

BSB30120 CERTIFICATE III IN BUSINESS

MODULES

RETAIL FOCUS

Module	Unit/s of competency
Communicate Inclusively	BSBXCM301 Engage in workplace communication BSBTWK301 Use inclusive work practices
Work Priorities	BSBPEF301 Organise personal work priorities
Maintain Workplace Safety	BSBWHS311 Assist with maintaining workplace safety
Critical Thinking	BSBCRT311 Apply critical thinking skills in a team environment
Sustainability	BSBSUS211 Participate in sustainable work practices
Support Personal Wellbeing	BSBPEF201 Support personal wellbeing in the workplace
Use Business Technology	BSBTEC201 Use business software applications BSBDAT201 Collect and record data
Deliver Excellent Service	BSBOPS305 Process customer complaints BSBOPS304 Deliver and monitor a service to customers
Advise on Products & Services	SIRXPDK001 Advise on products and services SIRXSLS001 Sell to the retail customer

First Impressions Resources Pty Ltd trading as The Australian Retail College. RTO 0826.