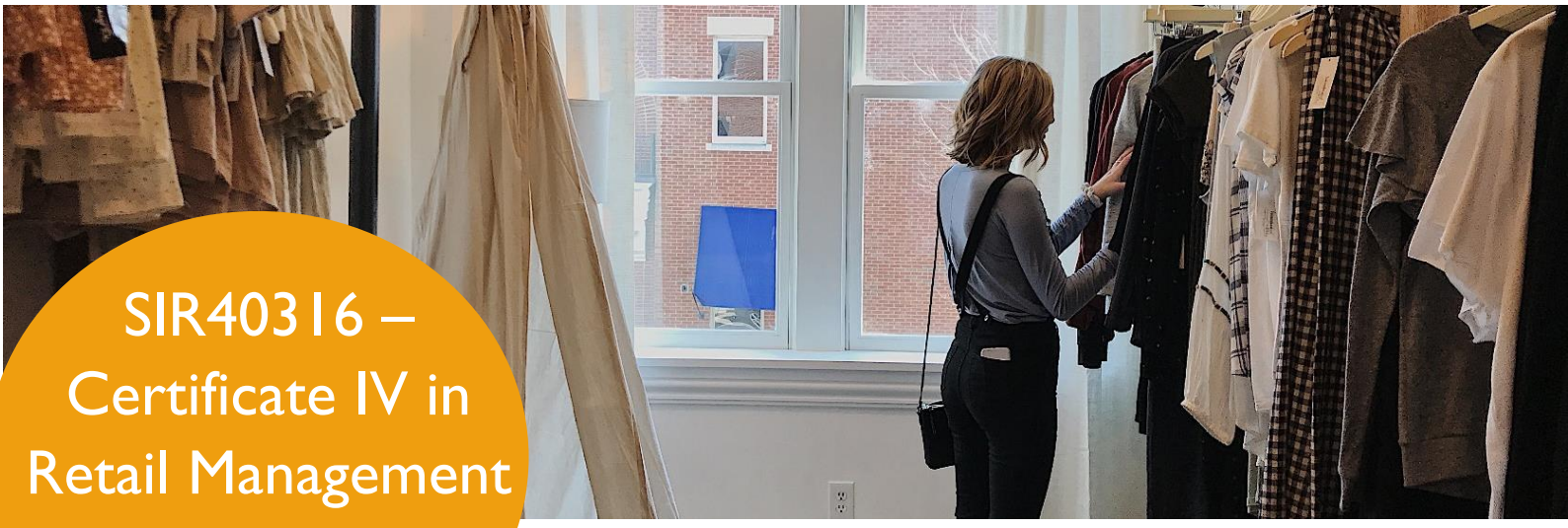
Workplace Training Strategies



SIR40316 – Certificate IV in Retail Management

(Traineeship)

About this course

This qualification reflects the role of individuals who lead a frontline team and manage day-to-day operations of a retail store or department to implement and deliver on organisational objectives and standards. These individuals possess a range of highly developed selling and customer engagement skills with sound knowledge of product and service offerings. They work with independence, taking responsibility for their own functions and outputs.

Our expert trainers will work with you to:

- Develop selling and customer engagement skills
- Learn how to recruit, select and induct new team members
- Implement operational plans
- Work on marketing and manage promotional activities

Overview

Where: In the workplace or appropriate venue as discussed at enrolment

Duration: 9 sessions through 2-hour training sessions scheduled every 4 weeks.

Entry Requirements: No Entry Requirements for this qualification

Intake: Ongoing

Fees: www.wts.edu.au

Possible Job Outcomes Assistant supermarket manager, Food store manager, Service manager, store manager.

Pathway → **SIR50116** Diploma of Retail Leadership **OR**
SIR50217 Diploma of Visual Merchandising **OR**
SIR50317 Diploma of Retail Merchandise Management

Nationally Recognised Training

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Session	Unit of competency	Brief Outline of sessions.
1		Program Induction and Commencement
2	**SIRXMGT002** Lead a frontline team*	• Lead the team • Delegate work • Monitor performance standards • Take action on performance issues
	BSBMGT502 Manage people performance	• Allocate work • Assess performance • Provide feedback • Manage follow up
3	**SIRXCEG004** Create a customer centric culture*	• Promote a customer focused culture • Foster the customer culture • Monitor and adjust customer service
	BSBCUS401 Coordinate implementation of customer service strategies	• Advise on customer service needs • Support implementation of customer service strategies • Evaluate and report on customer service
4	**SIRXWHS002** Contribute to workplace health and safety	• Act safely in the workplace • Follow emergency procedures • Participate in workplace health and safety practices
	SIRXRSK002 Maintain store security*	• Monitor and maintain store security • Facilitate security awareness
	SIRXWHS003 Maintain workplace safety*	• Facilitate team awareness of work health and safety • Involve team members in work health and safety matters • Maintain a safe work environment • Maintain work health and safety records
5	**SIRRRTF002** Monitor retail store financials*	• Control cost of labour • Control stock levels • Review and address financial performance
	SIRXSLS003 Achieve sales results*	• Identify sales targets • Create a sales environment • Review sales targets
6	**SIRXIND005** Develop personal productivity	• Assess personal skill level • Undertake personal development activities • Apply skills and knowledge to the workplace
	SIRXHRM002 Maintain employee relations*	• Apply relevant industrial awards, agreements and legislation to the workplace • Minimise potential industrial problems • Implement dispute settlement procedures.

(C) Indicates Core Unit (E) Indicates Elective units

To be successful in completing this certification, you must complete a total of 11 units, 7 core units and 4 electives.

Assessment methods may include:

- Written work
- Project/Case study
- Supervisor/Third party
- Practical demonstration of skills observed by a trainer/assessor and workplace supervisor
- Role play
- Learning activities

Delivery method: Face to face & on the job