



Check out our full list of qualification & units

SIT Tourism, Travel & Hospitality

- SIT10222 Certificate I in Hospitality
- SIT20122 Certificate II in Tourism
- SIT20322 Certificate II in Hospitality
- SIT20421 Certificate II in Cookery
- SIT30622 Certificate III in Hospitality
- SIT30722 Certificate III in Hospitality (Restaurant Front of House)
- SIT30821 Certificate III in Commercial Cookery
- SIT30921 Certificate III in Catering
- SIT31021 Certificate III in Patisserie
- SIT31121 Certificate III in Asian Cookery
- SIT40422 Certificate IV in Hospitality
- SIT40521 Certificate IV in Kitchen Management
- SIT40621 Certificate IV in Catering Management
- SIT40721 Certificate IV in Patisserie
- SIT40821 Certificate IV in Asian Cookery
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management



SIT Tourism, Travel & Hospitality	Hardcopy & eBook	eLearning
FBPRBK3005 Produce basic bread products	✓	✓
FBPRBK3014 Produce sweet yeast products	✓	✓
SITEEVT020 Source and use information on the events industry	✓	✓
SITEEVT023 Plan in-house events	✓	✓
SITHACS009 Clean premises and equipment	✓	✓
SITHACS010 Provide housekeeping services to guests	✓	-
SITHACS011 Prepare rooms for guests	✓	-
SITHACS016 Provide accommodation reception services	✓	-
SITHASC020 Prepare dishes using basic methods of Asian cookery	✓	✓
SITHASC021 Prepare Asian appetisers and snacks	✓	✓
SITHASC022 Prepare Asian stocks and soups	✓	✓
SITHASC023 Prepare Asian sauces, dips and accompaniments	✓	✓
SITHASC024 Prepare Asian salads	✓	✓
SITHASC025 Prepare Asian rice and noodles	✓	✓
SITHASC026 Prepare curry pastes and powders	✓	✓
SITHASC027 Prepare Asian cooked dishes	✓	✓
SITHASC028 Prepare Asian desserts	✓	✓
SITHASC033 Prepare dim sum	✓	✓
SITHASC038 Prepare Indian pickles and chutneys	✓	✓





SITHCCC023 Use food preparation equipment	✓	✓
SITHCCC024 Prepare and present simple dishes	✓	✓
SITHCCC025 Prepare and present sandwiches	✓	✓
SITHCCC026 Package prepared foodstuffs	✓	✓
SITHCCC027 Prepare dishes using basic methods of cookery	✓	✓
SITHCCC028 Prepare appetisers and salads	✓	✓
SITHCCC029 Prepare stocks, sauces and soups	✓	✓
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes	✓	✓
SITHCCC031 Prepare vegetarian and vegan dishes	✓	✓
SITHCCC032 Produce cook-chill and cook-freeze foods	✓	✓
SITHCCC034 Work effectively in a commercial kitchen	✓	✓
SITHCCC035 Prepare poultry dishes	✓	✓
SITHCCC036 Prepare meat dishes	✓	✓
SITHCCC037 Prepare seafood dishes	✓	✓
SITHCCC038 Produce and serve food for buffets	✓	✓
SITHCCC039 Produce pates and terrines	✓	✓
SITHCCC040 Prepare and serve cheese	✓	✓
SITHCCC041 Produce cakes, pastries and breads	✓	✓
SITHCCC042 Prepare food to meet special dietary requirements	✓	✓
SITHCCC043 Work effectively as a cook	✓	✓
SITHCCC044 Prepare specialised food items	✓	✓
SITHFAB021 Provide responsible service of alcohol	✓	✓
SITHFAB022 Clean and tidy bar areas	✓	✓
SITHFAB023 Operate a bar	✓	✓
SITHFAB024 Prepare and serve non-alcoholic beverages	✓	✓
SITHFAB025 Prepare and serve espresso coffee	✓	✓
SITHFAB027 Serve food and beverage	✓	✓
SITHFAB028 Operate and monitor cellar systems	✓	-
SITHFAB029 Conduct a product tasting for alcoholic beverages	✓	✓
SITHFAB030 Prepare and serve cocktails	✓	✓
SITHFAB031 Provide advice on beers, spirits and liqueurs	✓	✓
SITHFAB032 Provide advice on Australian wines	✓	✓
SITHFAB033 Provide advice on imported wines	✓	-
SITHFAB034 Provide table service of food and beverage	✓	✓
SITHFAB036 Provide advice on food	✓	✓
SITHFAB037 Provide advice on food and beverage matching	✓	✓
SITHFAB038 Plan and monitor espresso coffee	✓	✓
SITHGAM022 Provide responsible gambling services	✓	✓
SITHIND005 Use hygienic practices for hospitality service	✓	✓
SITHIND007 Use hospitality skills effectively	✓	✓
SITHIND008 Work effectively in hospitality service	✓	✓
SITHKOP009 Clean kitchen premises and equipment	✓	✓
SITHKOP010 Plan and cost recipes	✓	✓
SITHKOP012 Develop recipes for special dietary requirements	✓	✓
SITHKOP013 Plan cooking operations	✓	✓





SITHKOP014 Plan catering for events or functions	✓	✓
SITHKOP015 Design and cost menus	✓	✓
SITHPAT011 Produce cakes	✓	✓
SITHPAT012 Produce specialised cakes	✓	✓
SITHPAT013 Produce pastries	✓	✓
SITHPAT014 Produce yeast-based bakery products	✓	✓
SITHPAT015 Produce petits fours	✓	✓
SITHPAT016 Produce desserts	✓	✓
SITHPAT017 Prepare and model marzipan	✓	✓
SITHPAT018 Produce chocolate confectionery	✓	✓
SITHPAT019 Model sugar-based decorations	✓	✓
SITHPAT020 Design and produce sweet showpieces	✓	✓
SITTIND003 Source and use information on the tourism and travel industry	✓	✓
SITTTVL001 Access and interpret product information	✓	✓
SITXCCS009 Provide customer information and assistance	✓	✓
SITXCCS010 Provide visitor information	✓	✓
SITXCCS011 Interact with customers	✓	✓
SITXCCS012 Provide lost and found services	✓	✓
SITXCCS014 Provide service to customers	✓	✓
SITXCCS015 Enhance customer service experiences	✓	✓
SITXCCS016 Develop and manage quality customer service practices	✓	✓
SITXCOM006 Source and present information	✓	✓
SITXCOM007 Show social and cultural sensitivity	✓	✓
SITXCOM009 Address protocol requirements	✓	✓
SITXCOM010 Manage conflict	✓	✓
SITXCRI003 Respond to a customer in crisis	✓	-
SITXHRM007 Coach others in job skills	✓	✓
SITXHRM008 Roster staff	✓	✓
SITXHRM009 Lead and manage people	✓	✓
SITXHRM010 Recruit, select and induct staff	✓	✓
SITXHRM012 Monitor staff performance	✓	✓
SITHIND006 Source and use information on the hospitality industry	✓	✓
SITXINV006 Receive, store and maintain stock	✓	✓
SITXINV007 Purchase goods	✓	✓
SITXINV008 Control stock	✓	✓
SITXINV009 Establish stock purchasing and control systems	✓	-
SITXFIN007 Process financial transactions	✓	✓
SITXFIN009 Manage finances within a budget	✓	✓
SITXFIN010 Prepare and monitor budgets	✓	✓
SITXFIN011 Manage physical assets	✓	✓
SITXFSA005 Use hygienic practices for food safety	✓	✓
SITXFSA006 Participate in safe food handling practices	✓	✓
SITXFSA007 Transport and store food	✓	✓
SITXFSA008 Develop and implement a food safety program	✓	✓





Training Resource SOLUTIONS

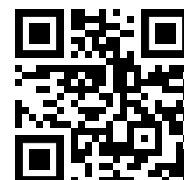
SITXGLC002 Identify and manage legal risks and comply with the law	✓	✓
SITXMGT004 Monitor work operations	✓	✓
SITXMGT005 Establish and conduct business relationships	✓	✓
SITXMGT006 Manage projects	✓	✓
SITXMPR011 Plan and implement sales activities	✓	✓
SITXMPR014 Develop and implement marketing strategies	✓	✓
SITXWHS005 Participate in safe work practices	✓	✓
SITXWHS006 Identify hazards, assess and control safety risks	✓	✓
SITXWHS007 Implement and monitor work health and safety practices	✓	✓
SITXWHS008 Establish and maintain a work health and safety system	✓	✓





BSB Business Services

- BSB10120 Certificate I in Workplace Skills
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB40420 Certificate IV in Human Resource Management
- BSB40520 Certificate IV in Leadership and Management
- BSB50120 Diploma of Business
- BSB50320 Diploma of Human Resource Management
- BSB50420 Diploma of Leadership and Management



BSB Business Services	Hardcopy & eBook	eLearning
BSBCMM211 Apply communication skills	✓	✓
BSBCMM411 Make presentations	✓	✓
BSBCMM412 Lead difficult conversations	✓	✓
BSBCMM511 Communicate with influence	✓	✓
BSBCRT201 Develop and apply thinking and problem solving skills	✓	✓
BSBCRT311 Apply critical thinking skills in a team environment	✓	✓
BSBCRT411 Apply critical thinking to work practices	✓	✓
BSBCRT511 Develop critical thinking in others	✓	✓
BSBDAT201 Collect and record data	✓	✓
BSBESB301 Investigate business opportunities	✓	✓
BSBESB302 Develop and present business proposals	✓	✓
BSBESB401 Research and develop business plans	✓	✓
BSBESB402 Establish legal and risk management requirements of new business ventures	✓	✓
BSBESB403 Plan finances for new business ventures	✓	✓
BSBESB404 Market new business ventures	✓	✓
BSBFIN301 Process financial transactions	✓	✓
BSBFIN302 Maintain financial records	✓	✓
BSBFIN401 Report on financial activity	✓	✓
BSBFIN501 Manage budgets and financial plans	✓	✓
BSBFIN601 Manage organisational finances	✓	✓
BSBHRM411 Administer performance management processes	✓	✓
BSBHRM412 Support employee and industrial relations	✓	✓
BSBHRM413 Support the learning and development of teams and individuals	✓	✓
BSBHRM415 Coordinate recruitment and onboarding	✓	✓
BSBHRM416 Process payroll	✓	✓
BSBHRM417 Support human resources functions and processes	✓	✓
BSBHRM521 Facilitate performance development processes	✓	✓
BSBHRM522 Manage employee and industrial relations	✓	✓





BSBHRM523 Coordinate the learning and development of teams and individuals	✓	✓
BSBHRM524 Coordinate workforce plan implementation	✓	✓
BSBHRM525 Manage recruitment and onboarding	✓	✓
BSBHRM527 Coordinate human resource functions and processes	✓	✓
BSBHRM529 Coordinate separation and termination processes	✓	✓
BSBINS201 Process and maintain workplace information	✓	-
BSBINS202 Handle receipt and dispatch of information	✓	✓
BSBINS302 Organise workplace information	✓	✓
BSBINS303 Use knowledge management systems	✓	-
BSBINS309 Maintain business records	✓	-
BSBINS401 Analyse and present research information	✓	-
BSBLDR301 Support effective workplace relationships	✓	✓
BSBLDR411 Demonstrate leadership in the workplace	✓	✓
BSBLDR412 Communicate effectively as a workplace leader	✓	✓
BSBLDR413 Lead effective workplace relationships	✓	✓
BSBLDR414 Lead team effectiveness	✓	✓
BSBLDR521 Lead the development of diverse workforces	✓	✓
BSBLDR522 Manage people performance	✓	✓
BSBLDR523 Lead and manage effective workplace relationships	✓	✓
BSBMKG433 Undertake marketing activities	✓	✓
BSBMKG434 Promote products and services	✓	✓
BSBMKG541 Identify and evaluate marketing opportunities	✓	-
BSBMKG555 Write persuasive copy	✓	-
BSBOPS101 Use business resources	✓	✓
BSBOPS201 Work effectively in business environments	✓	✓
BSBOPS202 Engage with customers	✓	✓
BSBOPS203 Deliver a service to customers	✓	✓
BSBOPS301 Maintain business resources	✓	✓
BSBOPS302 Identify business risk	✓	-
BSBOPS303 Organise schedules	✓	✓
BSBOPS304 Deliver and monitor a service to customers	✓	✓
BSBOPS305 Process customer complaints	✓	✓
BSBOPS401 Coordinate business resources	✓	✓
BSBOPS402 Coordinate business operational plans	✓	✓
BSBOPS403 Apply business risk management processes	✓	✓
BSBOPS404 Implement customer service strategies	✓	✓
BSBOPS405 Organise business meetings	✓	✓
BSBOPS501 Manage business resources	✓	✓
BSBOPS502 Manage business operational plans	✓	✓
BSBOPS504 Manage business risk	✓	✓
BSBOPS505 Manage organisational customer service	✓	✓
BSBOPS601 Develop and implement business plans	✓	✓
BSBPEF101 Plan and prepare for work readiness	✓	✓





BSBPEF201 Support personal wellbeing in the workplace	✓	✓
BSBPEF202 Plan and apply time management	✓	✓
BSBPEF301 Organise personal work priorities	✓	✓
BSBPEF302 Develop self-awareness	✓	✓
BSBPEF401 Manage personal health and wellbeing	✓	✓
BSBPEF402 Develop personal work priorities	✓	✓
BSBPEF403 Lead personal development	✓	✓
BSBPEF501 Manage personal and professional development	✓	✓
BSBPEF502 Develop and use emotional intelligence	✓	✓
BSBPMG430 Undertake project work	✓	✓
BSBST301 Contribute to continuous improvement	✓	✓
BSBST401 Promote innovation in team environments	✓	✓
BSBST402 Implement continuous improvement	✓	✓
BSBST501 Establish innovative work environments	✓	✓
BSBST502 Facilitate continuous improvement	✓	✓
BSBST603 Develop business continuity plans	✓	✓
BSBSUS211 Participate in sustainable work practices	✓	✓
BSBSUS411 Implement and monitor environmentally sustainable work practices	✓	✓
BSBSUS511 Develop workplace policies and procedures for sustainability	✓	✓
BSBTEC101 Operate digital devices	✓	✓
BSBTEC201 Use business software applications	✓	✓
BSBTEC202 Use digital technologies to communicate in a work environment	✓	✓
BSBTEC203 Research using the internet	✓	✓
BSBTEC301 Design and produce business documents	✓	✓
BSBTEC302 Design and produce spreadsheets	✓	✓
BSBTEC303 Create electronic presentations	✓	✓
BSBTEC401 Design and produce complex text documents	✓	✓
BSBTEC402 Design and produce complex spreadsheets	✓	✓
BSBTEC403 Apply digital solutions to work processes	✓	✓
BSBTEC404 Use digital technologies to collaborate in a work environment	✓	✓
BSBTWK201 Work effectively with others	✓	✓
BSBTWK301 Use inclusive work practices	✓	✓
BSBTWK401 Build and maintain business relationships	✓	✓
BSBTWK501 Lead diversity and inclusion	✓	✓
BSBTWK502 Manage team effectiveness	✓	✓
BSBTWK503 Manage meetings	✓	✓
BSBWHS211 Contribute to the health and safety of self and others	✓	✓
BSBWHS307 Apply knowledge of WHS laws in the workplace	✓	✓
BSBWHS311 Assist in maintaining workplace safety	✓	✓
BSBWHS411 Implement and monitor WHS policies, procedures and programs	✓	✓





BSBWHS521 Ensure a safe workplace for a work area	✓	✓
BSBWRT311 Write simple documents	✓	✓
BSBWRT411 Write complex documents	✓	✓
BSBXBD404 Use big data for operational decision making	✓	✓
BSBXCM301 Engage in workplace communication	✓	✓
BSBXCM401 Apply communication strategies in the workplace	✓	✓
BSBXCM501 Lead communication in the workplace	✓	✓
BSBXCS301 Protect own personal online profile from cyber security threats	✓	✓
BSBXCS303 Securely manage personally identifiable information and workplace information	✓	✓
BSBXTW301 Work in a team	✓	✓
BSBXTW401 Lead and facilitate a team	✓	✓





SIR Retail Services

- SIR10116 Certificate I in Retail Services
- SIR20216 Certificate II in Retail Services
- SIR20216 Certificate III in Retail Services
- SIR40316 Certificate IV in Retail Management



SIR Retail Services	Hardcopy & eBook	eLearning
SIRRRTF001 Balance and secure point-of-sale terminal	✓	✓
SIRRRTF002 Monitor retail store financials	✓	✓
SIRRINV001 Receive and handle retail stock	✓	✓
SIRRINV002 Control stock	✓	✓
SIRRFSA001 Handle food safely in a retail environment	✓	✓
SIRRFSA002 Supervise a food safety program	✓	-
SIRRMER001 Produce visual merchandising displays	✓	✓
SIRRMER002 Merchandise food products	✓	-
SIRRMER003 Coordinate visual merchandising activities	✓	✓
SIRRSTY001 Style the customer	✓	✓
SIRWSLS002 Analyse and achieve sales targets	✓	✓
SIRWSLS003 Build sales of branded products	✓	✓
SIRXCEG001 Engage the customer	✓	✓
SIRXCEG002 Assist with customer difficulties	✓	✓
SIRXCEG003 Build customer relationships and loyalty	✓	✓
SIRXCEG004 Create a customer-centric culture	✓	✓
SIRXCEG005 Maintain business to business relationships	✓	✓
SIRXCEG006 Provide online customer service	✓	✓
SIRXCEG008 Manage disrespectful, aggressive, and abusive customers	✓	✓
SIRXCOM001 Communicate in the workplace to support team and customer outcomes	✓	✓
SIRXCOM002 Work effectively in a team	✓	✓
SIRXCOM003 Promote team cohesion	✓	-
SIRXDLV001 Deliver food products	✓	-
SIRXIND001 Work effectively in a service environment	✓	✓
SIRXIND002 Organise and maintain the store environment	✓	✓
SIRXIND003 Organise personal work requirements	✓	✓
SIRXIND004 Plan a career in the retail industry	✓	✓
SIRXIND005 Develop personal work productivity	✓	✓
SIRXIND006 Review retail business fundamentals	✓	-
SIRXHRM001 Recruit, select and induct team members	✓	✓
SIRXHRM002 Maintain employee relations	✓	✓
SIRXHWB001 Maintain personal health and wellbeing	✓	✓
SIRXHWB002 Promote workplace health and wellbeing	✓	✓





SIRXPDK001 Advise on products and services	✓	✓
SIRXPDK002 Advise on food products and services	✓	✓
SIRXMGT001 Supervise and support frontline team members	✓	✓
SIRXMGT002 Lead a front-line team	✓	✓
SIRXMKT001 Support marketing and promotional activities	✓	✓
SIRXMKT002 Use social media to engage customers	✓	✓
SIRXMKT003 Manage promotional activities	✓	-
SIRXRSK001 Identify and respond to security risks	✓	✓
SIRXRSK002 Maintain store security	✓	✓
SIRXSLS001 Sell to the retail customer	✓	✓
SIRXSLS002 Follow point-of-sale procedures	✓	✓
SIRXSLS003 Achieve sales results	✓	✓
SIRXTAD001 Train others in frontline tasks	✓	✓
SIRXTAD002 Develop the retail frontline	✓	-
SIRXWHS001 Work safely	✓	✓
SIRXWHS002 Contribute to workplace health and safety	✓	✓
SIRXWHS003 Maintain workplace safety	✓	✓





TLI Transport & Logistics

- TLIA0421 Certificate II in Supply Chain Operations
- TLIA0321 Certificate III in Supply Chain Operations



TLI Transport & Logistics	Hardcopy & eBook	eLearning
TLIA0004 Complete receipt and despatch documentation	✓	-
TLIA0010 Identify goods and store to specifications	✓	-
TLIA0015 Organise receipt and despatch operations	✓	-
TLIA0016 Organise warehouse records operations	✓	-
TLIA0019 Despatch stock	✓	-
TLIA0021 Participate in stocktakes	✓	-
TLIA0022 Pick and process orders	✓	-
TLIA0023 Receive goods	✓	-
TLIA0024 Replenish stock	✓	-
TLIA1001 Secure cargo	✓	-
TLIA2014 Use product knowledge to complete work operations	✓	-
TLIA3026 Monitor storage facilities	✓	-
TLIB0012 Maintain and use hand tools	✓	-
TLIB2001 Check and assess operational capabilities of equipment	✓	-
TLID0001 Load and unload vehicles carrying special loads	✓	-
TLID0015 Load and unload goods/cargo	✓	-
TLID0020 Shift materials safely using manual handling methods	✓	✓
TLID2045 Operate specialised light load shifting equipment	✓	-
TLIE0002 Process workplace documentation	✓	-
TLIE0003 Consolidate manifest documentation	✓	-
TLIE0008 Calculate mass, area and quantify dimensions	✓	✓
TLIE0009 Carry out basic workplace calculations	✓	-
TLIE1003 Participate in basic workplace communication	✓	✓
TLIE2007 Use communication systems	✓	-
TLIE3004 Prepare workplace documents	✓	-
TLIF0009 Ensure the safety of transport activities (Chain of Responsibility)	✓	-
TLIF0014 Monitor the safety of transport activities (Chain of Responsibility)	✓	-
TLIF0022 Conduct housekeeping activities	✓	-
TLIF0025 Follow work health and safety procedures	✓	✓
TLIF2006 Apply accident-emergency procedures	✓	-
TLIF2010 Apply fatigue management strategies	✓	-
TLIF3003 Implement and monitor work health and safety procedures	✓	-





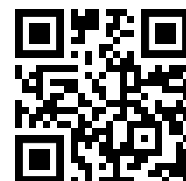
TLIG0002 Lead a work team	✓	-
TLIG0003 Work effectively with others in a team	✓	-
TLIG2007 Work in a socially diverse environment	✓	-
TLIH0005 Interpret road maps and navigate pre-determined routes	✓	✓
TLIJ2001 Apply quality procedures	✓	-
TLIJ3002 Apply quality systems	✓	-
TLIL0007 Complete workplace induction procedures	✓	-
TLIL1001 Complete workplace orientation/induction procedures	✓	-
TLIL2008 Complete routine administrative tasks	✓	-
TLIL3003 Conduct induction process	✓	-
TLILIC0003 Licence to operate a forklift truck	✓	-
TLIO0002 Apply and monitor workplace security procedures	✓	-
TLIO0003 Follow security procedures when working with goods and cargo	✓	-
TLIP2014 Capture records into a records keeping system	✓	-
TLIP2029 Prepare and process financial transactions	✓	✓
TLIU2012 Participate in environmentally sustainable work practices	✓	-
TLIU3011 Implement and monitor environmentally sustainable work practices	✓	-
TLIX0004X Administer inventory systems	✓	-
TLIX0013X Maintain stock control and receivables	✓	-





FSK Foundation Skills

- FSK10119 Certificate I in Access to Vocational Pathways
- FSK10219 Certificate I in Skills for Vocational Pathways
- FSK20119 Certificate II in Skills for Work and Vocational Pathways



FSK Foundation Skills	Hardcopy & eBook	eLearning
FSKLRG001 Prepare to participate in a learning environment	✓	-
FSKLRG002 Identify strategies to respond to basic workplace problems	✓	-
FSKLRG003 Use short and simple strategies for career planning	✓	-
FSKLRG006 Participate in work placement	✓	-
FSKLRG007 Use strategies to identify job opportunities	✓	-
FSKLRG008 Use simple strategies for work-related learning	✓	-
FSKLRG009 Use strategies to respond to routine workplace problems	✓	-
FSKLRG010 Use routine strategies for career planning	✓	-
FSKLRG011 Use routine strategies for work-related learning	✓	-
FSKOOCM002 Engage in basic spoken exchanges at work	✓	-
FSKOOCM003 Participate in simple spoken interactions at work	✓	-
FSKOOCM007 Interact effectively with others at work	✓	-
FSKDIG001 Use digital technology for short and basic workplace tasks	✓	-
FSKDIG002 Use digital technology for routine and simple workplace tasks	✓	-
FSKDIG003 Use digital technology for non-routine workplace tasks	✓	-
FSKNUM008 Use whole numbers and simple fractions, decimals and percentages for work	✓	-
FSKNUM009 Use familiar and simple metric measurements for work	✓	-
FSKNUM014 Calculate with whole numbers and familiar fractions, decimals and percentages for work	✓	-
FSKNUM015 Estimate, measure and calculate with routine metric measurements for work	✓	-
FSKNUM019 Interpret routine tables, graphs and charts and use information and data for work	✓	-
FSKWTG006 Write simple workplace information	✓	-
FSKWTG009 Write routine workplace texts	✓	-
FSKRDG007 Read and respond to simple workplace information	✓	-
FSKRDG010 Read and respond to routine workplace information	✓	-

