

SIR50107 Diploma of Retail Management



Your Course Guide

SIR50107 Diploma of Retail Management

Australian Salesmasters Training Company (RTO #6854)

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The course aims to prepare students for retail industry cadetships and similar executive development programs by equipping students with the appropriate knowledge and skills for future retail management and executive positions. Specialised aspects of retail management are introduced such as strategic planning, identifying and evaluating market opportunities, prepare and manage budgets, human resourcing and development of an eBusiness model.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

When you have completed this course, you will be able to:

- Determine effective business strategies to grow and develop their business
- Develop and implement effective buying and financial strategies for improved performance and control
- Lead and manage teams, suppliers and business relationships for optimum performance and return in their business
- Manage marketing, visual merchandising and store presentation strategies
- Add to this the value of a nationally recognised qualification and this is your best way for career advancement.

EMPLOYABILITY SKILLS

The following is a summary of the employability skills for this qualification.

This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification.

The outcomes described here are broad industry requirements that may vary depending on the packaging options.

• Communication

- Negotiate effectively with business suppliers, team members and other managers on business requirements, values, directions and day-to-day operational matters.
- Research, read, analyse and communicate workplace information to team members and other managers.
- Write reports and complete business documentation in the context of the job role.

• Teamwork

- Lead a retail or wholesale business team; mentoring and supporting team members in the context of a store or business management role.
- Effectively participate in wider retail or wholesale business supervisory/management teams and networks; working independently to complete own tasks and also supporting other managers and team members where appropriate.

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HOW LONG DOES THE COURSE TAKE?

Face to face:

Courses are conducted either in house or at a convenient location by our highly regarded and skilled facilitators. All courses are customised to your learning needs and compliant with AQTF timelines. Completion durations are flexible.

Distance Learning:

This is the flexible way to gain your desired qualification in your own time at your own speed.

Online:

As with distance learning, you are in control of your learning schedule. The more time you devote to it, the quicker you get your desired qualification.

HOW TO GAIN YOUR QUALIFICATION FASTER

- Fast track with RCC (Recognition of Current Competencies)
- RPL (Recognition of Prior Learning)

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an Internet connection and computer (Online Learning)

EMPLOYABILITY SKILLS CONT.

• Problem Solving

- Apply strategic thinking to solve a range of operational retail or wholesale business problems; individually or in the context of a wider team management structure.
- Evaluate ideas in the context of practical business application and anticipate the implications and consequences of decisions.
- Review results and provide feed back to relevant team members and external customers.

• Initiative and Enterprise

- Create an operational business team customer service and continuous improvement environment across all performance areas.
- Provide positive feedback, encourage team to do things better and be personally receptive to team members innovative ideas.
- Translate ideas into action by creating a framework for practical implementation and review.

• Planning and Organising

- Establish and communicate clear goals and deliverables for self and team members within the context of organisation objectives and the current business situation; and coordinate resources to ensure that work is carried out according to timelines and priorities.
- Coordinate and or implement changes arising from continuous improvement processes.

• Self Management

- Understand how own personal job role fits into the context of the wider business values and directions.
- Work within a retail or wholesale business culture by practising customer focussed and inclusive behaviour, effective management of personal presentation, and time; and efficiently prioritise, delegate and complete tasks.
- Maintain own knowledge of the job role, review own performance, actively seek and build effective professional networks and act upon advice and guidance.

• Learning

- Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best.
- Seek opportunities for formal education in the context of a current role or future retail job opportunities.
- Accept opportunities to learn new ways of doing things and share knowledge and skills with other managers and team members.

• Technology

- Adapt to new business related technology skill requirements and select and use retail or other information and communications technology where relevant, to support business operations and planning in the context of key business performance objectives and personal job role

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

COURSE STRUCTURE

You are required to complete 9 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
SIRXFIN005A (Core)	Manage operations to budget	This unit describes the performance outcomes, skills and knowledge required to control cost expenditure while managing the overall activities of a wholesale or retail operational area to budget.
SIRXMGT005A (Core)	Set strategic plans	This unit describes the performance outcomes, skills and knowledge required to develop strategic plans.
SIRXMER004A (Elective)	Manage merchandise and store presentation	This unit describes the performance outcomes, skills and knowledge required to manage merchandise and store presentation.
SIRXSL005A (Elective)	Manage sales and service delivery	This unit describes the performance outcomes, skills and knowledge required to monitor, maintain and improve sales and service delivery. It involves market research, developing new markets and marketing products and services within the culture of the overall store policy.

COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
SIRXSL009A (Elective)	Manage sales teams	This unit describes the performance outcomes, skills and knowledge required to manage a number of teams to achieve business objectives and optimal customer satisfaction with service and sales coverage.
BSBMGT516A (Elective)	Facilitate continuous improvement	This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.
BSBOHS501B (Elective)	Participate in the coordination and maintenance of a systematic approach to managing OHS	This unit describes the performance outcomes, skills and knowledge required to effectively participate in the coordination and maintenance of a systematic approach to managing occupational health and safety (OHS) in the workplace. It includes strategies, policies and procedures necessary to systematically manage OHS and its evaluation to ensure that the workplace is, as far as is practicable, safe and without risks to the health of employees and others.
BSBWOR501A (Elective)	Manage personal work priorities and professional development	This unit describes the performance outcomes, skills and knowledge required to manage own performance and professional development. Particular emphasis is on setting and meeting priorities, analysing information and using a range of strategies to develop further competence.
BSBPMG510A (Elective)	Manage projects	This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project. This unit addresses the management of projects including the development of a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learnt for application to future projects.

ASSESSMENT

ASTC uses competency based assessment methods to ensure participants have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the participant can actually do –

and the standard at which they are able to perform. Performance is measured in terms of whether participants meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

ASTC's assessment process may consist of the following tasks and activities, dependant on the unit/chapter requirements:

- Multiple choice and/or short answer questionnaires
- Third party supervisor demonstration reports
- Projects/case studies
- Holistic Assessments

- OTHER HIGHLIGHTS ... LEARNING DEVELOPMENT RESOURCES -

E Books Only	Check out over 100 titles to assist you with your learning and development. New titles added monthly. www.ebooksonly.com.au
Simple Truths	Get an inspirational/ motivational hit by viewing, free of charge, one of over 35 impactful DVD's on our website. www.thesalesmasters.com/training-courses/simple-truths-dvd.php
DVD Training Library	The Best Kept Secret in Australia!! Over 888 different titles from the masters of success available for your viewing in categories including Sales, Customer Service, Leadership, Motivation, Time Management, Telephone Skills, Management and Personal Development. www.dvdtraining.com.au

To enrol please call 02 9700 9333 or visit www.thesalesmasters.com