



National Retail  
Association



## SIR50116

# DIPLOMA IN RETAIL LEADERSHIP

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This qualification reflects the role of individuals who manage a retail business, multiple retail stores or departments, following a business strategy to deliver profitable results for the organisation. These individuals support senior management and provide leadership to retail teams. They plan and evaluate the work of self and others, operating with autonomy and responsibility for personal outputs.



## Testimonial



Very motivational. It was a great session and the trainer kept the material simple, fresh and interesting. I know this will help me to run my store more effectively. It was an excellent program which taught me how to refocus my sales team by focusing on the sales performance of each individual.”

*Store Manager*

# Who are the National Retail Association?

## **RTO Code 0712**

NRA training services are delivered by highly trained and qualified in-house staff with combined decades of experience and industry knowledge. Our approach is flexible and cost effective, working with employers to respond to core business needs. We achieve this by meeting with our clients and assessing the staff and businesses opportunities for improvement. The NRA can also determine eligibility for funding options and recognition of prior learning for experienced staff members. As your training partner, the NRA will keep you up to date on new funding opportunities.

# Who does this course target?

Participants enrolled in this qualification may be working in a retail business as front of house / customer service personnel/ retail. This qualification may also be delivered as part of a pre-employment program.

# How long is the course?

The duration of the course will vary depending on the method of completion and any funding program requirements if applicable. As an example- a classroom based program may take from 6 to 8 weeks; a traineeship program may take from 6 months to 2 years.

# What jobs will this lead to?

Individuals with this qualification may be able to perform the following roles: recruitment, assistant manager, budget manager etc

# What do I need to complete to receive my Diploma?

## 10 units must be completed:

- **4 core units**

### **SIRRSTR001 Undertake strategic planning**

This unit describes the performance outcomes, skills and knowledge required to analyse the operating environment and use results to develop, implement and review a retail strategy.

### **SIRXCHA002 Lead the change process**

This unit describes the performance outcomes, skills and knowledge required to identify, plan for and evaluate organisational change.

### **SIRXMGT003 Provide leadership to others**

This unit describes the performance outcomes, skills and knowledge required to lead others to deliver the organisational vision through the development of performance plans and demonstration of leadership behaviours.

### **SIRRRTF003 Drive retail profitability**

This unit describes the performance outcomes, skills and knowledge required to interpret financial information for a retail business, and to identify, promote and implement strategies to positively impact the business financials.

- **6 elective units**

*(choose at least 3 from the list below and up to 3 from the Imported electives list)*

### **BSBWOR501 Manage personal work priorities and professional development**

This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.

### **BSBLED501 Develop a workplace learning environment**

This unit describes the skills and knowledge required to encourage and support the development of a learning environment in which work and learning come together. Particular emphasis is on the development of strategies to facilitate and promote learning and to monitor and improve learning performance

### **BSBHRM506 Manage recruitment , selection and induction processes**

This unit describes the skills and knowledge required to manage all aspects of recruitment selection and induction processes in accordance with organisational policies and procedures.

### **BSBWHS501 Ensure a safe workplace**

This unit describes the skills and knowledge required to establish, maintain and evaluate the organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements

### **SIRXSLS004 Drive retail sales**

This unit describes the performance outcomes, skills and knowledge required to develop and implement a plan to drive sales results in a retail marketplace.

### **SIRXRSK003 Manage risk in a retail environment**

This unit describes the performance outcomes, skills and knowledge required to manage risks across a retail organisation, department or function. This includes establishing the risk context, assessing and treating risks.

### **BSBLDR503 Communicate with influence**

This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and others.

### **BSBLDR501 Develop and use emotional intelligence**

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

### ***Imported electives***

#### **BSBCUS401 Coordinate implementation of customer service strategies**

This unit describes the skills and knowledge required to advise, carry out and evaluate customer service strategies.

#### **SIRRINV002 Control stock**

This unit describes the performance outcomes, skills and knowledge required to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of any type of stock.

#### **BSBMGT502 Manage people performance**

This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

#### **BSBMGT517 Manage operational plan**

This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

#### **BSBFIM501 Manage budgets and financial plans**

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation.

#### **SIRRRTF002 Monitor retail store financials**

This unit describes the performance outcomes, skills and knowledge required to manage retail store financials by controlling costs, managing rosters and stock levels, and reviewing financial performance.

#### **BSBLED401 Develop teams and individuals**

This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

# Are there any entry requirements?

## Qualification entry requirement

- Participant has achieved a SIR40316 Certificate IV in Retail Management or
- have relevant industry employment experience in a job role that has involved the application of skills and knowledge described in the core units competency from SIR40316 Certificate IV in Retail Management.
- A Language, Literacy and Numeracy [LLN] assessment is required as part of the enrolment process. Where results show that additional support is needed, entry to the course will be reviewed on a case by case basis.

# Why should I take this course?

The qualification provides a pathway to work competently in a diverse range of retail settings. It will update your knowledge and build your retail skills further. Completion of this course shows employers you are capable and willing to learn, encouraging them to give you more opportunity.

# How am I assessed?

The assessment process will include the gathering of evidence to demonstrate the student's competence. You will be advised of the assessment requirements at the beginning of each unit. All required tasks must be completed to achieve competence within the specified unit.

# What does the course cost?

Please note: Government funding may be available for eligible candidate.



**National  
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## Contact:

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