



Australian Government

Department of Education, Employment and Workplace Relations

WRRLP2B Minimise theft

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit encompasses the competencies required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers/terminals and keys.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Apply routine store security	<ul style="list-style-type: none">1.1 Store security systems and procedures applied according to store policy.1.2 Cash handled and secured according to store policy.1.3 Suspect behaviour by customers observed and dealt with according to store policy.1.4 Internal and external theft dealt with according to store policy.1.5 Products and equipment stored in a secure manner.
2 Minimise theft	<ul style="list-style-type: none">2.1 Appropriate action taken to minimise theft by applying store procedures.2.2 Merchandise matched to correct price tags.2.3 Surveillance of merchandise maintained according to store policy and legislative requirements.2.4 Customers' bags checked as required at point of sale according to store policy and legislative requirements.2.5 Security of cash, cash register and keys maintained according to store policy.2.6 Security of stock, cash and equipment in regard to customers, staff and outside contractors maintained according to store policy.2.7 Suspected or potential thieves dealt with according to store policy and procedures.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

Consistently applies store policies and procedures and industry codes of practice, in regard to store security and theft prevention in a range of contexts and situations.

Consistently applies store policies and procedures in regard to following security procedures and for reporting theft/suspicious behaviour to relevant personnel.

Monitors stock, work area, customers and staff to minimise opportunities for theft.

Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit of competency in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

Store policies and procedures, in regard to:
security
checking customers' bags and purchases
reporting problems and faults

Relevant legislation and statutory requirements, particularly in regard to checking customers' bags and purchases

Trade Practices and Fair Trading Acts

Store merchandising system

Security procedures relating to cash and non-cash transactions

Location and operation of store security equipment

Reporting procedures for external/internal theft or suspicious circumstances

Skills in:

Literacy and numeracy skills in:

recording of stolen items

reporting of theft

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions.

Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

Identifying suspect behaviour and relaying to relevant personnel may require information and ideas to be communicated. (1)

How can **information be collected, analysed and organised**?

Information of security systems needs to be collected, analysed and organised. (1)

How are **activities planned and organised**?

Checking customer bags may require activities to be planned and organised. (1)

How can **team work** be applied?

Team work may be required when identifying suspect customer behaviour. (1)

How can the use of **mathematical ideas and techniques** be applied?

Mathematical ideas and techniques may not be required in this unit. (0)

How can **problem solving skills** be applied?

Problem solving may be required when dealing with theft. (1)

How can the **use of technology** be applied?

Use of technology may be required when reporting and recording theft. (1)

Context of Assessment

Assessment Process

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Integrated Competency Assessment

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRRLP2B can be assessed with the following units:

WRRCS2B Apply point of sale handling procedures

WRRCS3B Interact with customers

WRR11B Perform stock control procedures

WRRF1B Balance the register/terminal

Evidence Gathering Methods

Evidence should include products, processes and procedures from the workplace context or a simulated work environment. Evidence might include:

Observation of the person in the workplace

A simulated work environment

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

Resources Required

A real or simulated work environment

Relevant documentation, such as:

store policy and procedures manuals

legislation and statutory regulations

industry codes of practice

Trade Practices and Fair Trading Acts

Relevant security equipment

Point of sale equipment

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A real or simulated work environment

Relevant documentation, such as:

store policy and procedures manuals

legislation and statutory regulations

industry codes of practice

Trade Practices and Fair Trading Acts

Relevant security equipment

Point of sale equipment

Range Statement

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policies and procedures in regard to:

security

surveillance of merchandise

Security procedures may deal with:

customers

staff

keys

visitors, sales representatives, contractors, vendors

stock

records

cash, credit cards

equipment

premises

armed hold-up

Security equipment may include:

alarm systems

video surveillance

mirrors

locked and secure areas

Legal requirements may include:

privacy/confidentiality laws

Trade Practices and Fair Trading Acts

consumer law

property offences

credit laws

reporting procedures

criminal law

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credit laws

reporting procedures

criminal law

Unit Sector(s)

Not applicable.