Certificate IV in Retail Management

FULLY FUNDED UNDER THE 1MALAYSIA GRIP TRAINING GRANT

About this course
This qualification provides the skills and knowledge for an individual to be competent in frontline management skills of those working in a retail or business-to-business environment. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small business-to-business outlet, or a section or department within a larger business or franchise.

The learning outcomes of this course include:
- Assessing layout and presentation of merchandise against store visual merchandising policies and procedures
- Identifying needs and priorities of the organisation in delivering services to customers
- Developing systems to manage and monitor business relationships
- Identifying and confirming sales and related training needs
- Maintaining, monitoring and evaluating sales and service delivery

The Certificate IV in Retail Management is a competency-based award at Australian Qualifications Framework (AQF) Level IV.

Modules

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<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>AQF Code</th>
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<tbody>
<tr>
<td>1</td>
<td>Build retail relationships and sustain customer loyalty</td>
<td>SIRXCCS408</td>
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<tr>
<td>2</td>
<td>Manage store facilities</td>
<td>SIRXCLM402</td>
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<tr>
<td>3</td>
<td>Administer human resources policy</td>
<td>SIRXHRM001A</td>
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<tr>
<td>4</td>
<td>Manage store presentation and pricing</td>
<td>SIRXMER405</td>
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<td>5</td>
<td>Lead and manage people</td>
<td>SIRXMG003A</td>
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<td>6</td>
<td>Control store security</td>
<td>SIRXRSK404</td>
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<td>7</td>
<td>Manage sales and service delivery</td>
<td>SIRXSLS406</td>
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<td>8</td>
<td>Lead a sales representative team</td>
<td>SIRXSLS410</td>
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<td>9</td>
<td>Provide a safe work environment</td>
<td>SIRXWH403</td>
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<td>10</td>
<td>Coordinate implementation of customer service strategies</td>
<td>BSBCUS401B</td>
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Duration: 1 year
Classes: Weekend classes

Entry Requirements
Any individuals who have previous retail supervisory experience in roles such as:
- Customer service;
- Supervising work teams and employee relations;
- Sales performance; and/or
- Store safety and security.

Pathways
After completing Certificate IV in Retail Management, individuals may undertake:
SIR50112 Diploma of Retail Management
SIR80112 Vocational Graduate Certificate in Retail Leadership

Eligibility for 1MALAYSIA GRIP Programme Funding
All Malaysian employees from companies registered in Malaysia (with SSM MyCoid) are eligible to participate in the 1MalaysiaGRIP programme.

For registrations and further information, please contact:
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