

Certificate IV in Retail Management

The Spectra Training Difference

Spectra's Dynamic Training System offers the unique experience of group and individual training delivered in workshops and on the job. This ensures practical application of learning in your workplace that provides real benefits that help retain staff and add value to your business.

- Our trainers are industry experienced professionals.
- Minimal disruption to your operations.
- We develop training strategies that respond to industry-specific needs using our in-house instructional design writers.



SIR40316

CERTIFICATE IV IN RETAIL MANAGEMENT

Entry Requirements

- Participants must be employed in a retail setting, either in or aspiring to a leadership role, or have some responsibility for leading and supervising frontline teams.
- Participants must have achieved a Certificate III in Retail or have equivalent employment experience.
- Participants must have English language, literacy and numeracy skills equivalent to Year 10 of compulsory schooling, as a minimum.

Duration

This program is typically delivered over a 14 month period; however, this can vary according to client needs and can be negotiated during the consultation process.

Pre-Training Review

A pre-training review will be undertaken to ascertain the participant's current levels of language, literacy & numeracy (LL&N), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

Pathway / Careers

Successful completion of this program can lead to career opportunities such as Store Manager, Team Leader, or Sales Manager in a diverse range of retail settings.

Further study can be undertaken in the Diploma of Retail Leadership (SIR50116).

Delivery and Assessment Methods

- Delivery is a combination of group workshops and coaching sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are further developed and practised in the coaching sessions.
- Assessment tasks typically include on-the-job observation and questioning, in-class activities and workplace based projects.

Mentor Induction and Engagement

Workplace mentors from your business are inducted into the program to ensure the knowledge and skills are reinforced to ensure the participant progresses through the course to completion.

Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra website: www.spectra.edu.au together with Spectra's Refund Policy.

Eligibility / Government Funding

Spectra Training is a national provider of workplace training. For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government. For information on eligibility criteria, please consult the Spectra Training website: www.spectra.edu.au

For further information on state/territory initiatives or details of an Australian Apprenticeship Centre please visit: www.australianapprenticeships.gov.au

Certificate IV in Retail Management

Proposed Training Program

Pre-Training Review, including:

- Skills recognition application (if applicable)
- Language, Literacy and Numeracy assessment
- Program overview
- Enrolment
- Learner Induction
- Mentor Induction

A
smarter
future

Melbourne Office (Head Office)

Level 7, 628 Bourke Street
Melbourne VIC 3000
P +61 03 9292 8000

Spectra Training Australia is a business name
of CLB Training & Development Pty Ltd

Cycle 1: Store Safety and Security

SIRXWHS003 Maintain workplace safety – **CORE UNIT**

SIRXRSK002 Maintain store security – **CORE UNIT**

Topics include: ➤ Monitor workplace safety ➤ Control risk ➤ Comply with WHS legislation and Codes of Practice ➤ Communicate safety and security policies and procedures to team members ➤ Respond to security breaches ➤ Report on opportunities for improvement

Cycle 2: Store Presentation and Stock Control

SIRRMER003 Coordinate visual merchandising activities

SIRRINV002 Control stock

Topics include: ➤ Key principles of effective merchandising ➤ Safe display principles ➤ Markdown and discounting impacts ➤ Store presentation ➤ Control inventory ➤ Pricing, labelling and packaging

Cycle 3: Customer Service

BBSOPS404 Implement customer service strategies (**Release 1**)

SIRXCEG004 Create a customer centric culture – **CORE UNIT**

Topics include: ➤ Enhance customer experience ➤ Facilitate exceptional customer service ➤ Promote customer focused culture

Cycle 4: Store Performance

SIRRRTF002 Monitor retail store financials – **CORE UNIT**

SIRXSLS003 Achieve sales results – **CORE UNIT**

Topics include: ➤ Store budgets ➤ Rosters and labour costs ➤ Supply and fulfilment of stock ➤ Negotiate with suppliers ➤ Sales strategies ➤ Maximise sales opportunities

Cycle 5: Team Leadership

SIRXMGT002 Lead a frontline team – **CORE UNIT**

BBSINN301 Promote innovation in a team environment

SIRXHRM002 Maintain employee relations – **CORE UNIT**

Topics include: ➤ Role modelling ➤ Develop team objectives and KPIs ➤ Effective delegation ➤ Social media platforms and trends ➤ Commercial impact of social media ➤ Legal and ethical practices ➤ Manage and resolve conflict ➤ Reward and recognition of team members ➤ Improving team performance