

SIR40207 Certificate IV in Retail Management



Your Course Guide

SIR40207 Certificate IV in Retail Management

Australian Salesmasters Training Company (RTO #6854)

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The Certificate IV in Retail Management provides the skills and knowledge for an individual to be competent in the first line management skills of those working in the retail and/or wholesale industries. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small wholesale outlet, or a section or department within a larger wholesale business.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The course provides participants with the skills and knowledge to manage a store facilities and team members in a retail environment.

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

- Apply store presentation and merchandising skills
- Lead and manage people effectively
- Provide a safe working environment
- Apply skills required to manage store facilities
- Create an innovative work environment
- Administer human resources policy
- Manage sales and service delivery
- Recruit and select personnel
- 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 team members and other managers on business values, directions and day-to-day operational matters.
- 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.



(Continued Page 3)

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.

- **Teamwork**

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

- **Problem Solving**

- Implement customer service strategies anticipating problems and acting to mitigate where possible.
- Solve a range of operational retail or wholesale operational business problems; individually or in the context of a wider team management structure.
- Clarify issues and apply existing policies and infrastructure to source information and resources and develop practical and sustainable solutions.

- **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 ideas.

- Translate ideas into action by positively accepting and initiating changes in procedures or arrangements at the business level.

- **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 the retail or wholesale business culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time; and efficiently prioritise and complete delegated tasks.

- Maintain own knowledge of the job role, review own performance and actively seek 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 at work.
- 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 business 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 10 units of this qualification. All modules are customised to your specific needs.

UNIT CODE	UNIT NAME	DESCRIPTION
SIRXMER004A (Core)	Manage merchandise and store presentation	This unit describes the performance outcomes, skills and knowledge required to manage merchandise and store presentation.
SIRXMGT003A (Core)	Lead and manage people	This unit describes the performance outcomes, skills and knowledge required to lead and manage teams.
SIRXOHS003A (Core)	Providing a safe working environment	This unit describes the performance outcomes, skills and knowledge required to develop and implement policies and procedures relating to OHS issues. It is based on the National Occupational Health and Safety Commission (NOHSC) guidelines.
SIRXCLM002A (Elective)	Manage store facilities	This unit describes the performance outcomes, skills and knowledge required to manage store facilities in a retail environment. It involves the management of the store maintenance and housekeeping program, negotiating and monitoring maintenance contracts and identifying and locating facilities requirements.

COURSE STRUCTURE CONT.

UNIT CODE	UNIT NAME	DESCRIPTION
BSBCUS401A (Elective)	Coordinate implementation of customer service strategies	This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluate customer strategies on the basis of feedback and design strategies for improvement.
SIRXQUA003A (Elective)	Create an innovative work environment	This unit requires the team leader to create a work environment that fosters innovation, and includes consideration of working conditions and practices, management practices, physical layout and training and education.
BSBSBM401A (Elective)	Establish business and legal requirements	The unit involves identifying and complying with business legal and administrative requirements. It is suitable for setting up or existing micro and small businesses or a department in a larger organisation.
SIRXHRM001A (Elective)	Administer human resources policy	This unit describes the performance outcomes, skills and knowledge required to plan and manage human resources.
SIRXHRM002A (Elective)	Recruit and select personnel	This unit describes the performance outcomes, skills and knowledge required to recruit and select personnel.
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.

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