



Australian Government

Department of Education, Employment and Workplace Relations

WRRLP5B Apply store security systems and procedures

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit builds on unit WRRLP2B 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 in line with State and Territory laws.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Maintain store security systems	1.1 Security equipment operated according to manufacturer's instructions and store procedures. 1.2 Security equipment regularly checked to ensure operational effectiveness and faults. 1.3 Regular servicing organised in line with store procedures/manufacturer's specifications. 1.4 Surveillance of specific store areas is applied in line with store procedures. 1.5 Security data entered accurately and updated as required by store policy and procedures.
2 Deal with potentially unsecured situations	2.1 Factors which increase security risk identified, regularly monitored, recorded and reported according to assigned instructions.
3 Detect and apprehend thieves	3.1 Evidence associated with each theft offence is collected as required by the law of evidence under State or Territory legal proceedings. 3.2 Alternative actions to arrest are considered and facilitated for minor offences where permitted by store procedures. 3.3 Apprehension and/or arrest of thieves is facilitated in line with store procedures and State or Territory law. 3.4 Store detection and apprehension procedures are applied in a manner which ensures safety of self, colleagues, customers, the general public and the offender.
4 Apply post apprehension procedures	4.1 Reports prepared for police/security personnel according to legal requirements and store procedures. 4.2 Appropriate requirements/processes applied for post apprehension.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

Consistently and accurately operates store security equipment.

Consistently applies store procedures and relevant State or Territory legislation, case law or common law in relation to the detection and apprehension of offenders.

Identifies and records evidence in accordance with relevant State/Territory legislation, case law or common law.

Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

Store policies and procedures, in regard to:

dealing with theft and other property offenses, including customer bag checking procedures

dealing with other property offences, including criminal deception (false pretences), criminal (willful) damage

apprehension of offenders

operation and maintenance of store security equipment, taking into account manufacturers

maintenance and operating procedures

Surveillance techniques

Relevant law and industry codes of practice and their application in relation to store policies and procedures, in regard to the checking of customers' bags and purchases

The elements of proof and defences to the offence as per the relevant State/Territory legislation, case law and common law

Relevant powers of arrest and post arrest procedures within the appropriate State or Territory and their application in relation to store policies and procedures

The applicable Rules of Evidence of the relevant State/Territory, court procedures and the giving of evidence in court

Occupational health and safety legislation/guidelines

Theft statistics, annual cost of theft, thief profiles and categories

Definition of theft and larceny

Reporting methods

Skills in:

Surveillance techniques

Literacy and numeracy skills in relation to:

interpreting legal documents

recording and reporting procedures

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

Reporting factors which increase security risk requires communication of ideas and information. (3)

How can **information be collected, analysed and organised**?

Collecting evidence associated with theft requires information to be collected, analysed and organised. (3)

How are **activities planned and organised**?

Applying store detection and apprehension procedures requires activities to be planned and organised. (3)

How can **team work** be applied?

Team work will be required when communicating information to team members. (3)

How can the use of **mathematical ideas and techniques** be applied?

Mathematical ideas and techniques will be required when preparing reports. (3)

How can **problem solving skills** be applied?

Problem solving skills will be applied when considering alternative actions to arrest. (3)

How can the **use of technology** be applied?

The use of technology will be applied when preparing and presenting reports. (3)

Context of Assessment

Assessment Process

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Integrated Competency Assessment

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRRLP5B can be assessed with other units which make up a specific job function.

Evidence Gathering Methods

Evidence should include products, processes and procedures from the workplace context or from a simulated work environment. Evidence might include:

Observation of the person in the workplace

A simulated role play

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

Resources Required

A real or simulated work environment

Relevant documentation, such as:

theft statistics

thief profiles

legislation and statutory requirements relating to theft and property offences

store policy and procedures manuals

Access to equipment such as:

security systems

communication equipment

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Range Statement

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policies and procedures in regard to:

the apprehension of thieves

the operation of security equipment

Security equipment used in stores may include:

alarms

surveillance equipment such as cameras, closed circuit television

dye tags

security barcodes

Theft and other property offences may include:

customer and bag checking procedures

criminal deception (false pretences)

criminal (wilful) damage

Appropriate requirements/processes for post apprehension include:

obtaining brief particulars

recovery of merchandise

searching offenders

rights of offenders

questioning offenders, according to State/Territory law

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Unit Sector(s)

Not applicable.