

SIR40316

Certificate IV in Retail Management



This qualification is suited for individuals who lead a frontline team and manage day-to-day operations of a retail store or department with high selling and customer engagement skills.

Employment Opportunities

The completion of this qualification could lead to employment as a:

- Store manager
- Assistant store manager
- Department manager

How is this course delivered?

Our courses are delivered through a range of flexible arrangements including on-the-job training, online learning and self-directed learning. We also offer Recognition of Prior Learning (RPL).

Jobs and Skills WA funded training (WA only)

Jobs and Skills WA is a WA Government program focused on providing training for skills areas and to help create new jobs for Western Australians. Australian College of Training is able to access funded training for eligible persons.

To find out if you are eligible contact us now on (08) 9472 6111.

Why study with Australian College of Training?

- We offer training across 8 different industry areas which allows us to customise training to suit a variety of job roles and employment situations.
- We have flexible training and study options to suit individual learner and employer needs.
- High quality, industry-experienced trainers and support staff are here to support training in all study modes.

Duration

12 Months

Traineeship

Yes

Apprenticeship

No

Cost (approx.)

Fee for Service - \$2800.00

Traineeship - \$1300.00

Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.

Other Retail Qualifications

SIR50116 Diploma of Retail

Leadership

BSB51915 Diploma of Leadership & Management

**Talk to our training
specialists today or visit
auscollege.edu.au**

ABN 48 106 641 767



Qualification Outline

This qualification covers the skills and knowledge required for a person to be competent in frontline management skills in a retail environment or franchise, with a focus on customer service, sales and supervising work teams. Entry is open to individuals who have achieved Certificate III in Retail or have relevant industry employment experience.

To achieve a Certificate IV in Retail Management (SIR40316), a total of **eleven (11) units** of competency must be completed, including:

- **Seven (7) core units, plus four (4) elective units**

Unit Code	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
SIRXSL003	Achieve sales results
SIRXWHS003	Maintain workplace safety

Elective Units

- At least two (2) Elective Units must be chosen from the list below.
- Two (2) units may be selected from the list below or any other training package.
- Elective units chosen must be relevant to work role and industry requirement at an appropriate AQF level.

Unit Code	Elective Units
BSBCUS401	Coordinate implementation of customer service strategies
CHCDIV001	Work with diverse people
SIRRFSA001	Handle food safely in a retail environment
SIRRFSA002	Supervise a food safety program
SIRXHWB002	Promote workplace health and wellbeing
SIRXHRM001	Recruit, select and induct team members
SITXHRM002	Roster staff
BSBINN301	Promote innovation in a team environment
SIRRINV002	Control stock
SIRXMKT002	Use social media to engage customers
BSBFIA302	Process payroll
SIRRMER003	Coordinate visual merchandising activities
SIRXIND005	Develop personal productivity

This document is current as at 11 January 2026