



Australian Government

SIRXRSK002 Maintain store security

Release: 1

SIRXRSK002 Maintain store security

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain store security in a retail environment.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Risk Management and Security

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Monitor and maintain store security.	1.1.Implement organisational policies and procedures to ensure store security is maintained. 1.2.Monitor and review security procedures continually and act on opportunities to improve store security. 1.3.Maintain security of merchandise, cash, points of sale and keys. 1.4.Ensure store security equipment is used and in correct working order. 1.5.Report matters impacting store security to relevant personnel. 1.6.Document breaches of security as required.

- 2. Facilitate security awareness.
 - 2.1. Inform team members of organisational policies and procedures for security.
 - 2.2. Provide team members with feedback on their implementation or non-implementation of security procedures.
 - 2.3. Provide team members with ongoing supervision and training to facilitate security awareness.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

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 breeches
 - 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.

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