023	\$15
	HLTAP401A	Confirm physical health status	HLL040	HLT040	\$15
	HLTCOM301B	Provide specific information to clients	HLL033	HLT033	\$15
	HLTCOM404B	Communicate effectively with clients	HLL001	HLT001	\$15
	HLTCSD201B	Maintain high standard of client service	HLL022	HLT022	\$15
	HLTCSD203B	Prepare and maintain beds	HLL009	HLT009	\$15
	HLTCSD208B	Transport clients	HLL010	HLT010	\$15
	HLTCSD302B	Assist with lifestyle and social support needs	HLL034	HLT034	\$15
	HLTCSD304B	Support the care of clients	HLL013	HLT013	\$15
	HLTCSD305B	Assist with client movement	HLL026	HLT026	\$15
	HLTCSD306B	Respond effectively to difficult or challenging behaviour	HLL002	HLT002	\$15
	HLTCSD307B	Care for the home environment of clients	HLL020	HLT020	\$15
	HLTFS201B	Distribute meals and refreshments to clients	HLL038	HLT038	\$15
	HLTFS204B	Provide ward or unit based food preparation and distribution services	HLL021	HLT021	\$15

Learning resources

Health HLT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units



Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	HLTFS205B	Perform kitchenware washing	HLL035	HLT035	\$15
	HLTFS207B	Follow basic food safety practices	HLL015	HLT015	\$15
	HLTFS309B	Oversee the day-to-day implementation of food safety in the workplace	HLL029	HLT029	\$15
	HLTFS310B	Apply and monitor food safety requirements	HLL030	HLT030	\$15
	HLTHIR301A	Communicate and work effectively in health	HLL019	HLT019	\$15
	HLTHIR402B	Contribute to organisational effectiveness in the health industry	HLL003	HLT003	\$15
	HLTHIR403B	Work effectively with culturally diverse clients and co-workers	HLL004	HLT004	\$15
	HLTHIR404C	Work effectively with Aboriginal and Torres Strait Islander people	HLL039	HLT039	\$15
	HLTHIR506B	Implement and monitor compliance with legal and ethical requirements	HLL006	HLT006	\$15
	HLTHSE204B	Follow safe manual handling practices	HLL027	HLT027	\$15
	HLTIN301B	Comply with infection control policies and procedures in health work	HLL014	HLT014	\$15
	HLTIN403B	Implement and monitor infection control policy and procedures	HLL008	HLT008	\$15
	HLTMS203B	Undertake routine stock maintenance	HLL036	HLT036	\$15
	HLTMS206B	Perform general cleaning tasks in a clinical setting	HLL018	HLT018	\$15
	HLTMS208B	Handle waste in a health care environment	HLL011	HLT011	\$15
	HLTNA302B	Plan and evaluate meals and menus to meet recommended dietary guidelines	HLL037	HLT037	\$15
	HLTNA303B	Plan and modify meals and menus according to nutrition care plans	HLL016	HLT016	\$15
	HLTNA304B	Plan meals and menus to meet cultural and religious needs	HLL017	HLT017	\$15
	HLTOHS200A	Participate in OHS processes	HLL012	HLT012	\$15

Learning resources

Health HLT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units



Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	HLTOHS300A	Contribute to OHS processes	HLL005	HLT005	\$15
	HLTOHS400A	Maintain OHS processes	HLL031	HLT031	\$15

Learning resources

Information and Communications ICA05

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCMN106A	Follow workplace safety procedures	ICAL021	ICAT021	\$15
	ICAD3218B	Create user documentation	ICAL022	ICAT022	\$14
	ICAI3020B	Install and optimise operating system software	ICAL023	ICAT023	\$15
	ICAU1128B XP	Operate a personal computer Using Windows XP	ICAL002	ICAT002	\$15
	ICAU1128B VISTA	Operate a personal computer Using Windows Vista	ICAL011	ICAT011	\$15
	ICAU1129B 2003	Operate a word processing application Using Word 2003	ICAL003	ICAT003	\$15
	ICAU1129B 2007	Operate a word processing application Using Word 2007	ICAL009	ICAT009	\$15
	ICAU1130B 2003	Operate a spreadsheet application Using Excel 2003	ICAL008	ICAT008	\$15
	ICAU1130B 2007	Operate a spreadsheet application Using Excel 2007	ICAL010	ICAT010	\$15
	ICAU1132B 2003	Operate a presentation package Using PowerPoint 2003	ICAL006	ICAT006	\$15
	ICAU1132B 2007	Operate a presentation package Using PowerPoint 2007	ICAL012	ICAT012	\$15
	ICAU1133B XP	Send and retrieve information using web browsers and email Using Internet Explorer XP	ICAL001	ICAT001	\$15
	ICAU1133B VISTA	Send and retrieve information using web browsers and email Using Windows Vista and Microsoft Outlook 2007	ICAL013	ICAT013	\$15
	ICAU1204B	Locate and use relevant on-line information Using Internet Explorer	ICAL004	ICAL004	\$15
	ICAU2005B	Operate computer hardware	ICAL019	ICAT019	\$15
	ICAU2006B 2003	Operate computing packages Using Office 2003	ICAL007	ICAT007	\$15
	ICAU2006B 2007 & VISTA	Operate computing packages Using Microsoft Office 2007 and Windows Vista	ICAL015	ICAT015	\$15
	ICAU2013B	Integrate commercial computing packages	ICAL018	ICAT018	\$15
	ICAU3004B	Apply occupational health and safety procedures	ICAL017	ICAT017	\$15

Learning resources

Information and Communications ICA05

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	ICAU3019B	Migrate to new technology	ICAL020	ICAT020	\$15
	ICAU3126B	Use advanced features of computer applications Using Microsoft Office 2003 and 2007 Windows Vista	ICAL005	ICAT005	\$15
	ICAW2001B	Work effectively in an IT environment	ICAL016	ICAT016	\$15
	ICAW2002B	Communicate in the workplace	ICAL014	ICAT014	\$15

Learning resources

Retail Services SIR07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SFIDIST202B	Retail fresh, frozen and live seafood	SIRL090	SIRT090	\$10
	SIRPPKS002A	Identify, locate and sell products related to allergies	SIRL095	SIRT095	\$10
	SIRPPKS003A	Identify, locate and sell analgesic and anti-inflammatory products	SIRL096	SIRT096	\$10
	SIRPPKS005A	Identify, locate and sell cough and cold products	SIRL097	SIRT097	\$10
	SIRRFSA001A	Apply retail food safety practices	SIRL003	SIRT003	\$10
	SIRRFSA002A	Monitor food safety program	SIRL004	SIRT004	\$12
	SIRRMER001A	Merchandise food products	SIRL005	SIRT005	\$10
	SIRRMER002A	Pack and display meat products	SIRL006	SIRT006	\$10
	SIRRMER003A	Prepare and display fast food items	SIRL007	SIRT007	\$10
	SIRRMER004A	Prepare and display bakery products	SIRL008	SIRT008	\$10
	SIRRRPK001A	Advise on food products and services	SIRL009	SIRT009	\$10
	SIRRRPK002A	Advise on meat products	SIRL010	SIRT010	\$10
	SIRRRPK003A	Advise on fast food products	SIRL011	SIRT011	\$10
	SIRRRPK004A	Advise on bakery products	SIRL012	SIRT012	\$10
	SIRRRPK005A	Advise on seafood products	SIRL013	SIRT013	\$10
	SIRRRPK006A	Recommend liquor products	SIRL014	SIRT014	\$12
	SIRRRPK007A	Recommend and fit clothing or footwear products and services	SIRL015	SIRT015	\$12
	SIRRRPK008A	Recommend jewellery products and services	SIRL016	SIRT016	\$12
	SIRRRPK009A	Recommend toddler and baby products	SIRL017	SIRT017	\$12

Learning resources

Retail Services SIR07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SIRRRPK010A	Recommend home and home improvement products and services	SIRL018	SIRT018	\$12
	SIRRRPK011A	Recommend books or newsagency services	SIRL019	SIRT019	\$12
	SIRRRPK012A	Recommend business and leisure products and services	SIRL020	SIRT020	\$12
	SIRRRPK013A	Hire and sell video and DVD products and services	SIRL021	SIRT021	\$12
	SIRRRPK014A	Recommend specialised products and services	SIRL022	SIRT022	\$12
	SIRWIND001A	Confirm wholesale business practices	SIRL079	SIRT079	\$10
	SIRWSLS001A	Sell products and services to business customers	SIRL080	SIRT080	\$10
	SIRWSLS002A	Build sales relationships	SIRL081	SIRT081	\$12
	SIRWSLS003A	Optimise customer and territory coverage	SIRL082	SIRT082	\$12
	SIRWSLS005A	Analyse and achieve sales targets	SIRL083	SIRT083	\$12
	SIRWSLS006A	Build sales of branded products	SIRL084	SIRT084	\$12
	SIRXADM001A	Apply retail office procedures	SIRL023	SIRT023	\$10
	SIRXADM002A	Coordinate retail office	SIRL024	SIRT024	\$12
	SIRXCCS001A	Apply point of sale handling procedures	SIRL025	SIRT025	\$10
	SIRXCCS002A	Interact with customers	SIRL026	SIRT026	\$10
	SIRXCCS003A	Coordinate interaction with customers	SIRL027	SIRT027	\$12
	SIRXCCS004A	Develop business to business relationships	SIRL093	SIRT093	\$14
	SIRXCCS006A	Maintain business to business relationships	SIRL085	SIRT085	\$12
	SIRXCLM001A	Organise and maintain work areas	SIRL028	SIRT028	\$10

Learning resources

Retail Services SIR07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SIRXCLM002A	Manage store facilities	SIRL029	SIRT029	\$14
	SIRXCOM001A	Communicate in the workplace	SIRL030	SIRT030	\$10
	SIRXEBS001A	Acquire and retain online customers	SIRL077	SIRT077	\$14
	SIRXFIN001A	Balance point-of-sale terminal	SIRL031	SIRT031	\$10
	SIRXFIN002A	Perform retail finance duties	SIRL032	SIRT032	\$10
	SIRXFIN003A	Produce financial reports	SIRL033	SIRT033	\$12
	SIRXFIN004A	Manage financial resources	SIRL034	SIRT034	\$14
	SIRXFIN005A	Manage operations to budget	SIRL076	SIRT076	\$14
	SIRXGLC001A	Monitor compliance with legal and legislative requirements affecting business operations	SIRL071	SIRT071	\$14
	SIRXGLC003A	Comply with legislative requirements affecting business activities	SIRL086	SIRT086	\$10
	SIRXHRM001A	Administer human resources policy	SIRL035	SIRT035	\$14
	SIRXHRM002A	Recruit and select personnel	SIRL036	SIRT036	\$14
	SIRXICT001A	Operate retail technology	SIRL037	SIRT037	\$10
	SIRXICT002A	Use computers as part of business and e-commerce processes	SIRL087	SIRT087	\$12
	SIRXICT003A	Operate retail information technology systems	SIRL038	SIRT038	\$12
	SIRXIND001A	Work effectively in a retail environment	SIRL039	SIRT039	\$10
	SIRXINV001A	Perform stock control procedures	SIRL040	SIRT040	\$10
	SIRXINV002A	Maintain and order stock	SIRL041	SIRT041	\$12
	SIRXINV004A	Buy merchandise	SIRL042	SIRT042	\$14

Learning resources

Retail Services SIR07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SIRXINV005A	Control inventory	SIRL043	SIRT043	\$14
	SIRXMER001A	Merchandise products	SIRL044	SIRT044	\$10
	SIRXMER002A	Coordinate merchandise presentation	SIRL045	SIRT045	\$12
	SIRXMER003A	Monitor in-store visual merchandising display	SIRL046	SIRT046	\$14
	SIRXMER004A	Manage merchandise and store presentation	SIRL047	SIRT047	\$14
	SIRXMER005A	Create a display	SIRL048	SIRT048	\$12
	SIRXMER006A	Present products	SIRL072	SIRT072	\$14
	SIRXMGT001A	Coordinate work teams	SIRL049	SIRT049	\$12
	SIRXMGT002A	Maintain employee relations	SIRL050	SIRT050	\$12
	SIRXMGT003A	Lead and manage people	SIRL051	SIRT051	\$14
	SIRXMGT004A	Analyse and communicate information	SIRL078	SIRT078	\$14
	SIRXMGT005A	Set strategic plans	SIRL073	SIRT073	\$14
	SIRXMGT006A	Initiate and implement change	SIRL074	SIRT074	\$14
	SIRXMPR001A	Profile a retail market	SIRL052	SIRT052	\$14
	SIRXMPR008A	Implement advertising and promotional activities	SIRL088	SIRT088	\$12
	SIRXOHS001A	Apply safe working practices	SIRL053	SIRT053	\$10
	SIRXOHS002A	Maintain store safety	SIRL054	SIRT054	\$12
	SIRXOHS003A	Provide a safe working environment	SIRL055	SIRT055	\$14
	SIRXPRO008A	Access product and service performance data	SIRL089	SIRT089	\$10

Learning resources

Retail Services SIR07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SIRXQUA001A	Develop innovative ideas at work	SIRL056	SIRT056	\$12
	SIRXQUA002A	Lead a team to foster innovation	SIRL057	SIRT057	\$14
	SIRXQUA003A	Create an innovative work environment	SIRL058	SIRT058	\$14
	SIRXQUA004A	Set up systems that support innovation	SIRL059	SIRT059	\$14
	SIRXRPK001A	Recommend health and nutritional products	SIRL060	SIRT060	\$12
	SIRXRPK002A	Recommend hair, beauty and cosmetic products and services	SIRL061	SIRT061	\$12
	SIRXRSK001A	Minimise theft	SIRL062	SIRT062	\$10
	SIRXRSK002A	Maintain store security	SIRL063	SIRT063	\$12
	SIRXRSK003A	Apply store security systems and procedures	SIRL064	SIRT064	\$12
	SIRXRSK004A	Control store security	SIRL065	SIRT065	\$14
	SIRXSLS001A	Sell products and services	SIRL066	SIRT066	\$10
	SIRXSLS002A	Advise on products and services	SIRL067	SIRT067	\$10
	SIRXSLS003A	Coordinate sales performance	SIRL068	SIRT068	\$12
	SIRXSLS004A	Build relationships with customers	SIRL069	SIRT069	\$12
	SIRXSLS005A	Manage sales and service delivery	SIRL070	SIRT070	\$14
	SIRXSLS006A	Lead a sales team	SIRL094	SIRT094	\$14
	SIRXSLS009A	Manage sales teams	SIRL075	SIRT075	\$14

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	PRSSO217A	Provide lost and found facility	THEL116	THET116	\$9
	PRSSO320A	Plan and conduct evacuation of premises	THEL117	THET117	\$14
	SITHACS001A	Provide accommodation reception services	THEL001	THET001	\$9
	SITHACS002A	Conduct night audit	THEL002	THET002	\$9
	SITHACS003A	Provide porter services	THEL003	THET003	\$9
	SITHACS004A	Provide housekeeping services to guests	THEL004	THET004	\$9
	SITHACS005A	Prepare rooms for guests	THEL005	THET005	\$9
	SITHACS006A	Clean premises and equipment	THEL006	THET006	\$9
	SITHACS007A	Launder linen and guest clothes	THEL007	THET007	\$9
	SITHACS008A	Provide valet service	THEL008	THET008	\$9
	SITHCCC001A	Organise and prepare food	THEL009	THET009	\$9
	SITHCCC002A	Present food	THEL010	THET010	\$9
	SITHCCC003A	Receive and store kitchen supplies	THEL011	THET011	\$9
	SITHCCC004A	Clean and maintain kitchen premises	THEL012	THET012	\$9
	SITHCCC005A	Use basic methods of cookery	THEL013	THET013	\$9
	SITHCCC006A	Prepare appetisers and salads	THEL014	THET014	\$9
	SITHCCC007A	Prepare sandwiches	THEL015	THET015	\$9
	SITHCCC008A	Prepare stocks, sauces and soups	THEL016	THET016	\$9
	SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes	THEL017	THET017	\$9

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SITHCCC010A	Select, prepare and cook poultry	THEL018	THET018	\$9
	SITHCCC011A	Select, prepare and cook seafood	THEL019	THET019	\$9
	SITHCCC012A	Select, prepare and cook meat	THEL020	THET020	\$9
	SITHCCC013A	Prepare hot and cold desserts	THEL021	THET021	\$9
	SITHCCC014A	Prepare pastries, cakes and yeast goods	THEL022	THET022	\$9
	SITHCCC015A	Plan and prepare food for buffets	THEL023	THET023	\$9
	SITHCCC016A	Develop cost effective menus	THEL024	THET024	\$9
	SITHCCC021A	Handle and serve cheese	THEL025	THET025	\$9
	SITHCCC025A	Monitor catering revenue and costs	THEL026	THET026	\$9
	SITHCCC026A	Establish and maintain quality control of food	THEL027	THET027	\$14
	SITHCCC027A	Prepare, cook and serve food for food service	THEL028	THET028	\$9
	SITHCCC028A	Prepare, cook and serve food for menus	THEL029	THET029	\$9
	SITHCCC029A	Prepare foods according to dietary and cultural needs	THEL030	THET030	\$9
	SITHCCC031A	Operate a fast food outlet	THEL031	THET031	\$9
	SITHFAB001A	Clean and tidy bar areas	THEL032	THET032	\$9
	SITHFAB002A	Operate a bar	THEL033	THET033	\$9
	SITHFAB003A	Serve food and beverage to customers	THEL034	THET034	\$9
	SITHFAB004A	Provide food and beverage service	THEL035	THET035	\$9
	SITHFAB005A	Provide table service of alcoholic beverages	THEL036	THET036	\$9

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SITHFAB006A	Operate cellar systems	THEL037	THET037	\$9
	SITHFAB007A	Complete retail liquor sales	THEL038	THET038	\$9
	SITHFAB008A	Provide room service	THEL039	THET039	\$9
	SITHFAB009A	Provide responsible service of alcohol	THEL040	THET040	\$9
	SITHFAB010A	Prepare and serve non-alcoholic beverages	THEL041	THET041	\$9
	SITHFAB011A	Develop and update food and beverage knowledge	THEL042	THET042	\$9
	SITHFAB012A	Prepare and serve espresso coffee	THEL043	THET043	\$9
	SITHFAB013A	Provide specialist advice on food	THEL044	THET044	\$9
	SITHFAB014A	Provide specialist advice on wine	THEL045	THET045	\$9
	SITHFAB015A	Prepare and serve cocktails	THEL046	THET046	\$9
	SITHFAB016A	Plan and monitor espresso coffee service	THEL047	THET047	\$9
	SITHFAB018A	Provide silver service	THEL048	THET048	\$9
	SITHFAB020A	Apply food and beverage skills in the workplace	THEL049	THET049	\$9
	SITHFAB021A	Provide and coordinate food and beverage service	THEL050	THET050	\$9
	SITHGAM001A	Attend gaming machines	THEL051	THET051	\$9
	SITHGAM002A	Operate a TAB outlet	THEL052	THET052	\$9
	SITHGAM003A	Conduct a Keno game	THEL053	THET053	\$9
	SITHGAM006A	Provide responsible gambling services	THEL054	THET054	\$9
	SITHIND001A	Develop and update hospitality industry knowledge	THEL055	THET055	\$9

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SITHIND002A	Apply hospitality skills in the workplace	THEL056	THET056	\$9
	SITHIND003A	Provide and coordinate hospitality service	THEL057	THET057	\$9
	SITHPAT012A	Plan patisserie operations	THEL058	THET058	\$9
	SITTIND001A	Develop and update tourism industry knowledge	THEL118	THET118	\$9
	SITTTOP002A	Load touring equipment and conduct pre-departure checks	THEL059	THET059	\$9
	SITTTOP004A	Set up and operate a camp site	THEL060	THET060	\$9
	SITTTOP005A	Provide camp site catering	THEL061	THET061	\$9
	SITTTSL001A	Operate an online information system	THEL119	THET119	\$14
	SITTTSL002A	Access and interpret product information	THEL062	THET062	\$9
	SITTTSL005A	Sell tourism products and services	THEL063	THET063	\$9
	SITTTSL006A	Prepare quotations	THEL064	THET064	\$9
	SITTTSL007A	Receive and process reservations	THEL065	THET065	\$9
	SITTTSL008A	Book and coordinate supplier services	THEL066	THET066	\$9
	SITTTSL009A	Process travel-related documentation	THEL067	THET067	\$9
	SITTVAF002A	Provide a briefing or scripted commentary	THEL068	THET068	\$9
	SITXADM001A	Perform office procedures	THEL069	THET069	\$9
	SITXADM002A	Source and present information	THEL070	THET070	\$9
	SITXADM003A	Write business documents	THEL071	THET071	\$9
	SITXADM004A	Plan and manage meetings	THEL072	THET072	\$14

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SITXCCS001A	Provide visitor information	THEL073	THET073	\$9
	SITXCCS002A	Provide quality customer service	THEL074	THET074	\$9
	SITXCCS003A	Manage quality customer service	THEL075	THET075	\$14
	SITXCCS004A	Provide club reception services	THEL076	THET076	\$9
	SITXCOM001A	Work with colleagues and customers	THEL077	THET077	\$9
	SITXCOM002A	Work in a socially diverse environment	THEL078	THET078	\$9
	SITXCOM003A	Deal with conflict situations	THEL079	THET079	\$9
	SITXCOM004A	Communicate on the telephone	THEL080	THET080	\$9
	SITXCOM005A	Make presentations	THEL081	THET081	\$9
	SITXENV001A	Participate in environmentally sustainable work practices	THEL121	THET121	\$9
	SITXEVT003A	Process and monitor event registrations	THEL082	THET082	\$9
	SITXEVT004A	Coordinate on-site event registrations	THEL083	THET083	\$9
	SITXEVT005A	Organise in-house events or functions	THEL084	THET084	\$9
	SITXEVT017A	Provide on-site event management services	THEL085	THET085	\$14
	SITXFIN001A	Process financial transactions	THEL086	THET086	\$9
	SITXFIN002A	Maintain financial records	THEL087	THET087	\$9
	SITXFIN003A	Interpret financial information	THEL088	THET088	\$14
	SITXFIN004A	Manage finances within a budget	THEL089	THET089	\$14
	SITXFIN005A	Prepare and monitor budgets	THEL090	THET090	\$14

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SITXFIN008A	Manage financial operations	THEL120	THET120	\$14
	SITXFSA001A	Implement food safety procedures	THEL091	THET091	\$9
	SITXFSA002A	Develop and implement a food safety program	THEL092	THET092	\$9
	SITXFSA003A	Transport and store food in a safe and hygienic manner	THEL093	THET093	\$9
	SITXGLC001A	Develop and update legal knowledge required for business compliance	THEL094	THET094	\$14
	SITXHRM001A	Coach others in job skills	THEL095	THET095	\$14
	SITXHRM002A	Recruit, select and induct staff	THEL096	THET096	\$14
	SITXHRM003A	Roster staff	THEL097	THET097	\$14
	SITXHRM005A	Lead and manage people	THEL098	THET098	\$14
	SITXHRM006A	Monitor staff performance	THEL099	THET099	\$14
	SITXHRM007A	Manage workplace diversity	THEL100	THET100	\$14
	SITXHRM008A	Manage workplace relations	THEL101	THET101	\$14
	SITXINV001A	Receive and store stock	THEL102	THET102	\$9
	SITXINV002A	Control and order stock	THEL103	THET103	\$9
	SITXMGT001A	Monitor work operations	THEL104	THET104	\$14
	SITXMGT002A	Develop and implement operational plans	THEL105	THET105	\$14
	SITXMGT006A	Establish and conduct business relationships	THEL106	THET106	\$14
	SITXMPR002A	Create a promotional display or stand	THEL107	THET107	\$9
	SITXMPR003A	Plan and implement sales activities	THEL108	THET108	\$14

Learning resources

Tourism, Hospitality and Events SIT07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	SITXMPR004A	Coordinate marketing activities	THEL109	THET109	\$14
	SITXMPR005A	Develop and manage marketing strategies	THEL110	THET110	\$14
	SITXOHS001A	Follow health, safety and security procedures	THEL111	THET111	\$9
	SITXOHS002A	Follow workplace hygiene procedures	THEL112	THET112	\$9
	SITXOHS003A	Identify hazards, and assess and control safety risks	THEL113	THET113	\$9
	SITXOHS004A	Implement and monitor workplace health, safety and security practices	THEL114	THET114	\$14
	SITXOHS005A	Establish and maintain an OHS system	THEL115	THET115	\$14

Learning resources

Transport and Logistics TLI07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	BSBCM208A	Deliver a service to customers	TLL091	TLT091	\$10
	BSBCM209A	Provide information to clients	TLL092	TLT092	\$10
	BSBCM216A	Create customer relationship	TLL086	TLT086	\$10
	BSBCM217A	Process customer feedback	TLL087	TLT087	\$10
	BSBCM310A	Deliver and monitor a service to customers	TLL093	TLT093	\$10
	BSBCM316A	Process customer complaints	TLL088	TLT088	\$10
	BSBCM317A	Meet customer needs and expectations	TLL089	TLT089	\$10
	BSBCM418A	Address customer needs	TLL090	TLT090	\$10
	TLIA107C	Secure cargo	TLL001	TLT001	\$10
	TLIA1107C	Package goods	TLL004	TLT004	\$10
	TLIA1207C	Pick and process orders	TLL005	TLT005	\$10
	TLIA1307C	Receive goods	TLL006	TLT006	\$10
	TLIA1407C	Use product knowledge to complete work operations	TLL007	TLT007	\$10
	TLIA1507C	Complete receipt/ despatch documentation	TLL008	TLT008	\$10
	TLIA1607C	Use inventory systems to organise stock control	TLL009	TLT009	\$10
	TLIA1707C	Apply product knowledge to organise work operations	TLL010	TLT010	\$10
	TLIA1807C	Organise despatch operations	TLL011	TLT011	\$10
	TLIA1907C	Organise receipt operations	TLL012	TLT012	\$10
	TLIA2007C	Replenish stock	TLL013	TLT013	\$10

Learning resources

Transport and Logistics TLI07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	TLIA2107C	Despatch stock	TLL014	TLT014	\$10
	TLIA2207C	Participate in stocktakes	TLL015	TLT015	\$10
	TLIA2307C	Coordinate stocktakes	TLL016	TLT016	\$10
	TLIA2407C	Organise warehouse records operations	TLL017	TLT017	\$10
	TLIA2807C	Assess and monitor optimum stock levels	TLL102	TLT102	\$10
	TLIA3207C	Organise transport of freight or goods	TLL096	TLT096	\$10
	TLIA3807B	Control and order stock	TLL020	TLT020	\$10
	TLIA3907B	Receive and store stock	TLL021	TLT021	\$10
	TLIA4107B	Manually sort mail and parcels	TLL103	TLT103	\$10
	TLIA907E	Complete and check import/ export documentation	TLL002	TLT002	\$10
	TLIB107C	Check and assess operational capabilities of equipment	TLL022	TLT022	\$10
	TLIB2807B	Maintain and use hand tools	TLL027	TLT027	\$10
	TLIB3107B	Clean up plant, equipment and worksite	TLL028	TLT028	\$10
	TLIB407C	Carry out vehicle inspection	TLL025	TLT025	\$10
	TLID1007C	Operate a forklift	TLL038	TLT038	\$10
	TLID107C	Shift materials safely using manual handling methods	TLL033	TLT033	\$10
	TLID1107C	Conduct specialised forklift operations	TLL101	TLT101	\$10
	TLID1207C	Operate specialised load shifting equipment	TLL040	TLT040	\$10
	TLID1307C	Move materials mechanically using automated equipment	TLL041	TLT041	\$10

Learning resources

Transport and Logistics TLI07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	TLID1407C	Load and unload vehicles carrying special loads	TLL042	TLT042	\$10
	TLID1507D	Identify and label explosives and dangerous goods	TLL043	TLT043	\$10
	TLID207C	Shift a load using manually-operated equipment	TLL034	TLT034	\$10
	TLID307E	Handle dangerous goods/ hazardous substances	TLL035	TLT035	\$10
	TLID407C	Load and unload goods/ cargo	TLL036	TLT036	\$10
	TLIE107C	Present routine workplace information	TLL044	TLT044	\$10
	TLIE207C	Estimate/ calculate mass, area and quantify dimensions	TLL045	TLT045	\$10
	TLIE307C	Participate in basic workplace communication	TLL046	TLT046	\$10
	TLIE407C	Prepare workplace documents	TLL047	TLT047	\$10
	TLIE507C	Carry out basic workplace calculations	TLL048	TLT048	\$10
	TLIE607D	Collect, analyse and present workplace data and information	TLL049	TLT049	\$10
	TLIE707B	Use communication systems	TLL050	TLT050	\$10
	TLIE807C	Process workplace documentation	TLL051	TLT051	\$10
	TLIF1007C	Apply fatigue management strategies	TLL059	TLT059	\$10
	TLIF107C	Follow Occupational Health and Safety procedures	TLL053	TLT053	\$10
	TLIF1207D	Apply safe procedures when handling/ transporting dangerous goods or explosives	TLL060	TLT060	\$10
	TLIF1407C	Develop and maintain a safe workplace	TLL062	TLT062	\$10
	TLIF207C	Conduct housekeeping activities	TLL054	TLT054	\$10
	TLIF307C	Implement and monitor Occupational Health and Safety procedures	TLL055	TLT055	\$10

Learning resources

Transport and Logistics TLI07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	TLIF407C	Organise Occupational Health and Safety procedures in the workplace	TLL056	TLT056	\$10
	TLIF607C	Apply accident-emergency procedures	TLL057	TLT057	\$10
	TLIF6307A	Administer the implementation of fatigue management strategies	TLL094	TLT094	\$10
	TLIF6407A	Manage fatigue management policy and procedures	TLL095	TLT095	\$10
	TLIG107C	Work effectively with others	TLL063	TLT063	\$10
	TLIG207C	Lead a work team or group	TLL064	TLT064	\$10
	TLIG507C	Organise transport workload	TLL100	TLT100	\$10
	TLIG607C	Facilitate work teams	TLL065	TLT065	\$10
	TLIG707B	Work in a socially diverse environment	TLL066	TLT066	\$10
	TLIH107D	Interpret road maps and navigate predetermined routes	TLL067	TLT067	\$10
	TLII107D	Coordinate quality customer service	TLL070	TLT070	\$10
	TLII207D	Apply customer service skills	TLL071	TLT071	\$10
	TLII507C	Market services and products to clients	TLL072	TLT072	\$10
	TLIJ107C	Apply quality procedures	TLL073	TLT073	\$10
	TLIJ207C	Apply quality systems	TLL074	TLT074	\$10
	TLIK107C	Use infotechnology devices and computer applications in the workplace	TLL075	TLT075	\$10
	TLIK307C	Apply keyboard skills	TLL076	TLT076	\$10
	TLIL107C	Complete workplace orientation/ induction procedures	TLL077	TLT077	\$10
	TLIL307C	Conduct induction process	TLL078	TLT078	\$10

Learning resources

Transport and Logistics TLI07

Learner Guides (LG) and Trainer Assessor Guides (TAG)

Individual units

Noted Status	Unit Code	Title	LG Code	TAG Code	Unit Price
	TLIL507D	Apply conflict/ grievance resolution strategies	TLL079	TLT079	\$10
	TLIL807C	Complete routine administrative tasks	TLL080	TLT080	\$10
	TLIL907C	Manage personal work priorities and professional development	TLL081	TLT081	\$10
	TLIL1007C	Assess and confirm customer transport requirements	TLL097	TLT097	\$10
	TLIO1607B	Apply and monitor workplace security procedures	TLL083	TLT083	\$10
	TLIO207D	Follow security procedures	TLL082	TLT082	\$10
	TLIP207C	Facilitate and capitalise on change in the workplace	TLL084	TLT084	\$10
	TLIR107C	Monitor supplier performance	TLL098	TLT098	\$10
	TLIR207C	Source goods/ services and evaluate contractors	TLL099	TLT099	\$10

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Workshop based resources

Units from the following certificates are available as Participant Manuals and Facilitator Guides.

PowerPoint presentations accompany the sale of each Facilitator Guide.

Certificate IV Frontline Management are updated resources printed in colour and black and white.

Certificate IV in Frontline Management BSB40807

Certificate IV in Training and Assessment TAA40104



Short course resources

The following short course units are available as Participant Manuals and Facilitator Guides.

PowerPoint presentations are also available with the sale of each Facilitator Guide.

Short Course Resources are printed in colour.

Time management

Change management

Assertive communication behaviours

Business documents and correspondence

Coping with workplace stress

Telephone communication: representing the company














Coaching skills for managers

Workshop based resources

Certificate IV in Frontline Management BSB40807 - colour

Participant Manual (PM) and Facilitator Guide (FG)

Individual units



Noted Status	Unit Code	Title	PM Code	Unit Price	FG Code	Unit Price
	BSBCUS401A	Coordinate implementation of customer service strategies	BSBP001	\$33	BSBF001	\$45
	BSBINM401A	Implement workplace information system	BSBP002	\$33	BSBF002	\$45
	BSBINN301A	Promote innovation in a team environment	BSBP003	\$33	BSBF003	\$45
	BSBLED401A	Develop teams and individuals	BSBP004	\$33	BSBF004	\$45
	BSBMGT401A	Show leadership in the workplace	BSBP005	\$33	BSBF005	\$45
	BSBMGT402A	Implement operational plan	BSBP006	\$33	BSBF006	\$45
	BSBMGT403A	Implement continuous improvement	BSBP007	\$33	BSBF007	\$45
	BSBOHS407A	Monitor a safe workplace	BSBP008	\$33	BSBF008	\$45
	BSBPMG510A	Manage projects	BSBP012	\$33	BSBF012	\$45
	BSBRSK401A	Identify risk and apply risk management processes	BSBP013	\$33	BSBF013	\$45
	BSBWOR401A	Establish effective workplace relationships	BSBP009	\$33	BSBF009	\$45
	BSBWOR402A	Promote team effectiveness	BSBP010	\$33	BSBF010	\$45
	BSBWOR404A	Develop work priorities	BSBP011	\$33	BSBF011	\$45

Workshop based resources

Certificate IV in Frontline Management BSB40807 - black and white

Participant Manual (PM) and Facilitator Guide (FG)

Individual units

Noted Status	Unit Code	Title	PM Code	FG Code	Unit Price
	BSBCUS401A	Coordinate implementation of customer service strategies	BSBP001	BSBF001	\$18
	BSBINM401A	Implement workplace information system	BSBP002	BSBF002	\$18
	BSBINN301A	Promote innovation in a team environment	BSBP003	BSBF003	\$18
	BSBLED401A	Develop teams and individuals	BSBP004	BSBF004	\$18
	BSBMGT401A	Show leadership in the workplace	BSBP005	BSBF005	\$18
	BSBMGT402A	Implement operational plan	BSBP006	BSBF006	\$18
	BSBMGT403A	Implement continuous improvement	BSBP007	BSBF007	\$18
	BSBOHS407A	Monitor a safe workplace	BSBP008	BSBF008	\$18
	BSBPMG510A	Manage projects	BSBP012	BSBF012	\$18
	BSBRSK401A	Identify risk and apply risk management processes	BSBP013	BSBF013	\$18
	BSBWOR401A	Establish effective workplace relationships	BSBP009	BSBF009	\$18
	BSBWOR402A	Promote team effectiveness	BSBP010	BSBF010	\$18
	BSBWOR404A	Develop work priorities	BSBP011	BSBF011	\$18

Workshop based resources

Certificate IV in Training and Assessment TAA40104

Participant Manual (PM) and Facilitator Guide (FG)

Individual units

Noted Status	Unit Code	Title	PM Code	FG Code	Unit Price
	Learning Design	Cluster Manual covering 3 Units TAADES402B Design and develop learning programs TAADEL401B Plan and organise group-based delivery TAADES401B Use training packages to meet client needs	TAAP001B	TAAF001B	\$33
	Training Delivery	Cluster Manual covering 4 Units TAADEL301C Provide training through instruction and demonstration of work skills TAADEL402B Facilitate group based learning TAADEL403B Facilitate individual learning TAADEL404B Facilitate work based learning	TAAP002B	TAAF002B	\$33
	Assessment	Cluster manual covering 5 units TAAASS301B Contribute to assessment TAAASS401C Plan and organise assessment TAAASS402C Assess competence TAAASS403B Develop assessment tools TAAASS404B Participate in assessment validation	TAAP003 B	TAAF003B	\$33
	TAAENV401B	Work effectively in vocational education and training	TAAP004B	TAAF004B	\$18
	TAAENV402B	Foster and promote an inclusive learning culture	TAAP005B	TAAF005B	\$18
	TAAENV403B	Ensure a healthy and safe learning environment	TAAP006B	TAAF006B	\$18
	TAAENV404B	Develop innovative ideas at work	TAAP007B	TAAF007B	\$18
	TAADEL405B	Coordinate and facilitate distance-based learning	TAAP008B	TAAF008B	\$18
	BSBMKG406A	Build client relationships	TAAP009	TAAF009	\$18
	BSBCMN404A	Develop teams and individuals	TAAP010	TAAF010	\$18
	BSBCMN405A	Analyse and present research information	TAAP011	TAAF011	\$18
	BSBCMN409A	Promote products and services	TAAP012	TAAF012	\$18
	TAADEL301C	Provide training through instruction and demonstration of work skills	TAAP016B	TAAF016B	\$18

Workshop based resources

Certificate IV in Training and Assessment TAA40104

Participant Manual (PM) and Facilitator Guide (FG)

Individual units

Noted Status	Unit Code	Title	PM Code	FG Code	Unit Price
	Upgrade Kit	<p>Certificate IV Upgrade Kit TAA40104 This manual is not designed to be a full RCC application but is aimed at people who hold a current Certificate IV in Assessment and Workplace Training (BSZ40198) and wish to upgrade to the Certificate IV in Training and Assessment (TAA40104).</p> <p>Training Delivery incorporating: TAADEL403B: Facilitate individual learning TAADEL404B: Facilitate work based learning</p> <p>Assessment incorporating: TAAASS403B: Develop assessment tools TAAASS404B: Participate in assessment validation</p> <p>Individual units: TAADES401B: Use training packages to meet client needs TAAENV401B: Work effectively in vocational education and training TAAENV402B: Foster and promote an inclusive learning culture TAAENV403B: Ensure a healthy and safe learning environment</p>	TAAUPSETB	TAAUFSETB	\$99

Workshop based resources

Short courses

Participant Manual (PM) and Facilitator Guide (FG)

Individual units

Title	PM Code	Unit Price	FG Code	Unit Price
Change management	SCP001	\$33	SCF001	\$45
Time management	SCP002	\$33	SCF002	\$45
Assertive communication behaviours	SCP003	\$33	SCF003	\$45
Business documents and correspondence	SCP004	\$33	SCF004	\$45
Coping with workplace stress	SCP005	\$33	SCF005	\$45
Telephone communication: representing the company	SCP006	\$33	SCF006	\$45
Coaching skills for managers	SCP008	\$33	SCF008	\$45



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The information is located at the front of the learner guide, with the activities grouped together at the back, followed by the final assessment section – these are known as split version.

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