



Australian Government

Department of Education, Employment and Workplace Relations

SIRXRSK004A Control store security

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to control store security. It involves developing and implementing security procedures for the prevention of theft, ensuring safety of all personnel in the event of a robbery, and monitoring all security procedures.
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Application of the Unit

Application of the unit	This unit requires the team member to develop and implement security and stock control procedures to facilitate the detection and prevention of theft and stock loss, including procedures to ensure the safety and security staff and customers in the event of robbery according to store policy and relevant legislation.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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Employability Skills Information

Employability skills

The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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|--|--|
| 1 Control store security. | 1.1 Develop and implement <i>security procedures</i> to facilitate the detection and prevention of internal or external theft according to <i>store policy and procedures</i> .
1.2 Develop and implement procedures to ensure maximum safety and security for <i>staff</i> and customers in the event of robbery.
1.3 Develop and implement procedures for opening and closing premises and cash registers, cash security and <i>non-cash transactions</i> .
1.4 Monitor, maintain and <i>communicate security procedures</i> to all staff. |
| 2 Minimise stock loss and dissipation. | 2.1 Apply mathematical calculations to measure analyse and report on existing and potential stock loss/dissipation through theft and its <i>impact on business operations</i> .
2.2 Establish and implement <i>stock control procedures</i> to monitor, control and minimise stock loss through theft. |

ELEMENT

PERFORMANCE CRITERIA

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

The following skills must be assessed as part of this unit:

- negotiation
- interpersonal communication skills to:
 - communicate with staff through clear and direct communication
 - ask questions to identify and confirm requirements
 - use and interpret non-verbal communication
- record maintenance
- development of procedures
- literacy and numeracy skills in relation to:
 - accessing and interpreting store policy documents
 - calculating the cost of stock loss
 - documenting security procedures
 - analysing stock control data
 - cash handling.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
 - security
 - detection and apprehension of thieves
 - non-cash transactions
 - cash handling
 - stock control
- relevant legislation and statutory requirements, including:
 - case law or common law
 - state laws relating to property offences
- relevant industry codes of practice
- OHS legislation and codes of practice
- principles and techniques in:
 - safety of personnel in the event of robbery
 - detection and prevention of theft.

Evidence Guide

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:

- develops and implements security procedures to facilitate the detection and prevention of theft
- develops and implements procedures to ensure safety and security of internal and external clients in the event of robbery
- calculates, analyses and reports on the cost and potential impact of identified loss and dissipation on:
 - buying
 - ordering patterns
 - planning
 - budgeting
- develops and implements procedures for:
 - opening and closing premises
 - cash security
 - non-cash transactions
 - stock control to minimise loss and dissipation.

EVIDENCE GUIDE

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 on security
 - store policy and procedures on cash handling and non-cash transactions
 - store policy and procedures on stock control, including buying, ordering, planning and budgeting
 - relevant legislation and statutory requirements
 - industry codes of practice
 - OHS legislation and codes of practice
- a team
- a range of security 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
- case studies
- third-party reports from a supervisor
- written or verbal questioning to assess knowledge and understanding
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

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

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

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 procedures may relate to:

- customers
- staff and staff property
- visitors, sales representatives, contractors
- stock
- records
- cash and cash movement
- equipment
- premises
- opening and closing of premises
- theft
- armed robbery
- events likely to endanger customers or staff.

RANGE STATEMENT

Store policy and procedures in regard to:

- security
- stocktaking
- cash handling
- non-cash transactions.

Staff may include:

- small work teams
- store team
- full-time, part-time, casual or contract staff
- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

Non-cash transactions may include:

- EFTPOS and credit cards
- cheques
- gift vouchers
- customer refunds.

Techniques used to ***communicate security procedures*** may include:

- mentoring and coaching
- on-the-job or off-the-job training
- posters and pamphlets
- simulated events.

RANGE STATEMENT

Impact on business operations
may include:

- buying
- ordering patterns
- planning
- budgeting

Stock control procedures may
include:

- stocktaking and cyclical counts
- monitoring stock levels
- minimisation of out-of-date stock
- quality control
- minimising theft

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Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Risk Management and Security