



Australian Government

Department of Education, Employment and Workplace Relations

SIRXRSK201 Minimise loss

Release: 1

SIRXRSK201 Minimise loss

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on but not equivalent to SIRXRSK001A Minimise theft. Content and element added regarding using stock effectively.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to minimise theft and loss of stock in a retail environment.

It involves applying store policy and procedures and industry codes of practice in regard to store security, theft prevention and correct stock usage; reporting theft or suspicious behaviour to relevant personnel; and monitoring stock, work areas, customers and staff to minimise opportunities for theft.

Application of the Unit

This unit applies to frontline service personnel who are required to contribute to store security by applying routine procedures under supervision.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the 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 the range statement. Assessment of performance is to be consistent with the evidence guide.

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|----------------------------------|--|
| 1. Apply routine store security. | <p>1.1. Apply store <i>security systems and procedures</i> according to store policy.</p> <p>1.2. Handle and secure cash according to <i>store policy and procedures</i>.</p> <p>1.3. Observe and deal with suspicious behaviour of customers according to store policy and <i>legislative requirements</i>.</p> <p>1.4. Deal with internal and external theft, according to store policy and legislative requirements.</p> <p>1.5. Store products and equipment in a secure manner according to store policy and procedures.</p> |
| 2. Minimise theft. | <p>2.1. Take appropriate action to minimise theft by applying store procedures and legislative requirements.</p> <p>2.2. Match merchandise to correct price tags according to store procedures.</p> <p>2.3. Maintain surveillance of merchandise according to store policy and <i>legislative requirements</i>.</p> <p>2.4. Check customers' bags as required at point of sale according to store policy and legislative requirements.</p> <p>2.5. Maintain security of cash, cash register and keys according to store policy.</p> <p>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> <p>2.7. Deal with suspected or potential thieves according to store policy and procedures.</p> |
| 3. Use stock efficiently. | <p>3.1. Handle and store stock to minimise loss through damage or deterioration.</p> <p>3.2. Ensure effective stock rotation to minimise stock loss through wastage.</p> <p>3.3. Ensure correct stock amounts are prepared for individual transactions to minimise stock loss from over-supply.</p> |

Required Skills and Knowledge

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

Required skills

- communication and interpersonal skills to relate positively to customers while conducting routine security procedures, such as bag checking
- literacy and numeracy skills to:
 - count or measure stock
 - interpret manufacturer handling and storage instructions and store procedures
 - handle cash
 - record stolen items
 - report theft
- observation skills to identify suspicious behaviour
- technical skills to manually handle and store stock

Required knowledge

- location and operation of store security equipment
- reporting procedures for internal and external theft or suspicious circumstances
- security procedures relating to cash and non-cash transactions
- store policy and procedures in regard to:
 - checking customers' bags and purchases
 - counting, measuring and weighing stock
 - dealing with suspicious behaviour and actual theft
 - handling and storage of stock
 - reporting problems and faults
 - security
 - stock rotation

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

Evidence of the following is essential:

- applies store policy 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
- applies store policy and procedures in regard to following security procedures and reporting theft or suspicious behaviour to relevant personnel
- monitors stock, work area, customers and staff to minimise opportunities for theft.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated retail work environment
- relevant documentation, such as:
 - store policy and procedures manuals
 - legislation and statutory regulations
 - industry codes of practice
 - Australian Consumer Law and fair trading Acts
- relevant security equipment
- point-of-sale equipment.

Method 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 simulated work environment
- 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.

Guidance information for assessment

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

- SIRXCCS201 Apply point-of-sale handling procedures
- SIRXCCS202 Interact with customers
- SIRXFIN201 Balance and secure point-of-sale terminal
- SIRXINV001A Perform stock control procedures.

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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

Security systems and procedures may deal with:

- armed hold-up
- cash and credit cards
- customers
- equipment, including:
 - alarm systems
 - mirrors
 - security tags
 - video surveillance
- keys
- locked and secure areas
- premises
- records
- staff
- stock
- visitors, sales representatives, contractors and vendors.
- reporting problems and faults
- security
- surveillance of merchandise.

Store policy and procedures may relate to:

Legislative requirements may include:

- Australian Consumer Law
- awards and agreements
- credit law
- criminal law
- privacy and confidentiality laws
- property offences
- reporting procedures.

Staff may include:

- full-time, part-time and casual staff
- management
- other staff members
- people from a range of social, cultural and ethnic backgrounds
- people with varying physical and mental abilities.

Unit Sector(s)

Cross-Sector

Competency Field

Risk Management and Security