



first impressions resources
the australian retail college



The Diploma is ideal for an experienced retailer looking to develop higher level management capabilities and undertake increased responsibility for the achievement of results and the provision of team leadership. This program can be adapted to a range of specialist environments such as franchising, human resources and multi-site management.

To achieve the Diploma of Retail Management a total of nine (9) units must be completed.

Core Units:

Planning

- Set strategic plans *
- Manage operations to budget *

Elective Units:

Leadership

- Develop a workplace learning environment
- Manage personal work priorities and professional development

Business Communication

- Analyse and communicate information
- Manage workplace information systems

Controlling

- Ensure a safe workplace
- Assist in the design and development of Occupational Health and Safety

Innovation and Change

- Facilitate continuous improvement
- Bench mark and continuously improve operational quality
- Manage quality customer service
- Review product or service performance

Organising

- Manage people performance
- Ensure team effectiveness



NATIONALLY RECOGNISED
TRAINING

** Denotes core subjects*

The above course outline is an example developed to meet industry standards. Other electives are also available.

A Day in the life of....

In her role as a Regional Manager, Kirsty oversees several fashion stores within a geographical region. Kirsty liaises with the different Store Managers and visits the stores on a regular basis so she has to use clear communication and delegation skills.

She is accountable for the profitability of the stores, for their continued trading without incidents or disruption and for implementing company strategies. Kirsty frequently makes decisions that affect the promotion and transfer of the staff within her group of stores, the movement of merchandise between the stores and staff issues such as terminations.

As part of her development, Kirsty is undertaking a Diploma of Retail Management qualification which is assisting her to hone her skills in business and financial management.

