

Training Package	Tourism, Hospitality and Events (SIT07)/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. 	

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- literacy and numeracy skills in:
 - recording of stolen items
 - reporting of theft.

The following knowledge must be assessed as part of this unit:

- store policy and procedures, in regard to:
 - 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.

Element	Performance Criteria	Range Statement
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.
	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><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.

Element	Performance Criteria	Range Statement
	1.4 Deal with internal and external theft according to store policy and legislative requirements.	
	1.5 Store products and equipment in a secure manner and legislative requirements.	
2 Minimise theft	2.1 Take appropriate action to minimise theft by applying store procedures.	
	2.2 Match merchandise to correct price tags.	
	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.	
	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.	<p><i>Staff</i> may include:</p> <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.	