



The Australian Retail Food sector is highly competitive, offering rewarding career progression opportunities for people with the right skills. To progress in the industry employees must learn to manage themselves while working safely and securely.

It is critical to continually focus on delivering service excellence and remaining conscious of workplace food hygiene requirements. Meeting these challenges is key to working effectively and maximising sales for the business.

This qualification is ideal for people who have developed basic skills and knowledge as retail sales professionals and would like to take their career to the next level.

Progressing in Business

To achieve the

BSB30120 - Certificate III in Business

a total of thirteen (13) units must be completed.

- BSBCRT311 Apply critical thinking skills in a team environment (c)
- BSBWHS311 Assist with maintaining workplace safety (c)
- BSBPEF201 Support personal wellbeing in the workplace (c)
- BSBUS211 Participate in sustainable work practices (c)
- BSBXCM301 Engage in workplace communication (c)
- BSBTWK301 Use inclusive work practices (c)
- BSBTEC201 Use business software applications
- BSBDAT201 Collect and record data
- BSBPEF301 Organise personal work priorities
- BSBOPS304 Deliver and monitor a service to customers
- BSBOPS305 Process customer complaints
- SIRXPDK001 Advise on products and services (*Import*)
- SIRRFSA001 Handle food safely in a retail environment (*Import*)

(C) Core units

(Import) Imported units from Retail Training Packages

The above course outline is an example developed to meet industry standards.



Entry Requirements: Nil formal training package entry requirements apply to this qualification
Learners require AQF level V written and spoken English and numeracy skills

A day in the life of.....

Since Kelly started her role as Counter Assistant in a busy café, she has developed confidence in her abilities and now has more responsibilities. She enjoys helping customers to select their meals, providing accurate service and working with a diverse range of staff and customers.

Kelly recently started a Certificate III in Business and she is learning a lot about how to work more efficiently, mentor new staff and handle customer complaints. She participates in the café's health and safety procedures and follows the food hygiene plan.

Kelly feels that the skills she is gaining from the Certificate III Business will help her to take on a supervisory role.

