

# SIR30316

# Certificate III in Business

# to Business Sales



This level qualification is suited for individuals who sell products to other businesses and build strong business to business relationships.

## Employment Opportunities

The completion of this qualification could lead to employment as a:

- Business-to-business sales officer
- Customer service officer
- Sales representative

## How is this course delivered?

Our courses are delivered through a range of flexible arrangements including on-the-job training, online learning and self-directed learning. We also offer Recognition of Prior Learning (RPL).

## Jobs and Skills WA funded training (WA only)

Jobs and Skills WA is a WA Government program focused on providing training for skills areas and to help create new jobs for Western Australians. Australian College of Training is able to access funded training for eligible persons.

To find out if you are eligible contact us now on (08) 9472 6111.

## Why study with Australian College of Training?

- We offer training across 8 different industry areas which allows us to customise training to suit a variety of job roles and employment situations.
- We have flexible training and study options to suit individual learner and employer needs.
- High quality, industry-experienced trainers and support staff are here to support training in all study modes.

Duration	12-24 Months
Traineeship	Yes
Apprenticeship	No
Cost (approx.)	
Fee for Service -	\$2700.00
Traineeship -	\$1,250.00
<i>Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.</i>	
Other Qualifications	
SIR40316 Certificate IV in Retail Management	
BSB42015 Certificate IV in Leadership and Management	

**Talk to our training specialists today or visit [auscollege.edu.au](http://auscollege.edu.au)**  
ABN 48 106 641 767



# Qualification Outline

This qualification covers the skills and knowledge required for a person to be competent in business-to-business sales and customer relationship management, with a high focus on communication and administration.

To achieve a Certificate III in Business to Business Sales (SIR30316), a total of **ten (10) units** of competency must be completed, including:

- **Five (5) core units, plus five (5) elective units**

Unit Code	Core Units
SIRWSL004	Optimise customer and territory coverage
SIRXCEG003	Build customer relationships and loyalty
SIRXCEG005	Maintain business to business relationships
SIRXIND001	Work effectively in a service environment
SIRXWHS002	Contribute to workplace health and safety

## Elective Units

- At least three (3) Elective Units must be chosen from the list below.
- Two (2) units may be selected from the list below or any other training package.
- Elective units chosen must be relevant to work role and industry requirement at an appropriate AQF level.

Unit Code	Elective Units
SIRXCEG001	Engage the customer
SIRXCEG002	Assist with customer difficulties
SIRXCOM002	Work effectively in a team
BSBCUE304	Provide sales solutions to customers
SIRRINV001	Receive and handle retail stock
SIRRINV002	Control stock
SIRXMGT001	Supervise and support frontline team members
SIRRMER003	Coordinate visual merchandising activities
SIRXRSK001	Identify and respond to security risks
SIRWSL001	Process product and service data
SIRWSL002	Analyse and achieve sales targets
SIRWSL003	Build sales of branded products
SIRXSL001	Sell to the retail customer