SIR40316
CERTIFICATE IV
RETAIL MANAGEMENT

Nationally Recognised Training

ARC TRAINING
Making career development easy

OVERVIEW

This qualification reflects the role and duties of working in a retail store and managing day-to-day operations. To develop and build a broad range of knowledge and skills to interact with customers, use sales techniques and knowledge of products and services in New South Wales.

This course can be delivered in a flexible program of classroom training and self-paced learning activities.

QUALIFICATION STRUCTURE

There are eleven (11) units of competency to complete, comprising of seven (7) core units and four (4) elective units of competency. Please see the next page for our standard SIR40316 Certificate IV in Retail Management.

Keep in mind, one of our ARC representatives will be happy to discuss unit selection, recognition of prior learning and credit transfer.

Entry Requirements:

Entry to this qualification is open to individuals who have achieved the SIR30216 Certificate III in Retail or can provide relevant industry employment experience in a job role that has involved the application of skills and knowledge described in the core units of competency from the SIR30216 Certificate III in Retail.

Student will be required to provide their USI and complete a language, literacy and numeracy test.

ARC Training has policies, procedures and information to help create a safe and healthy, culturally diverse, friendly and non-discriminatory learning environment.

Pathways

On completion of this qualification you may wish to further your education by enrolling in any of the following qualifications:

- ☑ BSB42015 – Certificate IV in Leadership and Management
- ☑ BSB50215 – Diploma of Business

Where will the training take place?

Training and Assessment will take place:

Classroom: Training and assessment takes place in a classroom and involves discussions and activities.

Self-directed learning: Further study and assessment activities are done by participants in their own time.

Assessment: The methods in which students are assessed may include written questions, scenarios, projects and observations.

What ARC Training provides?

We provide learning materials, assessment tools and a qualified trainer and assessor.

How long will the program run?

Students have up to 12 months to complete the course.

Possible job roles

- ☑ Team leader
- ☑ Retail supervisor
- ☑ Assistant manager

How much will it cost?

Subsidised Training: funding may be available for eligible participants under the NSW Smart and Skilled Program.

To be eligible for a subsidised place, you must be:

- ☑ an Australian Citizen, Australian Permanent Resident, Humanitarian Visa Holder or NZ Citizen
- ☑ 15 years old or over
- ☑ Living or working in NSW
- ☑ No longer be at school or equivalent.

This training is subsidised by the NSW Government.

Total student fee:

Exemption $0 Concession $240

First Qualification $1,570 Second Qualification $1,840

Train Australia t/a ARC Training RTO
91007 ABN 16109792556

For more information please visit:
www.smartandskilled.nsw.gov.au

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1300 793 146
arctraining.com.au

SIR40316 CERTIFICATE IV IN RETAIL MANAGEMENT

01

CORE

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

02

ELECTIVE

SIRRMER003	Coordinate visual merchandising activities
SIRXTAD002	Develop the retail frontline
BSBCUS401	Coordinate implementation of customer service strategies
CHCDIV001	Work with diverse people

Please note: electives may change, depending on organisational and student needs.

Why participate in training?

- ☑ To receive a nationally recognised qualification.
- ☑ To further develop your career.
- ☑ To formalise your skills and knowledge.
- ☑ To learn to perform your job easier and better.

Learning Support

Students to have access to a Trainer/Assessor and the Student Services team to provide course and assessment support.

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Assessments will be carried out throughout the duration of the qualification. Feedback will be given to students as they progress through the qualification.