

## Services Toolboxes

### Retail



#### Retail Operations

212

Scenarios in which the learner interacts with fictional staff and customers as they work in the virtual workplace. Associated manuals, situations and characters are provided.



#### Retail Supervision

313

Based around scenarios at a retail store where the learner has just been appointed as a Trainee Supervisor of the Sports Department and has 15 staff reporting to them.



#### Diploma of Laboratory Technology

508

Focuses on the current workplace responsibilities of the learner and is designed to encourage them to communicate ideas and foster peer interaction.

### Hairdressing



#### Cyber Hair Studio

407

Aimed at a range of learners, from pre-apprentice to the adult learner. Learners adopt the role of trainee hairdresser to perform a series of services on nine virtual clients.

### Hospitality



#### Kitchen Operations

409

Designed for students either currently working in a commercial kitchen or looking to gain entrance into this field. It gives students a base for completing practical tasks.

### Hospitality and Tourism



#### Tourism and Hospitality AQF II - III

110

Developed to support the Tourism and Hospitality Training Packages it contains a variety of learning resources for 17 units of competency at Certificate II and III level.



#### Hospitality and Tourism Management

209

Set in the virtual Excellcia Hotel which has recently been taken over by a hotel chain this Toolbox explores the changes in processes, standards and policies.

### Fitness



#### Fitness Online

805

The learner will be exposed the decision making required in fitness assessment and exercise programming, planning and monitoring range of client groups.

### Tourism



#### Indigenous Ecotourism

318

Designed for Indigenous people or communities to develop an Indigenous ecotourism plan and to acquire the skills required to work in the tourism industry.



#### Marketing Tourism Product

319

This Toolbox is based on a need in the travel and tourism industry for a training resource for industry people without a background in marketing and product development.



#### How Eventive

806

The learner works on a series of virtual events, designing and managing sponsorship, marketing, budgets, risk, contractors and onsite event services.

### Sport



#### Facilities Management

705

This Toolbox has been designed for entry level learners seeking a career in facilities management or experienced workers wanting to gain specific skills.