

Certificate IV in Retail Management

FULLY FUNDED UNDER THE 1MALAYSIAGRIP TRAINING GRANT

About Us

Recognizing the need to stay competitive in today's knowledge based global economy, IPD-OUM was officially founded in November 2000 as one of the centres of excellence within Open University Malaysia. IPD-OUM has now successfully established itself as a leading professional training provider that is dedicated to lifelong learning for working adults by providing high quality training programmes that are innovative, contemporary and affordable.

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 1MALAYSIAGRIP 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:

Edzri Bin Zainuddin

Institute of Professional Development
Meteor House
Jalan Tun Ismail
50480 Kuala Lumpur
H/p: 012-3602222
Office: 03-27732528
Fax: 03-2697 8790
E-mail: edzri@oum.edu.my

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

No	Description	AQF Code
1	Build retail relationships and sustain customer loyalty	SIRXCCS408
2	Manage store facilities	SIRXCLM402
3	Administer human resources policy	SIRXHRM001A
4	Manage store presentation and pricing	SIRXMER405
5	Lead and manage people	SIRXMGT003A
6	Control store security	SIRXRSK404
7	Manage sales and service delivery	SIRXSLS406
8	Lead a sales representative team	SIRXSLS410
9	Provide a safe work environment	SIRXWHS403
10	Coordinate implementation of customer service strategies	BSBCUS401B

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.