<table>
<thead>
<tr>
<th>Training Package</th>
<th>Retail</th>
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<td><strong>Title:</strong></td>
<td>Minimise Theft</td>
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<tr>
<th>Unit Code</th>
<th>Unit Descriptor</th>
<th>Skill Area</th>
<th>Phase</th>
<th>HSC Indicative Hours:</th>
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<tr>
<td>WRRLP.2A</td>
<td>This unit encompasses the competencies necessary to maintain a secure workplace.</td>
<td>Loss Prevention</td>
<td>B</td>
<td>15</td>
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</table>
## Title: Minimise Theft

### Unit Code: WRRLP.2A

#### Unit Descriptor
This unit encompasses the competencies necessary to maintain a secure workplace.

| HSC Indicative Hours: | 15 |

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<tr>
<th>Element of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Evidence Requirements</th>
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</table>
| LP.2.1 Apply Routine Store Security | • Store security systems and procedures applied according to store policy.  
• Cash handled and secured according to store policy.  
• Suspect behaviour by customers observed and dealt with according to store policy.  
• Internal and external theft dealt with according to store policy.  
• Products and equipment stored in a secure manner. | The following knowledge, understanding and skills are essential to perform work to the required standard in this unit.  
Operational knowledge of store policies and procedures, in regard to:  
• security  
• checking customers’ bags and purchases  
• reporting problems and faults.  
Basic operational knowledge of relevant:  
• legislation and statutory requirements, particularly in regard to checking customers’ bags and purchases, including criminal law, property offences, consumer law  
• Trade Practices Act and Fair Trading Act  
Operational knowledge of:  
• store merchandising system including price tags, label, bar codes, and price lists/catalogues | Critical Aspects of Evidence: Evidence of the following knowledge and skills is considered essential to demonstrate competency in this unit:  
• consistently applying store policies and procedures and industry codes of practice, in regard to store security and theft prevention  
• consistently applying store policies and procedures in regard to following security procedures and for reporting theft/suspicious behaviour to relevant personnel  
• monitoring stock, work area, customers and staff to minimise opportunities for theft. | Learning experiences for the HSC must include the opportunity to develop the specified competencies in relation to:  
• a range of store security systems and procedures  
• types of security technology – eg mirrors, alarm systems, video surveillance, security tags  
• monitoring stock/stock shrinkage  
• risk minimisation  
• secure handling of cash and change  
• credit card procedures/checks  
• cheques  
• procedures for reporting/dealing with suspected theft  
• legislative and statutory requirements including legal rights of customers and staff – relevant acts and regulations |
# Minimise Theft

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| LP.2.2 Minimise Theft | - Appropriate action taken to minimise theft by applying store procedures.  
- Merchandise matched to correct price tags.  
- Surveillance of merchandise which can be easily stolen maintained according to store policy and industry codes of practice.  
- Customers' bags checked as required at point of sale according to store policy and industry codes of practice.  
- Security of cash, cash register and keys maintained according to store policy.  
- Security of stock, cash and equipment in regard to customers, staff and outside contractors maintained according to store policy.  
- Suspected or potential thieves dealt with according to store policy and procedures. | - security procedures relating to cash handling, credit cards, EFTPOS and cheque transactions  
- location and operation of store security equipment, including video surveillance, alarms, dye tags, etc.  
- reporting procedures for external/internal theft or suspicious circumstances. | Literacy and numeracy skills in:  
- recording of stolen items  
- reporting of theft | Key terms and concepts  
- security system  
- external theft  
- internal theft  
- vendor theft  
- stock shrinkage  
- codes of practice  
- legal rights of customers and staff |
### Title: Minimise Theft

**Range of Variables**

The range of variables statement provides details of the scope of the elements and performance criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The range of variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:
- Store policies and procedures in regard to security.
- Store policies will take into account local and state security legislation and industry codes of practice.
- Size and type and location of store.
- Store merchandise and service range.
- Merchandise may be covered by special security requirements.
- Types of security equipment.
- Varying levels of staff training.
- Security procedures may deal with:
  - customers
  - staff
  - keys
  - visitors, sales representatives, contractors, vendors
  - stock and records
  - cash, credit
  - equipment
  - premises
  - armed hold-up.
- Security equipment used, eg. alarm systems, video surveillance, mirrors, locked and secure areas.
- Levels of staffing, eg staff shortages.
- Routine or busy trading conditions.
- Full-time, part-time or casual staff.

### Method and Context of Assessment

This section should be read in conjunction with the Qualifications, Section 3.4 and the Assessment Guidelines, Section 3 of the National Retail Training Package.

What assessment is appropriate, what evidence should be gathered, how competence is required to be demonstrated and where assessment (on job, off job) should be undertaken for this unit are set out below:

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element and unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies.

In order to ensure consistency of performance, evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of retail situations.

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed either in a work or simulated work environment.

Assessment activities may also include written or verbal short answer testing, multiple-choice testing, practical exercises, role plays, research/project work or observation of practical demonstration.
Title: Minimise Theft

Unit Assessment

Evidence is most relevant when provided through a holistic assessment activity which integrates the elements of competency for each unit.

The unit assessment activity will require the candidate to gather evidence of ability to:

• apply knowledge and skills which underpin the process required to demonstrate competence, including the appropriate key competencies
• integrate knowledge and skills critical to demonstrating competence in this unit.

In the activity for LP.2: Minimise Theft, the candidate will demonstrate the ability to follow store security procedures and store procedures to minimise theft in a range of retail situations.

Unit assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.

Interdependent Assessment of Units (Integrated Competency Assessment)

The pattern and selection of units of competency for the Certificate II in Retail Operations are set out in the Qualifications, Section 3.4 of the National Retail Training Package.

To facilitate the assessment process within each qualification, units of competency have been grouped into phases of inter-related units. Each phase is assessed through an Integrated Competency Assessment activity to assure that appropriate holistic assessment occurs for each group of inter-related units of competency.

Unit LP.2: Minimise Theft, is a Phase B unit within Certificate II in Retail Operations. All Phase B units are essential. The other Phase B Units are:

CS2: Apply Point of Sale Handling Procedures  
CS.3: Interact With Customers  
I.1: Perform Stock Control Procedures  
F.1: Balance the Register/Terminal

Each Integrated Competency Assessment activity is based on a theme that focuses the assessment on those aspects of the phase considered to be most critical for competent workplace performance.

When each unit of competency in Phase B has been completed the candidate will undertake an Integrated Competency Assessment based on the theme Protecting the Store Against Loss.

HSC Indicative Hours: 15

Related learning for the HSC

Delivery of this unit may be integrated with other units including:

WRRLP.2: Apply Point of Sale Handling Procedures  
WWRCS.3: Interact With Customers  
WWRI.1: Perform Stock Control Procedures  
WWRF.1: Balance the Register/Terminal

Where appropriate, links should also be made to related units in Phases A and C.

Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. These could include:

• Legal Studies

Assessment of competency for this unit must conform to the requirements set out in the Evidence Guide.
Title: Minimise Theft

The Integrated Competency Assessment activity will require the candidate to:

- apply the skills and knowledge which underpin the process required to demonstrate competency in the workplace, including the appropriate key competencies
- integrate the most critical aspects of the phase for which workplace competency must be demonstrated.

The assessment will integrate those aspects of Unit LP.2: Minimise Theft that are critical to the theme of Protecting the Store Against Loss including customers, money and/or stock.

The evidence should be gathered during learning and assessment activities for each unit of competency within Phase B.

Integrated Competency Assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.

Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

- a real or simulated retail environment
- relevant documentation, such as:
  - store policy and procedure manuals
  - legislation and statutory requirements
  - industry codes of practice
  - Trade Practices Act and Fair Trading Act
- relevant security equipment
- point of sale equipment
- qualified workplace assessor.

### Key Competencies

<table>
<thead>
<tr>
<th>Collect, Analyse, and Organise Information</th>
<th>Communicate Ideas and Information</th>
<th>Plan and Organise Activities</th>
<th>Work with Others and in Teams</th>
<th>Use Mathematical Ideas and Techniques</th>
<th>Solve Problems</th>
<th>Use Technology</th>
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<tbody>
<tr>
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HSC Indicative Hours: 15

Resources that may be used in training and assessment for this unit:

- Board of Studies – Retail Support Document
- National Retail Training Materials – Certificate II in Retail Operations – Curriculum
  - Module RET 008 – Minimise Theft
- National Retail Training Materials – Learners Guide – Minimise Theft
- National Retail Training Materials – Guide to Assessment Activities
- Store manuals
- Acts and Regulations
- Industry Codes of Practice
- Materials developed by Registered Training Organisations
- Various commercially produced materials