



Flexible Training Solutions

SIR40316 Certificate IV in Retail Management

Overview:

This qualification reflects the role of individuals working in management roles in retail operations. They manage a small retail store, a section or department within a larger retail store, a small business-to-business outlet, or a section or department within a larger business or franchise. They have good customer service skills and are able to build and sustain customer relationships for the good of the business.

Individuals at this level have the frontline management skills needed for working in retail or a business-to-business environment. They typically demonstrate a range of managerial skills through leading a sales team and are often responsible for store presentation and pricing.

Course delivery & structure:

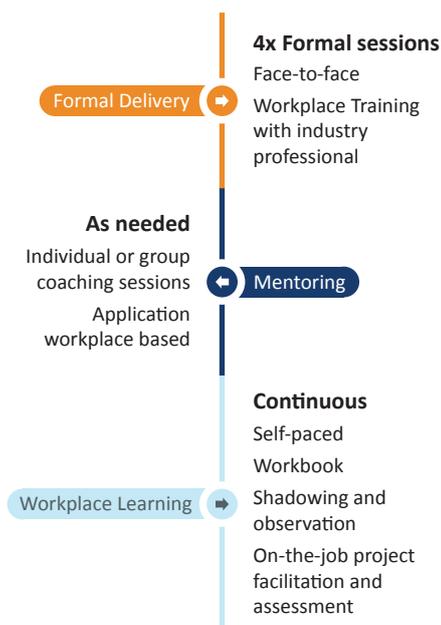
Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace based projects throughout our assessment tasks.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

To successfully attain the SIR40316 Certificate IV in Retail Management, students are required to complete a total of eleven (11) units of competency, comprising of:

- 7 core units, and;
- 4 elective units, of which:
 - a minimum of 2 units must be from the elective units listed over page;
 - a maximum of 2 units may be selected from any relevant Training Package or accredited course at Certificate IV or Diploma levels.

Delivery Mode:



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Duration:

This program is typically delivered over 12-24 months.



Projects:

We believe to get the most out of a program, training should be applicable to a trainees job role. Projects directly impact and relate to your business.



Workplace mentors:

a workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.



This nationally recognised qualification is delivered by Flexible Training Solutions RTO ID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.

For more information or to get started visit
www.flexibletrainingsolutions.com.au

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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
SIRXSL003	Achieve sales results
SIRXWHS003	Maintain workplace safety

Elective Units

BSBCUS401	Coordinate implementation of customer service strategies
SIRXHRM001	Recruit, select and induct team members
SITXHRM002	Roster staff
BSBINN301	Promote innovation in a team environment
BSBMGT402	Implement operational plan
SIRRINV002	Control stock
BSBMKG401	Profile the market
SIRXMKT003	Manage promotional activities
SIRRMER003	Coordinate visual merchandising activities
BSBFIA302	Process payroll
SIRXIND005	Develop personal productivity

For more information contact us directly

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