



Australian Government

Department of Education, Employment and Workplace Relations

SIRXRSK003A Apply store security systems and procedures

Revision Number: 2

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Modification History

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

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain and use 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.

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

This unit applies to team members who 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

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

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

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- technical skills to apply surveillance techniques
- literacy and numeracy skills to:
 - interpret legal documents
 - interpret store policy
 - record security data
 - generate reports

Required knowledge

- 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
 - reporting requirements
- 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

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 and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- 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.

Guidance information for assessment

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

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.

Reports may be delivered:

- verbally
- in writing
- formally
- informally.

Unit Sector(s)

Cross-Sector

Competency field

Risk Management and Security