





**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

-  **Program Delivery:** Blended Learning Programs are 60% online Zoom sessions, and 40% face to face in the workplace or suitable venue, with Monthly Homework Projects for each unit.
-  **Course Duration:** 10 months with a 3-hour Monthly Training Session, Progress Reviews, and 1 x 3 hour Catch Up Session.
-  **Entry Requirements:** Successfully complete a Language, Literacy and Numeracy Assessment at Certificate IV level and evidence of the required Digital Literacy competency.
-  **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






Session	Unit of competency	Brief Outline of sessions.
1	Program Induction and Commencement	
2	SIRXMG002 Lead a frontline team*	<ul style="list-style-type: none"> Lead the team Delegate work Monitor performance standards Take action on performance issues
	BSBMGT502 Manage people performance	<ul style="list-style-type: none"> Allocate work Assess performance Provide feedback Manage follow up
3	SIRXCEG004 Create a customer centric culture*	<ul style="list-style-type: none"> Promote a customer focused culture Foster the customer culture Monitor and adjust customer service
	BSBCUS401 Coordinate implementation of customer service strategies	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Act safely in the workplace Follow emergency procedures Participate in workplace health and safety practices
	SIRXRSK002 Maintain store security*	<ul style="list-style-type: none"> Monitor and maintain store security Facilitate security awareness
	SIRXWHS003 Maintain workplace safety*	<ul style="list-style-type: none"> 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*	<ul style="list-style-type: none"> Control cost of labour Control stock levels Review and address financial performance
	SIRXSLS003 Achieve sales results*	<ul style="list-style-type: none"> Identify sales targets Create a sales environment Review sales targets
6	SIRXIND005 Develop personal productivity	<ul style="list-style-type: none"> Assess personal skill level Undertake personal development activities Apply skills and knowledge to the workplace
	SIRXHRM002 Maintain employee relations*	<ul style="list-style-type: none"> 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.







Blended learning requires self-discipline.

You need to commit and make time to:

-  attend 4 x 3-hour monthly online training sessions
-  attend 3 x 3-hour face to face training sessions
-  attend 2 x 1-hour monthly progress reviews
-  attend 1 x 3-hour catch up session scheduled (if required)
-  each month complete homework activities for written submission

Failure to complete the monthly HOMEWORK and course content, could result in suspension from attending the next training session and ultimately the training program.

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

Charge for NON-ATTENDANCE at training sessions

The course is subject matter critical, and a MISSED session affects not only the learning but also the TRAINERS scheduling and the qualification duration time for the learner.

Missed training sessions without 24-hour prior notification, result in personal CATCH UPS which incur \$250 trainer cost. The program allows 2 warnings per student, then unfortunately these charges must be passed onto the employer. Continuing absenteeism without appropriate notice will result in suspension from the program.

Victorian and Commonwealth Government Funding available to eligible participants.

For information about enrolment fees, payment schedules, cancellation fees and complaints procedures, please see our statement of fees and student information handbook on our website www.wts.edu.au

