



## - FACT SHEET -

# SIR 40207 Certificate IV in Retail Management

### Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies



NATIONALLY RECOGNISED  
TRAINING

### The Australian Salesmasters Training Company

Suite 317  
30-40 Harcourt Pde  
ROSEBERY NSW 2018  
AUSTRALIA

Phone: (02) 9700 9333  
Email:  
kathy@thesalesmasters.com  
www.thesalesmasters.com

**The training you need to be an accomplished Retail Store/Department Manager.**

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

### Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing frontline retail managers should possess. These competencies relate to the areas of:

- Sales management
- Leadership
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

### Purpose

The purpose of the training program is to develop the skills and knowledge of frontline retail managers.

### Program Benefits

- Improved productivity
- Increased innovation
- Development of retail management competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

### Units/Modules covered

- SIRXMER0047A Manage merchandise and store presentation
- SIRXMGT003A Lead and manage people
- SIRXOHS003A Provide a safe working environment
- SIRXCLM002A Manage store facilities
- BSBCUS401A Coordinate implementation of customer service strategies
- SIRXQUA003A Create an innovative work environment
- BSBSBM401A Establish business and legal requirements
- SIRXHRM001A Administer human resources policy
- SIRXSLS005A Manage sales and service delivery
- BSBWOR404A Develop work priorities

### Prerequisites

Participants must be over 18 years old.

### Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

### Assessment

Assessment is comprised of written tasks, practical demonstrations and 3<sup>rd</sup> party observations. Candidates will be given assessment tasks to complete during the course.

### Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.

