

**Accreditation** : This Module is a Nationally Accredited Course

**Title** : **SIRXRSK001A – MINIMISE THEFT**

**Field Of Study** : **RISK MANAGEMENT**

### What is this course all about?

This unit involves the skills and knowledge required to minimize theft in a retail environment. Participants learn how to apply routine store security, taking appropriate action to minimize theft and maintaining security of cash, registers or terminals and keys.

#### Apply routine store security– SIRXRSK001A/01

- ❑ Apply store security systems and procedures according to store policy.
- ❑ Handle and secure cash according to store policy and procedures.
- ❑ Observe and deal with suspect behaviour by customers according to store policy and legislative requirements.
- ❑ Deal with internal and external theft according to store policy and legislative requirements.
- ❑ Store products and equipment in a secure manner.

#### Minimise theft- SIRXRSK001A/02

- ❑ Take appropriate action to minimise theft by applying store procedures and legislative requirements.
- ❑ Match merchandise to correct price tags.
- ❑ Maintain surveillance of merchandise according to store policy and legislative requirements.
- ❑ Check customers' bags as required at point of sale according to store policy and legislative requirements.
- ❑ Maintain security of cash, cash register and keys according to store policy.
- ❑ Maintain security of stock, cash and equipment in regard to customers, staff and outside contractors according to store policy and legislative requirements.
- ❑ Deal with suspected or potential thieves according to store policy and procedures

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Frontline employees

### You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ literacy and numeracy skills in:
  - recording of stolen items
  - reporting of theft.
- ❑ store policy and procedures in regard to:
  - security
  - checking customers' bags and purchases
  - reporting problems and faults
- ❑ relevant legislation and statutory requirements, particularly in regard to checking customers' bags and purchases
- ❑ Trade Practices and Fair Trading Acts
- ❑ store merchandising system
- ❑ security procedures relating to cash and non-cash transactions
- ❑ location and operation of store security equipment
- ❑ reporting procedures for internal and external theft or suspicious circumstances.

### What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

### How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

### Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life

experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) In order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support