

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRLP4B – MAINTAIN STORE SECURITY**
Field Of Study : **LOSS PROVISION**

What is this course all about?

This unit encompasses the skills and knowledge required to maintain store security in a retail environment. It involves implementing store policies and procedures to ensure store security, informing team members and providing ongoing supervision and training to facilitate awareness and detection of theft.

When you have finished this course you should be able to demonstrate your ability to:

Monitor and maintain store security - WRRLP4B/01

- ❑ Store policies and procedures implemented to ensure store security maintained.
- ❑ Security procedures are monitored and reviewed according to store policy.
- ❑ Procedures implemented to minimise theft of easily stolen merchandise.
- ❑ Security of cash, cash register and keys maintained according to store policy.
- ❑ Store procedures in regard to transactions implemented
- ❑ Team members are informed of store policies and procedures in regard to security.
- ❑ Team members provided with feedback in regard to implementation/non implementation of store security procedures.
- ❑ Staff provided with on going supervision and training to facilitate awareness and detection of theft.
- ❑ Matters likely to affect store security reported according to store policy.

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

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration / Human Resources Staff
- ❑ Operations Staff

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

Competency in this unit requires evidence that, you the candidate: -

- ❑ Applies store policies and procedures, industry codes of practice, relevant legislation and statutory requirements in regard to store security.
- ❑ Applies relevant legislation and statutory regulations particularly in regard to checking of customers' bags and purchases.

Interprets, applies and monitors security procedures in regard to:

- ❑ cash handling, credit card and cheque transactions
- ❑ internal or external theft or suspicious circumstances
- ❑ armed robbery
- ❑ opening and closing premises

Implements store policies and procedures in regard to:

- ❑ informing staff regarding store security
- ❑ staff security supervisions and training

Interpersonal communication skills including:

- ❑ giving feedback
- ❑ coaching
- ❑ performance analysis
- ❑ questioning/listening/observation
- ❑ team motivation
- ❑ negotiation
- ❑ verbal and non verbal communication
- ❑ team leadership

Literacy and numeracy skills in regard to:

- ❑ interpreting and applying occupational health and safety documents
- ❑ reporting procedures

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Relevant legislation and statutory regulations, particularly in relation to checking of customers' bags and purchases
- ❑ A retail work environment

Relevant documentation, such as:

- store policy and procedures in regard to security
- legislation and statutory requirements

What Recognition will you achieve?

Where demonstrated competencies have 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) 9854-6124 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.

