



Australian Government

SIR30316 Certificate III in Business to Business Sales

Release: 1

SIR30316 Certificate III in Business to Business Sales

Modification History

Not applicable.

Qualification Description

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 is 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 wholesalers.

Individuals with this qualification are able to perform roles such as business to business sales officer, sales representative and customer service officer.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

10 units must be completed:

- 5 core units
- 5 elective units, consisting of:
 - 3 units from the list below
 - 2 units from the list below, elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

SIRWSLS004 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

Customer Engagement

SIRXCEG001 Engage the customer

SIRXCEG002 Assist with customer difficulties

Communication and Teamwork

SIRXCOM002 Work effectively in a team

SIRXCOM003 Promote team cohesion

Computer Operations and ICT Management

BSBCUE301 Use multiple information systems

BSBCUE304 Provide sales solutions to customers

Finance

SIRWFIN001 Complete debtor processes

Inventory

SIRRINV001 Receive and handle retail stock

SIRRINV002 Control stock

Management and Leadership

SIRXMGT001 Supervise and support frontline team members

Merchandising

SIRRMER003 Coordinate visual merchandising activities

Risk Management and Security

SIRXRSK001 Identify and respond to security risks

Sales

SIRWSLS001 Process product and service data

SIRWSLS002 Analyse and achieve sales targets

SIRWSLS003 Build sales of branded products

SIRXSLS001 Sell to the retail customer

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>