SIRXRSK003A Apply store security systems and procedures

Revision Number: 1
SIRXRSK003A Apply store security systems and procedures

Modification History
Not applicable.

Unit Descriptor
Unit descriptor
This unit builds on unit SIRXRSK001A Minimise theft. It involves the maintenance and use of store security equipment, ensuring the safety and well being of staff and customers, the detection and apprehension of thieves and the application of post-apprehension procedures according to State and Territory laws.

Application of the Unit
Application of the unit
This unit requires the team member to interpret, understand and apply store security procedures and relevant legislation, and operate and maintain security equipment, to detect and report theft, property offences and security risks.

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

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<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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<tbody>
<tr>
<td>1</td>
<td>Maintain store security systems.</td>
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<td></td>
<td>1.1 Operate <em>security equipment</em> according to manufacturer instructions and <em>store policy and procedures</em>.</td>
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<td>1.2 Regularly check security equipment to ensure operational effectiveness and identify faults.</td>
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<td>1.3 Organise regular servicing according to store procedures or manufacturer specifications.</td>
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<td>1.4 Apply surveillance of specific store areas according to store procedures and <em>legislative requirements</em>.</td>
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<td>1.5 Enter <em>security data</em> accurately and update as required by store policy and procedures.</td>
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<td>2</td>
<td>Deal with potentially unsecured situations.</td>
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<td></td>
<td>2.1 Identify factors that increase security risk and regularly monitor, record and <em>report</em> on them according to instructions.</td>
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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:

- surveillance techniques
- literacy and numeracy skills in relation to:
  - interpreting legal documents
  - interpreting store policy
  - recording security data
  - generating reports.

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

- store policy and procedures in regard to:
  - dealing with theft and other property offences, including customer bag checking procedures
  - dealing with other property offences, including criminal deception (false pretences) and criminal (wilful) damage
  - operation and maintenance of store security equipment, taking into account manufacturer maintenance and operating procedures
- surveillance techniques
- relevant law and industry codes of practice and their application in relation to store policy and procedures, including privacy and the checking of customers' bags and purchases
- reporting methods.

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  Evidence of the following is essential:
EVIDENCE GUIDE
and evidence required to demonstrate competency in this unit

- consistently operates and maintains store security equipment
- identifies and reports potential security risks according to store policy.

Context of and specific resources for assessment

Assessment must ensure access to:
- a real or simulated work environment
- relevant documentation, such as:
  store policy and procedures manuals
- equipment such as:
  - security systems
  - communication equipment.

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:
- observation of performance in the workplace
- a role play
- 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.
- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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.

**Security equipment** used in stores may include:
- alarms
- surveillance equipment such as cameras and closed-circuit television
- security tags
- security bar codes.

**Store policy and procedures** in regard to:
- apprehension of thieves
- operation and maintenance of security equipment.

**Legislative requirements** may include:
- privacy or confidentiality laws
- Trade Practices and Fair Trading Acts
- consumer law
- awards and agreements
- property offences
- credit laws
- reporting procedures
- criminal law.

**Security data** may be sourced through:
- observation
- interviews
- records of complaint
- inventory reports
- financial reports
- surveillance footage.
RANGE STATEMENT

Reports may be delivered:

- verbally
- in writing
- formally
- informally.

Unit Sector(s)

Sector: Cross-Sector

Competency field

Competency field: Risk Management and Security