

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.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

ELIGIBILITY/ENTRY REQUIREMENTS

To ensure you have the right skills and support to succeed in your course, a Language, Literacy, Numeracy and Digital Literacy (LLND) evaluation helps identify any areas where you may need additional support to help you achieve your goals.

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.

DELIVERY DETAILS

Location(s)	Duration*	Study mode
Palmerston Campus, Off Campus remote	6 – 12 months part-time	Face-to-face workshops, online, simulated, workplace etc.

* Duration will vary depending upon how long a student takes to reach the required competency level.

FEES

Fee Type	2025 Course Fees
NT Government Supported*	\$1,387.50 - \$1,480.00
Full Fee	\$5,535.00 - \$5,904.00

*This course is supported by the NT Government for domestic [eligible](#) students who are NT residents. A limited number of NT Government supported places are available, so secure your place now.

Fees shown are indicative and subject to change annually. Actual course fees may vary depending on the units chosen. International non-student visa-holders; study eligibility needs to be verified before

enrolment. Fees may vary depending on the visa type. The course fee rates will vary for commercial contract arrangements.

For further clarification and information on fees, fee exemptions, payment options, instalment plans, and refunds, contact CDU on 1800 061 963 or refer to [TAFE Fees and Payments](#).

ASSESSMENT

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

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process that determines whether the skills, knowledge and experience you have gained through your previous study, work or life experience can count towards a vocational training qualification at CDU. For more information, refer to [VET RPL](#).

RESOURCES

Students are provided with a Learner Guide and access to online modules.

Computer and internet access may be required to source information and complete assessments.

STUDY AND CAREER PATHWAYS

Possible occupations relevant to this qualification include:

- Store Manager
- Department Manager
- Assistant Store Manager

QUALIFICATION CONTENT

To achieve a 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.

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
SIRXMKT003	Manage promotional activities

Pre-requisite units:

** SIRXWHS002 Contribute to workplace health and safety*

*** 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 Employability, Counselling, Disability Services, Student Advocacy, Indigenous Tutorial Support Services, International Student Support Services, Library Services, and VET Learner Support Services.

More information is available at [Student Support](#).

CONTACT DETAILS

Business and Workforce Management

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W. <https://www.cdu.edu.au/study/essentials>

For further information regarding student life at CDU, please refer to <https://www.cdu.edu.au/study/student-life>.