

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Minimise theft		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRXRSK001A	Risk Management and Security	Cross-Sector	10

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers or terminals and keys.
Prerequisite units	Nil
Application of the unit	This unit applies to frontline service personnel. It requires the team member to apply store policy and procedures and industry codes of practice in regard to store security and theft prevention, reporting theft or suspicious behaviour to relevant personnel and monitoring stock, work areas, customers and staff to minimise opportunities for theft.
Employability Skills	The required outcomes described in this unit contain applicable facets of Employability Skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing Employability Skills
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> consistently applies store policies and procedures and legislative requirements, including industry codes of practice in regard to store security and theft prevention in a range of contexts and situations consistently applies store policy and procedures in regard to following security procedures and for reporting theft or suspicious behaviour to relevant personnel monitors stock, work area, customers and staff to minimise opportunities for theft. 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a real or simulated work environment relevant documentation, such as: <ul style="list-style-type: none"> store policy and procedures manuals legislation and statutory regulations industry codes of practice Trade Practices and Fair Trading Acts relevant security equipment point of sale equipment. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> observation of performance in the workplace a simulated work environment third-party reports from a supervisor customer feedback answers to questions about specific skills and knowledge review of portfolios of evidence and third-party workplace reports of on-the-job performance. 	<p>Employability Skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability Skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.</p>

		Methods of assessment cont/d	
		<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SIRXCCS001A Apply point-of-sale handling procedures • SIRXCCS002A Interact with customers • SIRXINV001A Perform stock control procedures • SIRXFIN001A Balance point-of-sale terminal. 	

<p style="text-align: center;">Required Skills and Knowledge</p>		<p style="text-align: center;">HSC Requirements and Advice</p>
<p style="text-align: center;">This section describes the essential skills and knowledge and their level, required for this unit.</p>		
<p>The following skills <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • literacy and numeracy skills in: <ul style="list-style-type: none"> - recording of stolen items - reporting of theft. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • store policy and procedures, in regard to: <ul style="list-style-type: none"> - security - checking customers' bags and purchases - reporting problems and faults • relevant legislation and statutory requirements, particularly in regard to checking customers' bags and purchases • Trade Practices and Fair Trading Acts • store merchandising system • security procedures relating to cash and non-cash transactions • location and operation of store security equipment • reporting procedures for internal and external theft or suspicious circumstances. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • appropriate action • bag check • categories of theft • features, benefits and limitations of security equipment • internal and external theft • legislative requirements • level of authority • lines of reporting • maintaining security in the workplace • minimise and/or prevent theft • reporting and recording • routine workplace/company/store security • secure handling of cash and keys • secure storage of products and equipment • security systems • shrinkage • store merchandising systems • strategies for dealing with breaches in security • styles/methods of theft • surveillance/monitoring of merchandise • suspect customer behaviour • use, operation and location of security equipment • workplace/company/store policy and procedures • workplace/company/store theft prevention.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Apply routine store security	1.1 Apply store <i>security systems and procedures</i> according to store policy.	<p>The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the Performance Criteria is detailed below.</p> <p><i>Security systems and procedures</i> may deal with:</p> <ul style="list-style-type: none"> • customers • staff • keys • visitors, sales representatives, contractors and vendors • stock • records • cash, credit cards • equipment, including: <ul style="list-style-type: none"> - alarm systems - video surveillance - mirrors - security tags • locked and secure areas • premises • armed hold-up. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the importance of workplace/company/store security and theft prevention.</p> <p>Define:</p> <ul style="list-style-type: none"> • shrinkage <ul style="list-style-type: none"> - known - unknown. <p>Causes of shrinkage</p> <ul style="list-style-type: none"> • error • waste • theft. <p>Workplace/company/store security policy and procedures applying to the following areas:</p> <ul style="list-style-type: none"> • monitoring people <ul style="list-style-type: none"> - staff - customers - visitors, sales representatives, contractors and/or vendors • premises <ul style="list-style-type: none"> - general access areas - secure areas • security of <ul style="list-style-type: none"> - documents - records - cash transactions - non-cash transactions - equipment - point of sale equipment - stock/supplies - key control system • bag checks • monitoring stock and stock shrinkage • recording of stolen items. <p>Features, benefits and limitations of a range of security equipment.</p>

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			<p>Security equipment including:</p> <ul style="list-style-type: none"> • alarm systems • video surveillance <ul style="list-style-type: none"> - visible (overt) - hidden (covert) • camera domes • mirrors • electronic article surveillance (EAS) <ul style="list-style-type: none"> - security tags - pedestals - labels. <p>Use, operation and location of security equipment.</p> <p>Strategies to deal with breaches in security including:</p> <ul style="list-style-type: none"> • strange or suspicious persons <ul style="list-style-type: none"> - deranged customers - abusive customers • broken or malfunctioning equipment • damaged property or fittings • loss of keys • theft of property, goods or materials <ul style="list-style-type: none"> - internal - external • customer fraud • robberies or armed hold-up. <p>Reporting breaches in security, faults or problems to appropriate personnel:</p> <ul style="list-style-type: none"> • formal/informal • verbal/written.
	1.2 Handle and secure cash according to <i>store policy and procedures</i> .	<p><i>Store policy and procedures</i> may relate to:</p> <ul style="list-style-type: none"> • security • surveillance of merchandise • reporting problems and faults. 	
	1.3 Observe and deal with suspect behaviour by <i>customers</i> according to store policy and <i>legislative requirements</i> .	<p><i>Customers</i> may include:</p> <ul style="list-style-type: none"> • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of categories of theft:</p> <ul style="list-style-type: none"> • professional • amateur

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		<p><i>Legislative requirements</i> may include:</p> <ul style="list-style-type: none"> • privacy and confidentiality laws • Trade Practices and Fair Trading Acts • consumer law • awards and agreements • property offences • credit laws • reporting procedures • criminal law. 	<ul style="list-style-type: none"> • opportunist • medical (eg kleptomaniac).
	<p>1.4 Deal with internal and external theft according to store policy and legislative requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Awareness of styles/methods of workplace/store theft:</p> <ul style="list-style-type: none"> • palming • hiding <ul style="list-style-type: none"> - on person - in items <ul style="list-style-type: none"> ▪ bags from other stores ▪ umbrellas ▪ prams ▪ shopping trolley • shoppers wearing/carrying loose or bulky clothing • shoppers trying on items for effect • price tag swapping • working in teams. <p>A basic understanding of legislative requirements in relation to workplace/ company/store security and theft prevention including:</p> <ul style="list-style-type: none"> • <i>Trade Practices Act 1974</i> (Cth) (as amended) • <i>Fair Trading Act 1987</i> (NSW) (as amended) • <i>Security Industry Act 1997</i> (NSW) (as amended) • <i>Security Industry Regulation 2007</i> (NSW) (as amended) • privacy • industry codes of practice and guidelines <ul style="list-style-type: none"> - bag check • reporting. <p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making.

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	1.5 Store products and equipment in a secure manner and legislative requirements.		<p>Understanding lines of reporting with supervisor/team leader and others in the workplace.</p> <p>Learning experiences for the HSC must address:</p> <p>Methods which maintain security in the workplace, including:</p> <ul style="list-style-type: none"> • security card • licensed security personnel • restricted access • sign in/out book • lock up procedures • cash handling procedures.
2 Minimise theft	2.1 Take appropriate action to minimise theft by applying store procedures.		<p>Learning experiences for the HSC must address:</p> <p>The appropriate selection and application of approaches to minimise theft:</p> <ul style="list-style-type: none"> • prevention • detection • apprehension. <p>Strategies to minimise/prevent theft including:</p> <ul style="list-style-type: none"> • use of security equipment • monitoring of <ul style="list-style-type: none"> - stock - work area - customers - staff • bag checks.
	2.2 Match merchandise to correct price tags.		<p>Learning experiences for the HSC must address:</p> <p>Awareness of store merchandising systems.</p>
	2.3 Maintain surveillance of merchandise according to store policy and legislative requirements.		
	2.4 Check customers' bags as required at point of sale according to store policy and legislative requirements.		

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	2.5 Maintain security of cash, cash register and keys according to store policy.		
	2.6 Maintain security of stock, cash and equipment in regard to customers, <i>staff</i> and outside contractors according to store policy and legislative requirements.	<i>Staff</i> may include: <ul style="list-style-type: none"> • management • other staff members • full-time, part-time and casual staff • people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities. 	
	2.7 Deal with suspected or potential thieves according to store policy and procedures.		