



Australian Government

Department of Education, Employment and Workplace Relations

SIRXRSK002A Maintain store security

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain store security in a retail environment. It involves implementing store policy and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft.

Application of the Unit

Application of the unit

This unit requires the team member to interpret, apply and monitor security procedures according to store policy, industry codes of practice, relevant legislation and statutory requirements. It includes maintaining frontline security as well as reporting security concerns and providing ongoing supervision and training for staff on security procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

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 and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor and maintain store security.	<p>1.1 Implement <i>store policy and procedures</i> to ensure store security is maintained.</p> <p>1.2 Monitor and review <i>security procedures</i> according to store policy and <i>legislative requirements</i>.</p> <p>1.3 Implement procedures to minimise theft of easily stolen merchandise.</p> <p>1.4 Maintain security of cash, cash register and keys according to store policy.</p> <p>1.5 Implement store procedures in regard to <i>transactions</i>.</p> <p>1.6 Inform <i>team members</i> of store policy and procedures in regard to security.</p> <p>1.7 Provide team members with <i>feedback</i> in regard to implementation or non-implementation of store security procedures.</p>

ELEMENT**PERFORMANCE CRITERIA**

- 1.8 Provide staff with ongoing supervision and *training* to facilitate awareness and detection of theft.
- 1.9 *Report* matters likely to affect store security according to store policy.

Required Skills and Knowledge

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:

- interpersonal communication skills to:
 - provide information, feedback and training to staff
 - report relevant matters through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - give instructions
 - use and interpret non-verbal communication
- literacy skills in regard to:
 - interpreting and applying OHS documents
 - reporting procedures
- performance analysis
- team leadership.

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

- store policy and procedures in regard to:
 - security
 - cash and non-cash transactions
 - external or internal theft
 - suspicious circumstances
 - armed robbery
 - staff security training
 - procedures for opening and closing premises
- relevant legislation and statutory regulations, particularly in relation to checking of customers' bags and purchases
- store alarm and security systems
- principles and techniques for interpersonal communication.

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, the range statement and the Assessment Guidelines for this Training Package.

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

Evidence of the following is essential:

- consistently applies store policy and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to store security
- accurately applies relevant legislation and statutory regulations particularly in regard to checking of customers' bags and purchases
- interprets, applies and monitors security procedures in regard to:
 - cash handling, and cash and non-cash transactions
 - internal or external theft or suspicious circumstances
 - armed robbery
 - opening and closing premises
- implements store policy and procedures in regard to:
 - reporting on matters related to store security
 - staff security supervision and training.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - store policy and procedures in regard to security
 - legislation and statutory requirements
 - OHS legislation
- relevant equipment such as:
 - alarm systems
 - point-of-sale equipment
 - communication equipment.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- third-party reports from a supervisor
- observation of performance in the workplace
- a role play
- customer feedback
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXOHS002A Maintain store safety.

Assessing employability skills

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.

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.

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 in the performance criteria is detailed below.

RANGE STATEMENT

Store policy and procedures in regard to:

- security
- checking bags
- cash and non-cash transactions
- surveillance of merchandise
- reporting problems and faults.

Security procedures may deal with:

- customers
- staff or staff property
- visitors, sales representatives, contractors and vendors
- stock
- records
- cash and cash movement
- equipment
- premises
- opening and closing of premises
- theft
- armed robbery
- events likely to endanger customers or staff.

Legislative requirements may include:

- privacy or confidentiality laws
- Trade Practices and Fair Trading Acts
- consumer law
- awards or agreements
- property offences
- credit laws
- reporting procedures
- criminal law.

RANGE STATEMENT

Transactions may include:

- cash
- EFTPOS
- cheques
- credit cards or store cards
- smart cards
- lay-by
- returns
- exchanges
- gift vouchers.

Team members may include:

- small work teams
- store team
- corporate team
- full-time, part-time, casual or contract staff
- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

Feedback may be given:

- verbally
- in writing
- in groups
- individually.

Training may include:

- mentoring or coaching
- off-the-job training
- on-the-job training.

Report may be:

- verbal
- written
- formal
- informal.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Risk Management and Security