



Australian Government

Assessment Requirements for SIRXRSK002

Maintain store security

Release: 1

Assessment Requirements for SIRXRSK002 Maintain store security

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- maintain store security over three different work shifts by:
 - monitoring adherence to organisational security policies and procedures
 - responding to two occurrences of non-adherence to security policies and procedures
 - communicating security policies and procedures to one team member
 - ensuring security equipment is utilised and in correct working order
 - reporting on opportunities for improved store security.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
 - use of security equipment
 - suspicious customer behaviour
 - suspicious team member behaviour
 - armed robbery
 - cash and non-cash security
 - merchandise security
 - theft
 - responding to security breaches
 - reporting security risks and breaches
 - surveillance of merchandise
 - personal security
 - general store security
 - team members' security training
 - security for opening and closing premises
 - reporting problems and faults
 - security of visitors, sales representatives, contractors and vendors
 - security risks likely to endanger customers or team members

- legislation as relevant to store security and own level of responsibility:
 - privacy laws
 - Australian Consumer Law
 - reporting procedures
- impacts of security breaches on individuals and organisation:
 - emotional distress
 - financial loss
 - commercial impacts
- common security risks within the retail workplace and techniques to:
 - identify risk
 - minimise risk
- types of store alarms and security systems used in industry.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant equipment:
 - alarm systems
 - surveillance equipment
 - point-of-sale equipment
 - communication equipment
- relevant documentation:
 - current plain English regulatory documents distributed by government regulators legislation as relevant to store security and own level of responsibility as listed in Knowledge Evidence
 - organisational policies and procedures as listed in the Knowledge Evidence
- customers and team members; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>