



The Penn College

Pre-enrolment information*

SIR40212 Certificate IV in Retail Management

Training and assessment delivered by
Lowes Manhattan Pty Ltd in partnership with
The Penn College (RTO).

* Prospective students must also refer to The Penn College's Student Handbook prior to enrolment for important information about procedures and administrative processes affecting participation in training, along with student rights and obligations.



NATIONALLY RECOGNISED
TRAINING

Phone: 02 9362 3139

16 Transvaal Avenue, Double Bay NSW Australia 2028

RTO Code: 40849



Our vision

The Penn College is a world class educational provider of choice for organisations and students that value and seek formal qualifications in their fields of endeavour.

Our mission

The Penn College strives for uncompromising excellence in providing a formal learning environment for those interested in extending their knowledge in their chosen field and to enable students to progress to higher employment opportunities based on the achievement of formal qualifications.

The Penn College encourages, through industry consultation, education as a key motivating factor within organisations, in order to ensure each organisation's human resources have contemporary specialist knowledge.

Our goals/objectives

The Penn College will achieve its Vision and Mission through:

- Establishing world class innovative and technologically leading edge educational programs of uncompromising excellence that meet the needs of individuals in their workplace.
- Creating and maintaining relationships with industry in order to ensure educational programs are responsive to industry evolution and remain "state of the art".
- Engaging trainers who have expert practical knowledge and are able to utilise innovative training methods.
- Establishing exemplary student support systems to enable students to achieve to their maximum potential and achieve commercial success.

The Penn College provides an environment which is safe and equitable; promotes a confident and productive training and assessment environment; and maintains ethical conduct and integrity as one of its core priorities.


Our registration

The Penn College is a Registered Training Organisation and meets the national quality standards – the *Standards for Registered Training Organisations (RTOs) 2015*. The Penn College has partnered with Lowes Manhattan Pty Ltd to deliver this qualification. Students will be trained and assessed by qualified Lowes personnel and graduates will receive nationally recognised qualifications issued by The Penn College.

SIR40212 Certificate IV in Retail Management

This qualification is accredited under the Australian Qualifications Framework (AQF) and is nationally recognised. This means that you will be able to apply your skills and use your certification no matter what state or territory you may be currently living and working in. Completion of this qualification may also provide you with credit towards any future study. All nationally recognised training programs must be delivered by Registered Training Organisations.

Details are as follows:

Qualification level:	Certificate IV	
National Code:	SIR40212	
Training Package:	SIR07 Retail Services Training Package	
Duration:	The course can be completed in: <ul style="list-style-type: none">• 6 months if 7.5 hours per study per day is undertaken; or• up to 12 months if 4 hours per study per day is done.	

All students will be enrolled in The Penn College and their progress will be overseen by Dr David Penn - Entrepreneur of the Year 2011, Dean of School of Innovation and Entrepreneurship, The Penn College.

Training and assessment will be provided by qualified and experienced Lowes personnel.

The Penn College's approach to the delivery and assessment of this qualification has been designed in consultation with one of Australia's major national retail providers and will be updated regularly to ensure its relevance to the retail sector. This course is offered online with extensive support provided and unlimited access to qualified trainers and assessors.

Course description

The SIR40212 Certificate IV in Retail Management provides the skills and knowledge for an individual to be competent in frontline management 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.

This qualification is for those students already working within the retail or hospitality industries who wish to further their careers.

It will empower students with the skills to confidently manage merchandise and store presentation, create a safe working environment, coordinate implementation of customer service strategies, develop business-to-business relationships, sustain customer loyalty, train sales team members and manage sales and service delivery.

Future employment opportunities

Graduates will have the skills and knowledge to perform roles, such as:

- manage a small to medium sized retail store group or franchise outlet
- manage an independent retail store
- manage a business-to-business outlet
- departmental or section management in a retail or business-to-business enterprise
- functional management roles, such as merchandise management
- manage an inside or outside sales team in a business-to-business company.

Potential employment titles

To name a few...

- Department Manager
- Merchandise Manager
- Customer Service Manager
- Shift Manager
- Small Business Retail Owner

Pathways from this qualification

After achieving the SIR40212 Certificate IV in Retail Management, individuals may seek to undertake the following nationally recognised qualifications:

- SIR50112 Diploma of Retail Management
- SIR80112 Vocational Graduate Certificate in Retail Leadership

Entry requirements

To undertake this qualification, individuals will have previous retail experience in roles, such as:

- customer service
- sales performance
- supervising work teams and employee relations
- store safety and security

Examples of evidence of retail management experience may include:

- job descriptions and references from current or past employers
- an entry interview to determine retail management experience.

All students will undergo a language, literacy and numeracy (LLN) skills assessment to ensure their LLN skills are at the required level for the course.

Course content

To complete this course, participants must be deemed competent in 10 units of competency - 3 core units and 7 elective units. The Penn College has considered local industry requirements and determined that the following 10 units of competency will be delivered, including the 3 core units required for this qualification:

Code	Title
SIRXMER405	Manage store presentation and pricing
SIRXMGT003A	Lead and manage people
SIRXWHS403	Provide a safe work environment
SIRXSLS406	Manage sales and service delivery
SIRXCCS408	Build retail relationships and sustain customer loyalty
SIRXINV003A	Plan inventory levels
SIRXHRM001A	Administer human resource policy
SIRXFIN004A	Manage financial resources
SIRXCCS407	Develop business to business relationships
SIRXINV404	Manage retail merchandise

Descriptions of the content of each of these units of competency are available from The Penn College website.

Qualifications to be issued

The Penn College, as the Registered Training Organisation, will issue AQF certification documentation within 30 days* when required.

Students who successfully complete all units of competency will be issued a SIR40212 Certificate in Retail Management and a record of results - a record of all learning leading to the qualification.

Students who successfully complete one or more units of competency (but not enough to be issued a qualification) will be issued with a statement of attainment listing the units achieved towards the SIR40212 Certificate in Retail Management.

*Conditions apply. Refer to the Student Handbook for details.

Recognition of your prior learning and current skills

The Penn College will have regard to your prior learning, including existing skills, knowledge and experience when considering the amount of training you require. If you have current, relevant skills and knowledge that can be verified by the college, you may be eligible for recognition of that prior learning towards the course. This recognition may impact on the amount of training you need to undertake.

Refer to the Student Handbook for further details about arranging for an assessment of your eligibility for recognition of that learning towards the course.

Fees

The course fee for the SIR40212 Certificate IV in Retail Management is \$3,800. No other fees and charges apply to the training. Note that if the student is nominated by Lowes Manhattan Pty Ltd then the fee will be paid by Lowes.

An invoice for the first payment of no more than \$1,000 will be issued when enrolment is confirmed. The remainder of the course fee is payable by installments and the amount and timing of each installment will be determined based on the amount of each individual student's training and assessment which is yet to be delivered. Note that no individual fee paid in advance will exceed \$1,500.

All fees must be paid in full within five days of receiving an invoice from Penn College. The Penn College may discontinue training if fees are not paid as required.

Refunds

Generally, refunds will be made for cancellations prior to the commencement of initial training but not after commencement. Depending upon the amount of notice given, the College may retain a percentage of the fees paid to cover the cost of staff and resources which will have already been committed.

Refer to the Student Handbook for further details about fees, payment methods and conditions and procedures for refunds.

Student identification

The Penn College will ask for your full name for the certificate or statement of attainment. We will also ask to see, and retain a copy of, your driver's license, passport or birth certificate and to record the number.

Students must provide their Unique Student Identifier (USI) on the Enrolment Form. Enrolment will not be accepted and qualifications cannot be issued unless a student provides their USI which can be validated by the college. Refer to the Student Handbook for further information about USI.

Assessment procedures

Assessment for a unit of competency usually includes more than one component and usually each component has more than one task. The tasks may include:

- Questioning (verbal or written)
- Observation of performance in the workplace (or simulated environment)
- Written responses to questions, assignments and case studies.

Performance in each of the components will be considered together to make a judgement about each student's competence in the unit.

Students must perform satisfactorily in all parts of all components (against pre-determined benchmarks/model answers) in order to achieve an outcome of 'Competent' in the unit. More than one attempt may be provided to demonstrate satisfactory performance in each task.

Refer to the Student Handbook for further details of assessment procedures.

Complaints and appeals policy and procedures

The Penn College has policies and procedures to fairly manage and respond to allegations involving the conduct of the college, or Lowes as a partner or another student. Policies and procedures also exist for the management of requests for a review of decisions made by the college or Lowes, including assessment decisions.

Refer to the Student Handbook for further details.

Student support services

At Penn College, in conjunction with Lowes, we aim to support all of our students and provide access to the educational and support services they need to successfully complete the qualification.

At any time, if students feel they are having difficulty or need assistance, they should first approach their trainer/assessor.

Refer to the Student Handbook for further details about supporting students.

Access and equity

The Penn College provides a pathway for students to make informed decisions about their training and assessment that is right for them and free from discriminatory barriers. Student needs are identified to ensure that services to each individual student are appropriately adjusted to allow for their unique requirements.

Refer to the Student Handbook for further details about The Penn College's commitment to access and equity.

Resources

Students must have access to an internet enabled computer to undertake this qualification.

Refer to the Student Handbook for recommended minimum technical requirements.

Privacy

RTOs are required to collect certain information for national database and tracking purposes, to assist in ongoing qualification issuance as required and to contact and communicate with students during the period of a student's enrolment.

In recognition of a student's right to keep their personal information private, the college is committed to protecting and maintaining privacy, accuracy and security of student training records. All data is confidential and is not forwarded to any other party unless the college is legally obligated to do so as a condition of its registration or a student has given written consent for the data to be released to a third party.

Refer to the Student Handbook for further details about information privacy and arrangements for student access to their own records.