



SIR30316 - Certificate III in

Business to Business Sales



Alffie's SIR30316 – Certificate III in Business to Business Sales prepares participants for a variety of roles across Australia's diverse and exciting retail industry.

Throughout this course, Alffie's friendly team will assist participants to develop skills and knowledge that will enable them to work confidently and effectively when delivering service to businesses.

This course will assist participants in WFA, DES, TTW and PN in progressing towards sustainable employment by either studying full-time for 26 weeks or completing their qualification. This course has been designed to fast track the participant's personal and professional development, providing a clear pathway to employment opportunities meeting compliance requirements. This course is Services Australia approved. Code: 7P089.

From training.gov.au

This qualification reflects the role of individuals who sell products to other businesses and build strong business to business relationships. These individuals possess a range of well-developed skills where discretion and judgement are required. They may provide support within a team.

This qualification provides a pathway to work in businesses that supply products or services to other businesses such as retail outlets and wholesalers.

Course information

Course duration

- Total 1034 hours
- Semester 1: 425 hours
 - Semester 2: 549 hours

Work placement

60 hours

Important note

Enrolment will be valid for up to 12 months.

This course is delivered online through a combination of written and audiovisual lesson material. The assessments are interactive and simulate real-life working conditions and environments.

To achieve this qualification, participants must complete 60 hours of work placement as detailed in the Assessment Requirements of the units of competency.

Please note, Alffie will assist with the work placement process but does not guarantee practical placement.

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Units of competency

Semester 1

- SIRXWHS002* – Contribute to workplace health and safety
- SIRXIND001* – Work effectively in a service environment
- SIRXCEG003 – Build customer relationships and loyalty
- BSBCUE301 – Use multiple information systems
- FSKLRG006* – Participate in work placement

Semester 2

- SIRXCEG001* – Engage the customer
- SIRXCEG002 – Assist with customer difficulties
- SIRXCEG005* – Maintain business to business relationships
- SIRWSLS004* – Optimise customer and territory coverage
- SIRXRSK001 – Identify and respond to security risks

*Participation in work placement is a compulsory requirement of these units

Entry requirements

It is a government requirement that all participants undertaking Nationally Recognised Training in Australia have a unique student identifier (USI). To begin this course, participants will need a USI.

For more information on USIs, go to: www.usi.gov.au

In addition to a USI, to begin and complete this course, participants will need:

- Regular access to a computer, tablet or smartphone (note: there may be activities in the course that need to be completed using a desktop computer rather than a tablet or smartphone)
- An email address and regular access to a reliable internet connection
- Basic to intermediate computer or digital device skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study online lesson material and complete all assessment requirements for each unit of competency
- PDF reader software (e.g. Adobe Acrobat) installed on a computer or the digital device being used to access the course
- The ability to communicate directly with Alffie in English
- The ability to understand and follow detailed instructions given verbally or written in English

Outcome

Some units in this course require work placement. To be issued with a SIR30316 – Certificate III in Business to Business Sales qualification, participants will need to meet all assessment requirements for all units of competency in the course. Please note, in the case that one, or some, but not all of the units of competency are completed, a Statement of Attainment can be issued. Examples of job roles this qualification may be relevant to include:

- Business To Business Sales Officer
- Customer Service Assistant
- Customer Service Officer
- Sales Counter Assistant (Wholesaler)
- Sales Representative
- Team Leader
- Wholesale Sales Assistant.



Access this course through the Alffie app

