

Accreditation : This Module is a Nationally Accredited Course
Title : **SIRXRSK002A – MAINTAIN STORE SECURITY**
Field Of Study : **RISK MANAGEMENT**

What is this course all about?

This unit involves the skills and knowledge required to maintain store security in a retail environment. Participants learn how to implement store policy and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft.

Monitor and maintain store security– SIRXRSK002A/01

- ❑ Implement store policy and procedures to ensure store security is maintained.
- ❑ Monitor and review security procedures according to store policy and legislative requirements.
- ❑ Implement procedures to minimise theft of easily stolen merchandise.
- ❑ Maintain security of cash, cash register and keys according to store policy.
- ❑ Implement store procedures in regard to transactions.
- ❑ Inform team members of store policy and procedures in regard to security.
- ❑ Provide team members with feedback in regard to implementation or non-implementation of store security procedures.
- ❑ Provide staff with ongoing supervision and training to facilitate awareness and detection of theft.
- ❑ Report matters likely to affect store security according to store policy

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 -

- ❑ interpersonal communication skills to:
 - provide information, feedback and training to staff
 - report relevant matters through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - give instructions
 - use and interpret non-verbal communication
- ❑ literacy skills in regard to:
 - interpreting and applying OHS documents
 - reporting procedures
- ❑ performance analysis
- ❑ team leadership.
- ❑ store policy and procedures in regard to:
 - security
 - cash and non-cash transactions
 - external or internal theft
 - suspicious circumstances
 - armed robbery
 - staff security training
 - procedures for opening and closing premises
- ❑ relevant legislation and statutory regulations, particularly in relation to checking of customers' bags and purchases
- ❑ store alarm and security systems
- ❑ principles and techniques for interpersonal communication

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 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
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support