

BSB30120

## Certificate III in Business (Sales Specialisation)

This qualification concentrates on in-demand employable and transferrable skills including analytical thinking and innovation; critical analysis; resilience and stress management; communication, and teamwork. In addition to these skills, there is also a specialised focus on sales and customer service. The units in this qualification have been intentionally designed into the 5 themes below to provide a coherent learning experience:

- Support and Development
- Business Communication
- Customer and Sales
- Technology in Business
- WHS & Sustainability

Through completing units focused on these key areas, you will develop and gain skills that can be applied to any workplace.

### Delivery Options

- Delivered over 12 months
- On-line classes
- F2F Classes
- Hybrid model of online and classroom
- Traineeship
- Public and Business courses available

### Who is the course for?

This course is ideally suited to individuals joining entry-level roles where you will interact with customers in a sales capacity. Employers will utilise this qualification to compliment and extend on existing in-house induction programs and to develop employees into their roles. It can also be used to increase employee engagement and alignment by providing a robust platform to understand various functions of the business.



## Course Outline

The BSB30120 Certificate III in Customer Engagement includes training and assessment in the following Units of Competency:

Code	Title	
BSBPEF301	Organise personal work priorities	Elective Group B
BSBPEF201	Support personal wellbeing in the workplace	CORE
BSBTEC201	Use business software applications	Elective Group A
BSBTEC202	Use digital technologies to communicate in a work environment	Elective Group A
BSBXCM301	Engage in workplace communication	CORE
BSBTWK301	Use inclusive work practices	CORE
BSBCRT311	Apply critical thinking skills in a team environment	CORE
BSBSUS211	Participate in sustainable work practices	CORE
BSBWHS311	Assist with maintaining workplace safety	CORE
BSBOPS304	Deliver and monitor a service to customers	Group D
SIRXPDK001	Advise on products and services	Group D
SIRXSLS001	Sell to the retail customer	Other Elective
SIRXSLS003	Achieve sales results	Other Elective

## Application

This course will equip you with the required skills to work in the administration area of any business, such as administrative officer, receptionist, accounts payable and/or accounts receivable officer.

## Accreditation

This course is nationally accredited as BSB30120 Certificate III in Business (Customer Engagement).



## Entry Requirements

iTFE accepts applications from domestic students. Training and assessment are conducted in English and some all assessment tasks are completed online. Please contact our Admissions Team for more information.

Fees: please refer to [itfe.edu.au](http://itfe.edu.au)

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CRICOS Code: 02737J

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Contact us for more information

1300 659 557 ● [itfe.edu.au](http://itfe.edu.au)