



Australian Government

SIRXRSK404 Control store security

Release: 1

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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
First Release	This is a revised unit, based on and equivalent to SIRXRSK004A Control store security.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to control store security according to organisational policy and relevant legislation.

It involves developing and implementing security procedures for the prevention of theft, ensuring the safety of all personnel in the event of a robbery, and monitoring all security procedures.

Application of the Unit

This unit applies to team members responsible for facilitating the detection and prevention of theft and stock loss and the safety and security of staff and customers in the event of robbery.

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

Element

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. Develop store security procedures.

- 1.1. Consider store requirements and identify ***security procedures*** required to maximise safety of staff, customers and assets.
- 1.2. Develop procedures to facilitate the detection and prevention of internal or external theft according to ***organisational policy and procedures***.
- 1.3. Develop procedures to ensure maximum safety and security of ***staff*** and customers in the event of robbery.
- 1.4. Develop procedures for opening and closing premises and cash registers, cash security and ***non cash transactions***.
- 1.5. Finalise, document and process security procedures according to organisational policy.

2. Implement and monitor store security procedures.

- 2.1. ***Communicate security procedures*** to staff according to organisational policy and procedures.
- 2.2. Implement and monitor security procedures to facilitate the detection and prevention of internal or external theft according to organisational policy and procedures.
- 2.3. Implement and monitor procedures to ensure maximum safety and security of staff and customers in the event of robbery.
- 2.4. Develop and implement procedures for opening and closing premises and cash registers, cash security and non cash transactions.
- 2.5. Monitor and maintain implementation of security procedures.

3. Minimise stock loss and dissipation.

- 3.1. Measure and analyse existing, and extrapolate potential, stock loss or dissipation through theft.
- 3.2. Report on stock loss or dissipation through theft, its ***impact on business operations*** and possible solutions.
- 3.3. Establish and implement ***stock control procedures*** to monitor, control and minimise stock loss through theft.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication and interpersonal skills to:
 - ask questions to identify and confirm requirements
 - converse clearly and directly with staff
 - use and interpret non-verbal communication
- literacy and numeracy skills to:
 - access and interpret store policy documents
 - calculate the cost of stock loss
 - document security procedures
 - handle cash
 - maintain records
- research and analysis skills to:
 - analyse stock control data
 - develop procedures
- problem-solving skills to establish and implement stock control procedures

Required knowledge

- organisational policy and procedures that relate to the development of store procedures for:
 - security
 - detection and apprehension of thieves
 - non-cash transactions
 - cash handling
 - stock control
- principles and techniques for:
 - detecting and preventing theft
 - ensuring safety of personnel in the event of robbery
- relevant codes of practice, legislation and statutory requirements, including:
 - industry codes of practice
 - retail case law or common law
 - state laws relating to property offences
 - work health and safety (WHS) legislation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the 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
- communicates procedures to staff and monitors implementation.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - store policy and procedures on:
 - security
 - cash handling and non-cash transactions
 - stock control, including buying, ordering, planning and budgeting
 - relevant legislation and statutory requirements
 - industry codes of practice
 - WHS legislation and codes of practice
- a team
- a range of security equipment.

Method 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
- role play
- case studies
- written or verbal questioning to assess knowledge and understanding
- 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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the individual, accessibility of the item, and local industry and regional contexts) may also be included.

Security procedures
may relate to:

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

Organisational policy and procedures in regard to:

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

Staff may include:

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

Non-cash transactions
may include:

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

Techniques used to
communicate security procedures may include:

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

Impact on business operations may include:

- budgeting
- buying
- ordering patterns

Stock control***procedures*** may include:

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

Unit Sector(s)

Cross-Sector

Competency Field

Risk Management and Security