

Certificate IV in Retail Management

SIR40316

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 department within a larger retail store, a small wholesale outlet, or a section or department within a larger wholesale business. The qualification is suitable for an Australian apprenticeship pathway.

Individuals with this qualification are able to perform roles such as a person managing a small to medium retail store group or franchise outlet; managing an independent retail store; managing a wholesale outlet; departmental/section management in a retail or wholesale business; functional management roles, such as merchandise management and management of an inside or outside sales team in a wholesale business.



TRAINING REQUIREMENTS

To achieve the SIR40316 Certificate IV in Retail Management, 11 units must be completed. This is made up of all 7 Core units, plus a total of 4 Elective units. These elective units can be chosen when consulting one of the Brisbane Business & Hospitality staff who can offer you guidance and assistance to choose the right stream for you. All elective units are additional to those already counted towards in a lower level qualification. See entry requirements below.

LOCATION

Brisbane Business & Hospitality Training can deliver this training throughout Metropolitan and Regional Queensland.

COURSE DURATION

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time.

ENTRY REQUIREMENTS

To undertake this qualification, individuals will:

- have achieved a Certificate III in Retail, or
- have relevant industry employment experience in a job role that has involved the application of skills and knowledge described in core units of competency from the SIR30216 Certificate III in Retail such as:
 - Customer service
 - Supervisor work teams and employee relations
 - Sales performance
 - Store safety and security

Examples of evidence of retail management experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail management experience.

DELIVERY MODES

This course may be delivered through a combination of class, workplace, self-paced and distance learning.

COURSE FEES

Please phone Brisbane Business & Hospitality Training to discuss fee details for this course. Possible Government Incentives may be available. Please contact your local Australian Apprenticeship Centre for details.

ENROLMENTS

Brisbane Business & Hospitality Training has a rolling intake. Continuous enrolments allow students to commence training at any time. Enrolments for traineeships involve a consultant visiting your workplace to complete paperwork and answer questions. **Call Brisbane Business & Hospitality Training on 07 3117 9722 or 0409 890 298 or email info@bbht.com.au for details.**

MANDATORY 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
- SIRXSLS003 Achieve sales results
- SIRXWHS003 Maintain workplace safety

PLUS 4 ELECTIVE UNITS

Suggested Elective Units:

CHANGE MANAGEMENT

- SIRXCHA001 Facilitate the change process

COMMUNICATION AND TEAMWORK

- CHCDIV001 Work with diverse people

CUSTOMER ENGAGEMENT

- BSBCUS401 Coordinate implementation of customer service strategies

FOOD SAFETY

- SIRRFSA001 Handle food safely in a retail environment
- SIRRFSA002 Supervise a food safety program

HEALTH AND WELLBEING

- SIRXHWB002 Promote workplace health and wellbeing

HUMAN RESOURCE MANAGEMENT

- SIRXHRM001 Recruit, select and induct team members
- SITXHRM002 Roster staff

INNOVATION

- BSBINN301 Promote innovation in a team environment

INVENTORY

- SIRRINV002 Control stock

MANAGEMENT AND LEADERSHIP

- BSBMGT402 Implement operational plan

MARKETING

- BSBMKG401 Profile the market
- SIRXMKT002 Use social media to engage customers
- SIRXMKT003 Manage promotional activities

MERCHANDISING

- SIRRMER003 Coordinate visual merchandising activities

RETAIL FINANCIALS

- BSBFIA302 Process payroll
- BSBSMB406 Manage small business finances

TRAINING AND DEVELOPMENT

- SIRXTAD001 Train others in frontline tasks

WORKING IN INDUSTRY

- SIRXIND005 Develop personal productivity



Other Quality Training Programs Offered by BBHT

Certificate II in Hospitality | Certificate III in Hospitality | Certificate IV in Hospitality | Diploma of Hospitality
Certificate II in Retail | Certificate III in Retail | Certificate IV in Retail
Certificate IV in Training and Assessment

Short Courses Programs on Offer include

Responsible Service of Alcohol | Responsible Gambling Services | Responsible Management of Licensed Venues
Customer Liaison Officer Training Program | Food Safety | Food Safety Supervisor | Coffee Making (Barista)
Introduction to Bar Operations | Introduction to Gaming Operations
Introduction to Accommodation Housekeeping | Custom Made Programs | First Aid Course