



One size, doesn't fit all for workplace training & adult education.



SIR40316
Certificate IV in
Retail Management



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SIR40316 Certificate IV in Retail Management

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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

- 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.

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CAREER OPPORTUNITIES

- Sales assistant
- Senior sales assistant
- Customer service assistant

QUALIFICATION PATHWAYS

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

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)
- 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).

Volume of Learning

Learners should expect a duration between 12 and 24 months to meet the requirements of SIR40316 Certificate IV in Retail Management, which is consistent with the AQF volume of learning indicators for a Certificate IV qualification. This may vary depending upon prior experience and study.

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

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.

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.

Course Fees

Your course fee includes the delivery and assessment of your qualification, your study materials (including all resources) and on-going support from our training team.

Further detailed information on your course, fees and charges, 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 02 4365 0040.

Dynamic Learning Services has access to subsidised funding for training in Western Australia.

The student fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees. These must be charged in accordance with the Fees and Charges Policy.

The indicative fees for this qualification are **\$623.70**

Please contact us to confirm eligibility.



For information on funding availability in other states please contact Dynamic Learning Services 02 4365 0040.

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UNITS OF STUDY

SIR40316 Certificate IV in Retail Management		
Core Units		
SIRRRTF002	Monitor retail store financials	Core
SIRXCEG004	Create a customer-centric culture	Core
SIRXHRM002	Maintain employee relations	Core
SIRXMGT002	Lead a frontline team	Core
SIRXRSK002	Maintain store security	Core
SIRXSLS003	Achieve sales results	Core
SIRXWHS003	Maintain workplace safety	Core
Elective Units		
BSBCUS401	Coordinate implement of customer service strategies	Elective
SIRRINV002	Control stock	Elective
SIRRMER003	Coordinate visual merchandising activities	Elective
SIRXHRM001	Recruit, select and induct team members	Elective

Why study with Dynamic Learning Services?

It's not just a nationally accredited qualification you will receive, it's a mindset for success and support to see you through to your qualification.

Here at Dynamic Learning Services, we are committed to excellence. High quality course content that is up to date with industry and business needs today, along with flexibility in how you study with us.

We value that there is strength in diversity. 'One size doesn't fit all'.

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