

**SIR40316**  
CERTIFICATE IV IN RETAIL MANAGEMENT

**GREAT THINGS IN  
RETAIL ARE NEVER  
DONE BY ONE PERSON.  
THEY'RE DONE BY A  
TEAM OF PEOPLE.**

This WTS nationally accredited qualification strengthens your skills to be a productive leader, drive sales and support your team to deliver on organisational objectives and standards. Designed and run by industry professionals.

# PROGRAM

The program combines monthly online face to face delivery by your allocated trainer, workplace supervised practical tasks, collection of workplace evidence and homework activities.

This qualification is designed for individuals who are currently working independantly as frontline team leaders and manage day-to-day operations of a retail store.

Develop your leadership, selling and cusotmer engagement skills and learn how to recruit, select and induct new team members. Our industry expert trainers will guide you in implementing operational planning, managing people performance and developing your own personal productivity.



- The participant can put into practise customer service and sales techniques from day one.
- Participants gain experience on the job while the course is delivered and can effect change within the business as the course progresses.
- Employers can provide input to the WTS trainers to further tailor the training sessions.
- Employers can nominate products and services to be incorporated into training as a sales target.
- Our course has increased sales and customer service standards in all types of industry.
- Provides participants with a monthly training platform to share ideas and work on strategies to increase sales.
- Engagement through calendared monthly group online training sessions.
- The program is delivered in consultation with Employers and Workplace Supervisors.
- Employer receives monthly progress reports.



## STUDENT BENEFITS

- Learn techniques and skills guided by expert trainers to become a retail professional.
- An allocated trainer facilitating online sessions and providing individual support.
- A monthly calendar and online training platform to ensure you progress to successful completion.
- Learn to create and match individual greeting and farewells that your customers will remember.
- Making real connection with customers through active listening techniques.
- Presentation is everything, tune into your customers' visual expectations.
- Your stores products and services are incorporated into the training sessions to further develop your product knowledge.
- Provides participants with a monthly training platform to share ideas and work on strategies to increase sales.
- Engagement and continuity through calendared monthly group online training sessions.

**ONLINE LEARNING IS A  
COMBINATION OF  
MONTHLY FACILITATED  
TRAINER SESSIONS VIA  
ZOOM, WORKPLACE  
SUPERVISED PRACTICAL  
TASKS AND HOMEWORK  
ACTIVITIES**

# NATIONALLY ACCREDITED QUALIFICATIONS

## Career Pathways

Come and join our team and learn new skills to further your chosen career. Our programs are designed by leading industry experts.

CERT 4	DIPLOMA
Retail Management	Leadership and Management
Retail Team Leader	

**This qualification is designed for individuals who are currently leading a frontline team and managing day-to-day operations of a retail store or department.** In their current role they 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. This qualification provides a pathway to work in a diverse range of retail settings including speciality retailers, supermarkets, department stores, and quick service restaurants. Individuals with this qualification are able to perform roles such as store manager, department manager and assistant store manager.

# 01

## **Online Face to Face**

ONLINE course content is delivered to you by your allocated WTS trainer in small group Zoom sessions.

# 02

## **Practical Task Workbook**

Assignment Tasks –completed as homework and signed off by a nominated workplace supervisor. Your employer may require you to add specific tasks into your role, for you to gain the necessary skills and experience to achieve competency.

Assignment tasks are assessed and evaluated by the WTS trainer for you to achieve competency. These TASKS are time critical and MUST be completed in line with the course unit completion dates. Non lodgement of Assignment Tasks can result in suspension or cancellation of the program.

# 03

## **Portfolio Reviews**

PORTFOLIO REVIEWS will be conducted by the trainer with the learner via phone and or Zoom.

The review will check the learner's progress; identify any barriers and strategise corrective actions.



## 04

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### ***Homework***

HOMEWORK activities will be required reading material that the learner is expected to read, understand, and use to complete theory assessment as outlined in the online workbooks.

## 05

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### ***Trainer Support***

TRAINER SUPPORT can be accessed; your WTS trainer is available during the week, or an office trainer is available on the phone to support student learning.

These calls will need to be booked 48 hours in advance.

## 06

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### ***Training Record***

TRAINING RECORD BOOK is required for all trainees in Queensland and School Based Apprentices in Victoria.

It is the responsibility of the TRAINEE and the EMPLOYER'S NOMINATED SUPERVISOR, to ensure that the learner can successfully demonstrate the required level of competence a minimum of 3 times when performing all work tasks aligned to each unit.

The EMPLOYER'S NOMINATED SUPERVISOR must ensure the TRAINING RECORD BOOK is up to date prior to each monthly training session.

## Program Outline SIR40316 Certificate IV in Retail Management

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

Code	Unit	Core & elective unit
BSBOPS404	Implement customer service strategies	E
BSBLDR522	Manage people performance	E
SIRRRTF002	Monitor retail store financials	C
SIRXCEG004	Create a customer centric culture	C
SIRXHRM002	Maintain employee relations	C
SIRXIND005	Develop personal productivity	E
SIRXMGT002	Lead a frontline team	C
SIRXRSK002	Maintain store security	C
SIRXSLS003	Achieve sales results	C
SIRXWHS002	Contribute to workplace health and safety	E
SIRXWHS003	Maintain workplace safety	C

### Course duration

This qualification is only delivered to trainees who work in a retail environment. The course is delivered via an online workplace-based delivery model.

12 months minimum delivery for Trainees

**THE ART OF  
EFFECTIVE  
LISTENING IS  
ESSENTIAL TO CLEAR  
COMMUNICATION,  
AND CLEAR  
COMMUNICATION  
IS NECESSARY FOR  
MANAGEMENT  
SUCCESS.**

JC Penney



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# THINGS YOU NEED TO KNOW

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## ***Charge for Non-Attendance***

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.

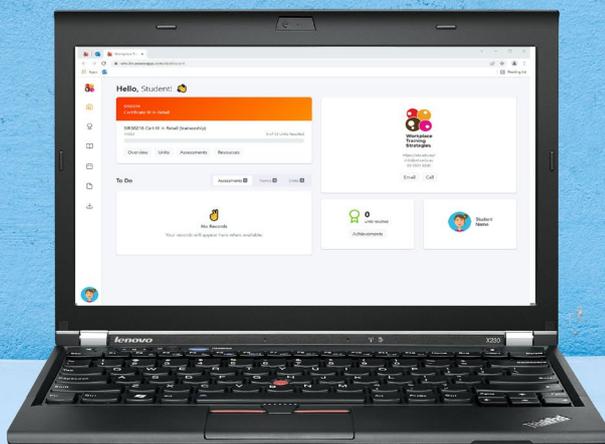
Missed training sessions without 24-hour prior notification, result in personal CATCH UPS which incur \$250 trainer cost. The program allows 2 warnings per student, then unfortunately these charges must be passed onto the employer.

Continuing absenteeism without appropriate notice will result in cancellation from the program.

## ***Assessment Methods***

Assessment is the process of collecting evidence and making judgements about whether a trainee/apprentice has achieved competency to the standard required in the workplace (as specified in a unit of competency or accredited module).

Evidence gathering will take place at work (on-the-job) and in the WTS monthly online training sessions. However, the application of skills in the workplace is a central tenet to the program, evidence is gathered as a person performs work tasks, in the workplace. If a trainee/apprentice is judged not yet competent, they can undertake further training and be reassessed at a later stage. Additional cost may apply.



## ***Studying During COVID-19***

At the time of enrolment all students are required to submit their COVID-19 Vaccination Passport or valid Exemption. This qualification does not require face to face delivery. If the delivery of our program changes, COVID-19 mandates will be required as per State authorities. This means that our program delivery may change and or be rescheduled at any time.

## ***Workplace Suitability and Supervision***

A suitable workplace is required to provide adequate facilities. It must include equipment, machinery, a range of work, product range, supervision and supervised (on-the-job) training. To allow the apprentice or trainee to successfully progress through the apprenticeship or traineeship to achieve successful completion.

### ***Workplace Suitability***

In consultation with the employer, WTS will evaluate the suitability of the workplace to provide suitable employment arrangements, including facilities, equipment, range of work and product range to support the accredited qualification requirements and traineeship outcome. This is recorded in the WTS 'WORKPLACE SUITABILITY CHECKLIST'.

If the workplace is unable to meet the necessary requirements, the enrolment can be refused by WTS.

### ***Workplace Supervision***

The EMPLOYER is required to provide adequate WORKPLACE SUPERVISION and SUPPORT for all trainees/apprentices. The WORKPLACE SUPERVISOR will have the relevant skills, knowledge, industry experience and in Queensland, qualifications are mandatory. The TRAINEE/APPRENTICE must be always supervised.

The EMPLOYER will be required to NOMINATE in writing the AUTHORISED SUPERVISORS.

All work in the workplace must be carried out to comply with workplace procedures, in accordance with State/Territory food safety, and work health and safety, regulations and legislation that apply to the workplace.

### ***Prerequisites for Trainees***

There are no requirements to hold any occupational licensing, legislative or certification requirements to undertake this qualification, at the time of publication.

## ***General Entry Requirements***

To enrol into any WTS Qualification, an applicant must meet the following general entry requirements:

- Sufficient Language, Literacy & Numeracy (LLN) and Digital Literacy skills
- Complete a Pre-Training Review
- A mobile phone with a camera to save and upload images and videos
- Internet access
- An email account
- Possess basic computer skills
- A computer
- Microsoft Office Software (Word, Excel etc.) and basic skills in using these programs
- Be able to download FREE Adobe Reader Software
- Access to a cloud drive or backup device such as Google Drive
- Access to printer

## ***Language, Literacy & Numeracy (LLN) and Digital Literacy skills***

WTS's courses require different basic Language, Literacy & Numeracy (LLN) and Digital Literacy Skills. Should your current skill level not meet the minimum requirements to complete the course, we will recommend that you undertake independent study to improve your skills, before commencing the course. Please contact WTS to further discuss your individual needs.

Additional Language, Literacy and Numeracy (LLN) and Digital Literacy Skills training may be available through a local Community based RTO, to achieve the required LLN level to enrol in WTS's courses.

## ***English Language Requirements***

To successfully enrol in this course, you must have a level of proficiency in verbal and written English, allowing you to engage in the course materials, content, and trainer facilitation. This ensures that you can undertake the range of assessments.

## ***Reasonable Adjustment***

There may be times and situations in which a student may require 'reasonable adjustment' of the training and assessment methods implemented by WTS, such as but not limited to:

<b>Reason</b>	<b>Remedy</b>
Temporary injury	More time or additional homework activities
COVID Lockdown restrictions	Observations via Zoom submission of video recording

## ***Learner Support***

The following learning support will be available:

- Additional Individual Study Sessions as requested
- Zoom Virtual Classroom Sessions
- Interactive Remote Assistance via Zoom and or phone
- Practical Skill Video Tutorials
- Individual Support Plans
- Completion Plans detailing agreed intervention strategies for learners who are not progressing
- Phone and Email Support with 48 hours response time

## ***Individual needs that CANNOT BE PROVIDED during the program delivery such as***

- Training materials in a foreign language, braille, or video/audio recording
- Provision of an interpreter/assistant to assist with language, sight, hearing or learning barriers

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# ENROLMENT

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## ***Requirements Prior to Enrolment***

- Be over 15 years of age and have a school exit form
- If under 18 years, have a parent/guardian present, to approve and sign enrolment documentation
- If you are undertaking an apprenticeship, have a signed training contract with your employer at the time of enrolment with WTS. Please apply through an Apprenticeship Network Provider
- Be an Australian citizen or a permanent resident, or a temporary visa with work status or have New Zealand citizenship

## ***Student Handbook***

Further and more detailed information is provided in the WTS Student Handbook

## ***Credit Transfer – Recognition of AQF Qualifications***

Credit Transfer is the process of granting learner's credit for accredited study previously completed through another provider

Learners will need to provide WTS with a copy of their Certificate and/or Statement of Attainment (or state equivalent) indicating a competent level of attainment. This must occur prior to the commencement of your enrolment with WTS. Learners are also asked to provide the contact details of the RTO from which they gained the competency

## ***Recognition Of Prior Learning (RPL)***

WTS has a comprehensive Recognition of Prior Learning (RPL) process for all courses and units within its scope of registration. All learners will be provided with information on RPL prior to enrolment and all learners are offered the opportunity to take up this option during the enrolment process





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NATIONALLY RECOGNISED  
TRAINING

**SIR40316**  
**Program Descriptor**

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