



BSB30120 Certificate III in Business *Sales Focus*

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 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

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.

Fees: please refer to itfe.edu.au



Course Outline

The BSB30120 Certificate III in Business includes training and assessment in the following Units of Competency with a Sales Focus:

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 knowledge and skills to confidently engage with customers, identify their needs, and create positive experiences—whether you work in sales, reception, or any customer-facing role.

Accreditation

This course is nationally accredited as BSB30120 Certificate III in Business.

Entry Requirements

iTFE accepts applications from domestic students. Training and assessment are conducted in English, and some assessment tasks are completed using a computer and the internet.

Standard applicants must complete the following to determine suitability:

- Pre-training Review (PTR)
- Literacy and numeracy Quiz and digital capability questions.

Assessment

Assessments consist of a combination:

- Short Answer Questions
- Case Studies
- Project



iTFE encourages First Nation Peoples and persons with a disability to apply.

MK034
RTO# 6372

Contact us for more information

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