

**VORLIE PTY LTD**

**Enrolments and completions (Units of Competency) by State/Territory**

**Year 2011, Offshore flag: N**

Unit	Description	VIC		Total	
		Enrol	Compl	Enrol	Compl
BSBADM302A	PRODUCE TEXTS FROM NOTES	1	1	1	1
BSBADM302B	PRODUCE TEXTS FROM NOTES	18	16	18	16
BSBADM307B	ORGANISE SCHEDULES	22	18	22	18
BSBADM405B	ORGANISE MEETINGS	20	11	20	11
BSBADM406A	ORGANISE BUSINESS TRAVEL	1	1	1	1
BSBADM406B	ORGANISE BUSINESS TRAVEL	12	6	12	6
BSBADM407B	ADMINISTER PROJECTS	8	8	8	8
BSBCCO201A	ACTION CUSTOMER CONTACT	7	6	7	6
BSBCCO301A	USE MULTIPLE INFORMATION SYSTEMS	8	7	8	7
BSBCCO304A	PROVIDE SALES SOLUTIONS TO CUSTOMERS	8	6	8	6
BSBCCO402A	GATHER, COLLATE AND RECORD INFORMATION	3	0	3	0
BSBCMM201A	COMMUNICATE IN THE WORKPLACE	66	57	66	57
BSBCMM301A	PROCESS CUSTOMER COMPLAINTS	21	20	21	20
BSBCMN201A	WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT	9	8	9	8
BSBCMN302A	ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT	1	0	1	0
BSBCMN310A	DELIVER AND MONITOR A SERVICE TO CUSTOMERS	8	8	8	8
BSBCMN406A	MAINTAIN BUSINESS TECHNOLOGY	2	2	2	2
BSBCMN410A	COORDINATE IMPLEMENTATION OF CUSTOMER SERVICE STRATEGIES	4	4	4	4
BSBCUS201A	DELIVER A SERVICE TO CUSTOMERS	57	51	57	51
BSBCUS301A	DELIVER AND MONITOR A SERVICE TO CUSTOMERS	19	18	19	18
BSBCUS401A	COORDINATE IMPLEMENTATION OF CUSTOMER SERVICE STRATEGIES	13	8	13	8
BSBCUS402A	ADDRESS CUSTOMER NEEDS	8	6	8	6
BSBCUS501A	MANAGE QUALITY CUSTOMER SERVICE	10	7	10	7

BSBFIA302A	PROCESS PAYROLL	3	2	3	2
BSBFIA303A	PROCESS ACCOUNTS PAYABLE AND RECEIVABLE	2	2	2	2
BSBFIA304A	MAINTAIN A GENERAL LEDGER	1	1	1	1
BSBFIA401A	PREPARE FINANCIAL REPORTS	9	6	9	6
BSBFIA402A	REPORT ON FINANCIAL ACTIVITY	6	4	6	4
BSBFIM501A	MANAGE BUDGETS AND FINANCIAL PLANS	19	8	19	8
BSBFLM312B	CONTRIBUTE TO TEAM EFFECTIVENESS	4	2	4	2
BSBFLM505B	MANAGE OPERATIONAL PLAN	1	1	1	1
BSBHRM401A	REVIEW HUMAN RESOURCES FUNCTIONS	2	2	2	2
BSBHRM402A	RECRUIT, SELECT AND INDUCT STAFF	8	5	8	5
BSBHRM403A	SUPPORT PERFORMANCE MANAGEMENT PROCESS	3	3	3	3
BSBHRM501A	MANAGE HUMAN RESOURCES SERVICES	1	0	1	0
BSBHRM504A	MANAGE WORKFORCE PLANNING	8	4	8	4
BSBIND101A	WORK EFFECTIVELY IN A CONTACT CENTRE ENVIRONMENT	8	7	8	7
BSBIND201A	WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT	60	53	60	53
BSBINM201A	PROCESS AND MAINTAIN WORKPLACE INFORMATION	58	50	58	50
BSBINM202A	HANDLE MAIL	54	50	54	50
BSBINM401A	IMPLEMENT WORKPLACE INFORMATION SYSTEM	20	14	20	14
BSBINN201A	CONTRIBUTE TO WORKPLACE INNOVATION	52	47	52	47
BSBINN301A	PROMOTE INNOVATION IN A TEAM ENVIRONMENT	11	8	11	8
BSBITA401A	DESIGN DATABASES	20	11	20	11
BSBITU101A	OPERATE A PERSONAL COMPUTER	7	6	7	6
BSBITU201A	PRODUCE SIMPLE WORD PROCESSED DOCUMENTS	57	49	57	49
BSBITU202A	CREATE AND USE SPREADSHEETS	52	47	52	47
BSBITU203A	COMMUNICATE ELECTRONICALLY	54	50	54	50
BSBITU301A	CREATE AND USE DATABASES	18	15	18	15
BSBITU302A	CREATE ELECTRONIC PRESENTATIONS	23	20	23	20
BSBITU303A	DESIGN AND PRODUCE TEXT DOCUMENTS	19	16	19	16
BSBITU304A	PRODUCE SPREADSHEETS	22	19	22	19

BSBITU306A	DESIGN AND PRODUCE BUSINESS DOCUMENTS	23	18	23	18
BSBITU307A	DEVELOP KEYBOARDING SPEED AND ACCURACY	26	20	26	20
BSBITU309A	PRODUCE DESKTOP PUBLISHED DOCUMENTS	21	19	21	19
BSBITU401A	DESIGN AND DEVELOP COMPLEX TEXT DOCUMENTS	17	15	17	15
BSBITU402A	DEVELOP AND USE COMPLEX SPREADSHEETS	21	14	21	14
BSBLED401A	DEVELOP TEAMS AND INDIVIDUALS	2	0	2	0
BSBMED301A	USE ADVANCED MEDICAL TERMINOLOGY	1	1	1	1
BSBMED301B	INTERPRET AND APPLY MEDICAL TERMINOLOGY APPROPRIATELY	1	1	1	1
BSBMED304B	ASSIST IN CONTROLLING STOCKS AND SUPPLIES	4	4	4	4
BSBMED305B	APPLY THE PRINCIPLES OF CONFIDENTIALITY, PRIVACY AND SECURITY WITHIN THE MEDICAL ENVIRONMENT	2	2	2	2
BSBMGT401A	SHOW LEADERSHIP IN THE WORKPLACE	10	5	10	5
BSBMGT402A	IMPLEMENT OPERATIONAL PLAN	3	3	3	3
BSBMGT405A	PROVIDE PERSONAL LEADERSHIP	1	0	1	0
BSBMGT502B	MANAGE PEOPLE PERFORMANCE	5	3	5	3
BSBMGT515A	MANAGE OPERATIONAL PLAN	24	8	24	8
BSBMKG408A	CONDUCT MARKET RESEARCH	1	0	1	0
BSBMKG408B	CONDUCT MARKET RESEARCH	1	1	1	1
BSBMKG413A	PROMOTE PRODUCTS AND SERVICES	5	5	5	5
BSBOHS201A	PARTICIPATE IN OHS PROCESSES	91	77	91	77
BSBOHS301B	APPLY KNOWLEDGE OF OHS LEGISLATION IN THE WORKPLACE	2	2	2	2
BSBOHS407A	MONITOR A SAFE WORKPLACE	37	25	37	25
BSBPMG510A	MANAGE PROJECTS	17	10	17	10
BSBPRO301A	RECOMMEND PRODUCTS AND SERVICES	6	6	6	6
BSBPRO401A	DEVELOP PRODUCT KNOWLEDGE	2	0	2	0
BSBRKG402B	PROVIDE INFORMATION FROM AND ABOUT RECORDS	1	1	1	1
BSBRSK501A	MANAGE RISK	33	15	33	15
BSBSLS402A	IDENTIFY SALES PROSPECTS	2	1	2	1
BSBSLS403A	PRESENT A SALES SOLUTION	3	3	3	3

BSBSLS405A	SUPPORT POST SALE ACTIVITIES	3	2	3	2
BSBSUS201A	PARTICIPATE IN ENVIRONMENTALLY SUSTAINABLE WORK PRACTICES	52	48	52	48
BSBSUS501A	DEVELOP WORKPLACE POLICY AND PROCEDURES FOR SUSTAINABILITY	1	0	1	0
BSBWOR201A	MANAGE PERSONAL STRESS IN THE WORKPLACE	9	6	9	6
BSBWOR202A	ORGANISE AND COMPLETE DAILY WORK ACTIVITIES	50	44	50	44
BSBWOR203A	WORK EFFECTIVELY WITH OTHERS	2	2	2	2
BSBWOR301A	ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT	19	14	19	14
BSBWOR401A	ESTABLISH EFFECTIVE WORKPLACE RELATIONSHIPS	1	1	1	1
BSBWOR402A	PROMOTE TEAM EFFECTIVENESS	8	4	8	4
BSBWOR502A	ENSURE TEAM EFFECTIVENESS	28	7	28	7
BSBWRT301A	WRITE SIMPLE DOCUMENTS	17	13	17	13
BSBWRT401A	WRITE COMPLEX DOCUMENTS	46	33	46	33
FNSCRDT404A	MANAGE AND RECOVER ERRANT DEBTS	2	2	2	2
MEM03001B	PERFORM MANUAL PRODUCTION ASSEMBLY	6	4	6	4
MEM11005B	PICK AND PROCESS ORDER	2	2	2	2
MEM11006B	PERFORM PRODUCTION PACKAGING	2	2	2	2
MEM15004B	PERFORM INSPECTION	2	2	2	2
MEM16006A	ORGANISE AND COMMUNICATE INFORMATION	4	4	4	4
MEM18001C	USE HAND TOOLS	2	2	2	2
MSACMS201A	SUSTAIN PROCESS IMPROVEMENTS	4	4	4	4
MSACMT220A	APPLY QUICK CHANGEOVER PROCEDURES	6	6	6	6
MSACMT221A	APPLY JUST IN TIME (JIT) PROCEDURES	5	2	5	2
MSACMT240A	APPLY 5S PROCEDURES IN A MANUFACTURING ENVIRONMENT	5	2	5	2
MSACMT250A	MONITOR PROCESS CAPABILITY	4	4	4	4
MSACMT251A	APPLY QUALITY STANDARDS	6	6	6	6
MSAPMOHS100A	FOLLOW OHS PROCEDURES	6	6	6	6
MSAPMOHS110A	FOLLOW EMERGENCY RESPONSE PROCEDURES	6	6	6	6
MSAPMOHS200A	WORK SAFELY	6	6	6	6

MSAPMOPS100A	USE EQUIPMENT	2	2	2	2
MSAPMOPS102A	PERFORM TASKS TO SUPPORT PRODUCTION	3	2	3	2
MSAPMSUP100A	APPLY WORKPLACE PROCEDURES	3	2	3	2
MSAPMSUP101A	CLEAN WORKPLACE OR EQUIPMENT	2	2	2	2
MSAPMSUP102A	COMMUNICATE IN THE WORKPLACE	2	2	2	2
MSAPMSUP106A	WORK IN A TEAM	3	2	3	2
MSAPMSUP200A	ACHIEVE WORK OUTCOMES	6	6	6	6
MSAPMSUP210A	PROCESS AND RECORD INFORMATION	6	6	6	6
MSAPMSUP230A	MONITOR PROCESS OPERATIONS	2	2	2	2
MSAPMSUP291A	PARTICIPATE IN CONTINUOUS IMPROVEMENT	3	3	3	3
MSAPMSUP292A	SAMPLE AND TEST MATERIALS AND PRODUCT	2	2	2	2
MSAPMSUP303A	IDENTIFY EQUIPMENT FAULTS	6	6	6	6
PMBHAN103C	SHIFT MATERIALS SAFELY BY HAND	5	5	5	5
SIRRMER001A	MERCHANDISE FOOD PRODUCTS	5	5	5	5
SIRWSLS003A	OPTIMISE CUSTOMER AND TERRITORY COVERAGE	1	1	1	1
SIRWSLS005A	ANALYSE AND ACHIEVE SALES TARGETS	1	0	1	0
SIRXCCS001A	APPLY POINT-OF-SALE HANDLING PROCEDURES	260	252	260	252
SIRXCCS002A	INTERACT WITH CUSTOMERS	286	267	286	267
SIRXCCS003A	COORDINATE INTERACTION WITH CUSTOMERS	8	5	8	5
SIRXCCS004A	DEVELOP BUSINESS TO BUSINESS RELATIONSHIPS	1	1	1	1
SIRXCCS006A	MAINTAIN BUSINESS TO BUSINESS RELATIONSHIPS	1	1	1	1
SIRXCLM001A	ORGANISE AND MAINTAIN WORK AREAS	278	265	278	265
SIRXCLM002A	MANAGE STORE FACILITIES	1	1	1	1
SIRXCOM001A	COMMUNICATE IN THE WORKPLACE	286	269	286	269
SIRXFIN001A	BALANCE POINT-OF-SALE TERMINAL	264	259	264	259
SIRXFIN003A	PRODUCE FINANCIAL REPORTS	3	3	3	3
SIRXFIN004A	MANAGE FINANCIAL RESOURCES	4	3	4	3
SIRXHRM001A	ADMINISTER HUMAN RESOURCES POLICY	2	2	2	2
SIRXHRM002A	RECRUIT AND SELECT PERSONNEL	4	4	4	4
SIRXICT001A	OPERATE RETAIL TECHNOLOGY	263	254	263	254

SIRXICT003A	OPERATE RETAIL INFORMATION TECHNOLOGY SYSTEMS	13	11	13	11
SIRXIND001A	WORK EFFECTIVELY IN A RETAIL ENVIRONMENT	277	263	277	263
SIRXINV001A	PERFORM STOCK CONTROL PROCEDURES	282	266	282	266
SIRXINV002A	MAINTAIN AND ORDER STOCK	15	14	15	14
SIRXINV004A	BUY MERCHANDISE	2	1	2	1
SIRXMER001A	MERCHANDISE PRODUCTS	269	259	269	259
SIRXMER002A	COORDINATE MERCHANDISE PRESENTATION	14	12	14	12
SIRXMER004A	MANAGE MERCHANDISE AND STORE PRESENTATION	7	6	7	6
SIRXMER005A	CREATE A DISPLAY	265	256	265	256
SIRXMGT001A	COORDINATE WORK TEAMS	14	12	14	12
SIRXMGT002A	MAINTAIN EMPLOYEE RELATIONS	13	10	13	10
SIRXMGT003A	LEAD AND MANAGE PEOPLE	5	3	5	3
SIRXMPR001A	PROFILE A RETAIL MARKET	17	15	17	15
SIRXMPR002A	PROVIDE MARKETING AND PROMOTION PROGRAM SUPPORT	2	2	2	2
SIRXMPR004A	MARKET PRODUCTS	1	1	1	1
SIRXOHS001A	APPLY SAFE WORKING PRACTICES	285	266	285	266
SIRXOHS002A	MAINTAIN STORE SAFETY	13	8	13	8
SIRXOHS003A	PROVIDE A SAFE WORKING ENVIRONMENT	7	5	7	5
SIRXPRO001A	MAXIMISE SALES OF BRANDED PRODUCTS	4	3	4	3
SIRXRSK001A	MINIMISE THEFT	274	259	274	259
SIRXRSK002A	MAINTAIN STORE SECURITY	11	5	11	5
SIRXRSK004A	CONTROL STORE SECURITY	1	1	1	1
SIRXSLS001A	SELL PRODUCTS AND SERVICES	273	258	273	258
SIRXSLS002A	ADVISE ON PRODUCTS AND SERVICES	273	260	273	260
SIRXSLS003A	COORDINATE SALES PERFORMANCE	12	10	12	10
SIRXSLS004A	BUILD RELATIONSHIPS WITH CUSTOMERS	16	14	16	14
SIRXSLS006A	LEAD A SALES TEAM	2	0	2	0
SIRXSLS007A	TRAIN SALES TEAM MEMBERS	1	0	1	0
TLIA1107C	PACKAGE GOODS	30	28	30	28

TLIA1207C	PICK AND PROCESS ORDERS	32	29	32	29
TLIA1307C	RECEIVE GOODS	34	33	34	33
TLIA1407C	USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS	22	17	22	17
TLIA1507C	COMPLETE RECEIVAL/DESPATCH DOCUMENTATION	16	14	16	14
TLIA1607C	USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL	10	8	10	8
TLIA1707C	APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS	17	14	17	14
TLIA1807C	ORGANISE DESPATCH OPERATIONS	16	14	16	14
TLIA1907C	ORGANISE RECEIVAL OPERATIONS	11	9	11	9
TLIA2007C	REPLENISH STOCK	28	19	28	19
TLIA2107C	DESPATCH STOCK	28	21	28	21
TLIA2207C	PARTICIPATE IN STOCKTAKES	25	18	25	18
TLIA2607C	MONITOR STORAGE FACILITIES	4	2	4	2
TLIA3207C	ORGANISE TRANSPORT OF FREIGHT OR GOODS	6	6	6	6
TLIA3907B	RECEIVE AND STORE STOCK	21	18	21	18
TLID107C	SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS	37	28	37	28
TLID207C	SHIFT A LOAD USING MANUALLY-OPERATED EQUIPMENT	36	26	36	26
TLID407C	LOAD AND UNLOAD GOODS/CARGO	15	8	15	8
TLIE307C	PARTICIPATE IN BASIC WORKPLACE COMMUNICATION	30	26	30	26
TLIE607D	COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION	3	3	3	3
TLIF107C	FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES	33	27	33	27
TLIF1407C	DEVELOP AND MAINTAIN A SAFE WORKPLACE	11	9	11	9
TLIF207C	CONDUCT HOUSEKEEPING ACTIVITIES	28	24	28	24
TLIF307C	IMPLEMENT AND MONITOR OCCUPATIONAL HEALTH AND SAFETY PROCEDURES	16	14	16	14
TLIF707C	IMPLEMENT AND COORDINATE ACCIDENT-EMERGENCY PROCEDURES	3	2	3	2
TLIG107C	WORK EFFECTIVELY WITH OTHERS	31	28	31	28

TLIG207C	LEAD A WORK TEAM OR GROUP	5	5	5	5
TLIG607C	FACILITATE WORK TEAMS	8	7	8	7
TLII107D	COORDINATE QUALITY CUSTOMER SERVICE	7	7	7	7
TLII207D	APPLY CUSTOMER SERVICE SKILLS	24	21	24	21
TLII507C	MARKET SERVICES AND PRODUCTS TO CLIENTS	2	1	2	1
TLIJ107C	APPLY QUALITY PROCEDURES	6	6	6	6
TLIK107C	USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE	18	17	18	17
TLIL1007C	ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS	10	10	10	10
TLIL107C	COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES	15	15	15	15
TLIL907C	MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT	9	8	9	8
TLIP107C	DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS	9	7	9	7
TLIP507C	MANAGE WORKPLACE INFORMATION	3	2	3	2