

Certificate IV in Retail Management (SIR 40207)

This qualification provides the skills and knowledge for an individual to be competent in the first line management skills of those working in the retail and/or wholesale industries. It applies to those who are managing a small retail outlet, a section or a department within a larger retail store, a small wholesale outlet, or a section or department within a larger wholesale business.

This program will be delivered on the job with flexible work based training.



The following units must be successfully completed to attain the Qualification

SIRXCCS003A	Coordinate Interaction with Customers (RPL)
SIRXOHS002A	Maintain store safety(RPL)
SIRXRSK002A	Maintain store security(RPL)
SIRXCOM001A	Communicate in the workplace (RPL)
SIRXSLS004A	Build relationships with clients
SIRXIND001A	Work effectively in a retail environment RPL)
SIRXMGT003A	Lead and Manage People (C)
BSBCUS401A	Coordinate Implementation of customer service strategies (ME)
SIRXSLS007A	Train Sales Team Members (ME)
BSBWOR404A	Develop Work Priorities (ME)
BSBMGT403A	Implement continuous improvement (ME)
BSBMGT502B	Manage People Performance (NE)
BSBWOR402A	Promote team effectiveness (NE)
SIRXHRM002A	Recruit & Select Personnel (NE)
SIRXOHS003A	Provide a safe Working Environment (C)
SIRXMER004A	Manage Merchandise and store presentation (C)



NATIONALLY RECOGNISED
TRAINING

There are certain prerequisites that must be completed prior to commencement into this qualification. Please contact our team for further information.

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