

# SIR40316 Certificate IV in Retail Management



## DESCRIPTION

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.

This qualification provides a pathway to work in a diverse range of retail settings including speciality retailers, supermarkets, department stores, and quick service restaurants, a small business-to-business outlet, or a section or department within a larger business or franchise. Individuals with this qualification can perform roles such as store manager, department manager and assistant store manager. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

## ELIGIBILITY/ENTRY REQUIREMENTS

Entry to this qualification is open to individuals who:

- 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.

A pre-enrolment process to establish suitability to undertake the course and to determine support requirements will be conducted, which will include a Language, Literacy and Numeracy (LLN) assessment.

## DELIVERY DETAILS

Location (s)	Duration	Study mode
Alice Springs Campus Palmerston Campus	This program is delivered over a period of 12 months.	Delivery is a combination of <b>online</b> and <b>face-to-face</b> . Where online access is difficult, workbooks with assignments are made available.

## 2019 FEES

This course is subsidised by the NT Government. The NT subsidy applies to eligible domestic students living in the NT and is **subject to available places**. The **full fee** will apply when funded places have been filled and for students that are ineligible for the NT Government subsidised rate.

Based on course nominal hours of 375 to 430 hours, approximate 2019 course fees will be:

- NT Government subsidised place: between \$1,200.00 to \$1,376.00
- Full fees: between \$6,375.00 to \$7,310.00

For more information on fees, payment options, instalment plans and refunds contact CDU on 1800 061 963 or refer to [www.cdu.edu.au/cdu-vet/student-guide/fees](http://www.cdu.edu.au/cdu-vet/student-guide/fees)

## ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

## RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL during pre-enrolment or after enrolment. Students are provided with an RPL Self-Assessment before application and followed through with and an initial interview with an assessor.

## RESOURCES

Students are provided with a learner guide.

## STUDY AND CAREER PATHWAYS

Further training pathways from this qualification include but are not limited SIR50116 Diploma of Retail Leadership.

Possible job titles relevant to this qualification include:

- Store manager
- department manager
- store manager

## QUALIFICATION CONTENT

To achieve SIR40316 Certificate IV in Retail Management, a total of eleven (11) units of competency must be completed comprising seven (7) core and four (4) elective units as detailed in the packaging rules and listed below. The electives offered may vary between campuses.

### 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

### ELECTIVE UNITS (*Select 4*)

BSBCUS401	Coordinate implementation of customer service strategies
SIRRFSA001	Handle food safely in a retail environment
SIRRFSA002*	Supervise a food safety program
SITXHRM002	Roster staff
BSBINN301	Promote innovation in a team environment
SIRRINV002	Control stock
BSBMKG401	Profile the market
SIRXMKT003	Manage promotional activities
BSBSMB406	Manage small business finances

\*Pre-requisite unit SIRRFSA001 Handle food safely in a retail environment

## WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

## SUPPORT SERVICES

The University supplies support for students in many areas, including: Accommodation, Careers and Employment, Counselling, Disability Service, Equal Opportunity, Discrimination and Harassment advice, Australian Indigenous Student Support Services, Information Technology Services, International Student Support Services, Library Services, and Learner Support Services.

More information is available at - [www.cdu.edu.au/study/student-life/student-support](http://www.cdu.edu.au/study/student-life/student-support)

## CONTACT DETAILS

### Palmerston Campus

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W. [www.cdu.edu.au/cduvet/vetcourses.html](http://www.cdu.edu.au/cduvet/vetcourses.html)

Refer to the **VET Student Guide** [www.cdu.edu.au/cdu-vet/student-guide](http://www.cdu.edu.au/cdu-vet/student-guide) for information regarding the enrolment process, student support services, student rights and responsibilities, previous studies recognition and the A-Z of other information.