



Certificate IV in Retail Management (SIR40316)

Certificate IV in Retail Management is a specialised course for retail managers and supervisors.

This nationally accredited course provides the skills and knowledge to build confidence in managing teams and increasing sales performance. Learn skills in merchandising operations, customer service and frontline management in a community pharmacy.

Course Description

Our Certificate IV Retail qualification is the first step for staff who manage the retail, customer service or merchandising operations of a small to medium-sized business. In this course, they will learn the intricacies of operations and frontline management. This qualification is suitable for an Australian traineeship pathway.

Who is the course suited to?

Experienced and senior staff members who are ready to move into a retail management roles.

Why study this course?

To build knowledge in retail operations, and to learn tools to manage teams and build sales.

Benefits to you and your pharmacy

This qualification provides the skills and knowledge for members of your team who are working in, or starting to work in management positions in a retail environment.

This course will help staff build on existing retail skills, knowledge and experience, developing competencies and confidence as a manager of more staff, more product and larger sections of a retail enterprise.

Entry requirements

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.

Our Staff

Our staff are highly qualified industry specialists, with current experience and industry connections. Our staff are dedicated to providing flexible and customised training solutions that are relevant to your business and staff needs, and are committed to delivering training that reflects the skills essential to work within the Community Pharmacy industry.

Delivery

On-the-job: With you, we will negotiate and plan on-the-job training and delivery, customised to meet your business needs. We will provide flexible delivery options that develop the specific skills and knowledge your business requires, ensuring your staff are equipped with practical industry relevant skills.

Fees and Charges

\$3,000*

Recognition of Prior Learning (RPL) is available for all qualifications, the RPL process acknowledges the skills and competencies gained from work experience, prior training and life experiences.

Government funding may be available for training your staff in NSW or QLD. Find information about apprenticeships and traineeships here:

QLD: www.training.qld.gov.au/apprenticeshipsinfo/apprentices/become

NSW: www.australianapprenticeships.gov.au/employer-incentives

Get in touch for more information about RPL, trainee and apprenticeships and government funding.



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Course Completion

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

Elective units can be arranged with the individual learner and their workplace.

TAFE Pharmacy College

Call 02 6659 3029

www.tafepharmacy.com.au

* March 2017 - subject to change.

RTO: 90010. For the most up-to-date information on courses, fees, recognition of prior learning, student support services, student rights and responsibilities and Department of Education and Communities Code of Conduct please visit www.tafepharmacy.com.au or call 02 6659 3029.

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