

SIR40316 Certificate IV in Retail Management



Dynamic Learning Services Pty Ltd
Suite 4, level 1/176 The Entrance Road
Erina NSW 2250

RTO No 40467

Course Brochure



SIR40316 Certificate IV in Retail Management

Course Overview

This qualification reflects the role of individuals who lead a frontline team and manage day-to-day operations of a retail store or department to implement and deliver on organisational objectives and standards. These individuals possess a range of highly developed selling and customer engagement skills with sound knowledge of product and service offerings. They work with independence, taking responsibility for their own functions and outputs.

The qualification provides a pathway to work in a diverse range of retail settings.

Key Outcomes

This course will provide you with the skill and knowledge to:

- manage retail store financials by controlling costs, managing rosters and stock levels, and reviewing financial performance.
- manage and ensure the delivery of customer service standards and work with team members to improve customer experiences.
- maintain employee relations in the workplace and implement dispute and grievance procedures when employment related issues occur.
- lead and manage a frontline team by delegating work, monitoring performance and taking action to improve standards of performance.
- maintain store security in a retail environment.
- drive the sales of products and services, and create a sales environment, to meet sales targets.
- ensure organisational policies and procedures and legislative requirements are adhered to in the workplace by monitoring and coordinating workplace health and safety practices.
- advise, carry out and evaluate customer service strategies.
- process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of any type of stock.
- coordinate store visual merchandising activities and ensure adherence to organisational standards, policies and procedures for the display of merchandise.
- identify workplace recruitment needs and follow organisational recruitment processes to hire and induct new team members.

Career Opportunities

- sales assistant
- senior sales assistant
- customer service assistant

Modes of Delivery

- Face to face in the workplace
- Correspondence in a self-paced model (using text-based resources in a self-paced model and supported by our dedicated trainers)
- Online (supported by our dedicated trainers).
- Recognition of Prior Learning (for people who have evidence to support their current competence in the relevant units of competency which comprise the qualification).
- Blended (using a combination of the modes described).





SIR40316 Certificate IV in Retail Management

There are 11 units in the Certificate IV in Retail Management. These are divided into 7 core units and 4 electives units..

The units in the Dynamic Learning Services program are listed below:

Core Units

- SIRRRTF002 Monitor retail store financials
- SIRXCEG004 Create a customer-centric culture
- SIRXHRM002 Maintain employee relations
- SIRXMGT002 Lead a frontline team
- SIRXRSK002 Maintain store security
- SIRXSLS003 Achieve sales results
- SIRXWHS003 Maintain workplace safety

Elective Units

- BSBCUS401 Coordinate implement of customer service strategies
- SIRRINV002 Control stock
- SIRRMER003 Coordinate visual merchandising activities
- SIRXHRM001 Recruit, select and induct team members

Assessment

The assessment in this qualification involves a variety of workbook activities, practical tasks and project work. Participants will be supported by their trainer throughout their journey.

Entry Requirements

There are no pre-requisite entry requirements for this course of study. Students must undergo a Language, Literacy & Numeracy evaluation prior to commencement of studies.

Volume of Learning

Learners should expect a duration between 6 and 24 months to meet the requirements of SIR40316, which is consistent with the AQF volume of learning indicators for a Certificate IV qualification.

Decisions about the duration of this qualification take into account the candidates' likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification's outcomes are maintained.

Pathways

Qualifications that may be considered after successful completion include:

- SIR50116 Diploma of Retail Leadership
- SIR50217 Diploma of Retail Merchandising

For detailed information on your course, fees and charges, eligibility for any Federal or State funding, relevant student policies and procedures and to view the student handbook, please visit our website at www.dynamiclearningservices.com.au or contact Dynamic Learning Services on 02 4365 0040.

