



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC1002A Apply retail security procedures

Release: 1

CPPSEC1002A Apply retail security procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to be aware of and report potential security risk situations in a retail environment. It requires knowledge and understanding of the range of potential security risks relevant to a retail environment, the types of suspicious customer behaviour, methods for reporting such risks and a basic understanding of legislation which may relate to the identified risk situations.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit

This unit of competency has wide application in a range of work roles in the security industry (such as a department store). Competency requires the attainment of knowledge and understanding of potential security risk situations under supervision.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify legislative and organisational requirements.	1.1 Basic <i>legislative</i> and <i>organisational requirements</i> relevant to security in a retail environment are identified and explained.
	1.2 Organisational <i>security procedures</i> are identified and explained.
	1.3 <i>Duty of care requirements</i> are identified and explained.
	1.4 Own level of authority, role and responsibilities are identified and explained.
	1.5 Role of <i>designated personnel</i> for security response is identified and explained
	1.6 <i>Occupational Health and Safety (OHS) requirements</i> are identified and explained.
2 Identify security risks in a retail environment.	2.1 Potential <i>security risks</i> relevant to a retail environment are identified and explained.
	2.2 <i>General procedures for monitoring</i> security of a retail environment are identified and explained.
	2.3 Factors which increase security risk are identified and explained.
	2.4 Types and purpose of <i>security equipment</i> are identified and explained.
	2.5 Emergency and evacuation procedures are identified and explained.
	2.6 Procedures for first aid response are identified and explained.
3 Identify retail security risk reporting processes.	3.1 Organisational <i>procedures for reporting</i> security risks in a retail environment are identified and explained.
	3.2 Chain of command of designated personnel is identified and explained.
	3.3 <i>Communication channels</i> and <i>modes</i> are identified and explained.
	3.4 <i>Communication equipment</i> appropriate to the purpose is identified and explained.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- comprehension skills to:
 - explain the basic security legislative requirements which will be applicable to own work environment and role
 - explain the range of potential security risks or incidents relevant to a retail environment
 - explain general procedures for monitoring security in a retail environment
 - explain the general methods for observing potential security risks or suspicious customer behaviour
 - explain the chain of command and communication channels
 - explain security equipment, systems and procedures in accordance with organisational policy
 - explain organisational detection and apprehension procedures
 - explain the types of suspect customer behaviour
 - explain procedures for reporting identified security risks or incidents in a retail environment
- communication and interpersonal skills to:
 - ask effective questions
 - clarify security procedures
 - give accurate verbal or written descriptions of security risks or incidents
 - interpret selected pictorial, graphical and written signs and instructions
 - relay information to others.

Required knowledge

- applicable commonwealth, state or territory legislation relevant to own work environment and role
- applicable OHS requirements
- communication chain of command
- communication modes and security equipment and systems relevant to own work environment
- duty of care requirements of self and others
- general methods for observing incidents and monitoring risks within a retail environment
- general procedures for emergency, evacuation and first aid response
- general procedures for reporting identified security risks or suspicious customer behaviour
- guidelines for use of force
- organisational procedures for responding to security alarms
- own responsibilities to comply with safe working practices
- potential security risk situations relevant to a retail environment

REQUIRED SKILLS AND KNOWLEDGE

- role of designated personnel for security response
- signs or indications that items (eg cargo, goods, packages, baggage) have been left unattended or tampered with
- surveillance techniques.

Evidence Guide

EVIDENCE GUIDE

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of understanding and knowledge of the following:

- applicable legislative, organisational and OHS requirements relevant to security of a retail environment including duty of care requirements, and own role, responsibilities and level of authority
- applicable organisational policies and procedures and industry codes of practice relevant to security and theft prevention in a range of contexts and situations
- general procedures for emergency, evacuation and first aid response
- general procedures for monitoring a retail environment
- general procedures for reporting identified retail security risks or suspicious customer behaviour to designated personnel including appropriate communication equipment and modes
- the range of potential security risks relating to a retail environment.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- work schedules, organisational policies and duty statements
- assessment instruments including personal planner and

assessment record book

- access to a registered provider of assessment services.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment This unit of competency should be assessed using questioning of underpinning knowledge and skills.

Guidance information for assessment Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:

- applicable Crimes Acts and Codes
- Australian standards, quality assurance and certification requirements
- Aviation and Maritime Transport Acts and Regulations
- award and enterprise agreements
- consumer law
- general 'duty of care' responsibilities
- privacy and confidentiality
- relevant commonwealth, state and territory legislation

which affect organisational operation:

- anti-discrimination and diversity
- equal employment opportunity
- industrial relations
- OHS
- relevant industry codes of practice
- security licensing or certification
- Trade Practices and Fair Trading Acts.
- access and equity policy, principles and practice
- client service standards
- code of conduct
- code of ethics
- communication channels and reporting procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- security licensing
- OHS policies, procedures and programs
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- reporting systems, procedures and processes.

Organisational requirements may relate to:

Security procedures may relate to:

- armed hold-up
- cash and credit cards
- customers eg bag checking
- equipment eg alarms
- keys
- premises
- records
- staff
- stock
- sales representatives, contractors or vendors
- surveillance.

Duty of care requirements:

- relate to the legal responsibility under "duty of care" to do everything reasonably practicable to protect others from harm
- may relate to own responsibilities to comply with safe working practices including activities which require licences or certificates of competency.

Designated personnel may include:

- emergency services (eg police, ambulance, fire brigade, emergency rescue)
- first aid officer

Occupational Health and Safety (OHS) requirements may relate to:

- OHS representatives
- security personnel
- supervisor.
- controlling and minimising risks
- correct manual handling including shifting, lifting and carrying
- first aid
- identifying and reporting hazards and risks
- knowledge of emergency and evacuation procedures
- transporting and storing cash, people, property and dangerous goods
- using and maintaining equipment
- using and maintaining personal protection equipment
- using and storing hazardous materials and substances.

Security risks may include:

- spills eg liquid, chemical
- injury to persons eg customers, sales representatives, contractors or vendors
- persons carrying weapons
- persons causing a public nuisance
- persons demonstrating suspicious behaviour
- persons under the influence of intoxicating substances
- persons with criminal intent
- terrorism
- theft
- unattended packages, goods, baggage or cargo
- unattended vehicles in areas not designated for parking
- vandalism
- violence or physical threats.

General procedures for monitoring may include:

- following designated organisational procedures
- maintaining vigilance and awareness of security while at work to promptly recognise risks or incidents
- observing individual or group behaviour
- recording details of observed risk situations.

Security equipment may include:

- alarms
- dye tags
- locked and secure areas
- mirrors
- surveillance equipment eg cameras, CCTV (Closed Circuit Television).

Procedures for reporting security risks may include:

- completing documentation such as logs, journals and activity reports
- completing police reports

- completing written and computer reports
 - contacting designated personnel
 - recording security risk and incident details
 - requesting security assistance.
- Communication channels may include:***
- direct line supervision paths
 - formal communication pathways
 - lateral supervision paths
 - organisational networks.
- Communication modes may include:***
- alarms
 - call codes and signs
 - electronic communication
 - hand signals
 - verbal communication
 - written communication.
- Communication equipment may include:***
- megaphone
 - mobile telephone
 - public address system
 - telephone
 - two-way radio.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations