COLLEGE AUSTRALIA

Learn for Life

SIR40316 Certificate IV in
Retail Management

Emerge from your studies with the ability to lead a frontline retail team and manage the day to day operations of a retail store or department.

Duration:
12 - 24 months

Method:
Online, RPL

Payment:
Upfront, Pay Per Unit

Funding:
Higher Level Skills

What can I expect?

With a focus on customer engagement and high-level sales skills, you will discover how to become a pivotal part of any retail business, leading and driving a team to achieve company goals and deliver tangible results.

Take on more responsibility with confidence as you learn, develop, and apply operational planning, rostering, and stock control skills. You will discover how to empower your staff to create a customer-centric culture and motivate them to excel in their roles and as a team.

Career Pathway Potential

Store Manager

Department Manager

Qualification Structure

Total Number of Units: 11

- ✓ **7 Core Units**
- ✓ **4 Elective units**

NATIONALLY RECOGNISED TRAINING

Skills Assure
Proud to be a Queensland Government subsidised training provider

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:

SIRRINV002
Control Stock

BSBMGT402
Implement operational plan

SITXHRM002
Roster staff

BSBCUS401
Coordinate implementation of customer service strategies

Workplace Requirement

Students will be required to undertake practical workplace tasks in an approved workplace/environment to complete their qualification (minimum of 3 shifts).

Entry Requirements:

Certificate III in Retail or relevant industry experience

COLLEGE AUSTRALIA