

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

**Title** : **WRRLP2B – MINIMISE THEFT**

**Field Of Study** : **LOSS PREVENTION**

### What is this course all about?

This unit encompasses the competencies required to minimise theft in a retail environment. It involves applying routine store security, taking appropriate action to minimise theft and maintaining security of cash, registers/terminals and keys.

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

#### Apply routine store security - WRRLP2B/01

- Store security systems and procedures applied according to store policy.
- Cash handled and secured according to store policy.
- Suspect behaviour by customers observed and dealt with according to store policy.
- Internal and external theft dealt with according to store policy.
- Products and equipment stored in a secure manner.

#### Minimise theft - WRRLP2B/02

- Appropriate action taken to minimise theft by applying store procedures.
- Merchandise matched to correct price tags.
- Surveillance of merchandise maintained according to store policy and legislative requirements.
- Customers' bags checked as required at point of sale according to store policy and legislative requirements.
- Security of cash, cash register and keys maintained according to store policy.
- Security of stock, cash and equipment in regard to customers, staff and outside contractors maintained according to store policy;
- Suspected or potential thieves dealt with according to store policy and procedures.

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

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration
- ❑ Sales / Customer Services 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: -*

- ❑ Consistently applies store policies and procedures and industry codes of practice, in regard to store security and theft prevention in a range of contexts and situations.
- ❑ Consistently applies store policies and procedures in regard to following security procedures and for reporting theft/suspicious behaviour to relevant personnel;
- ❑ Monitors stock, work area, customers and staff to minimise opportunities for theft.

Store policies 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;
- ❑ Store merchandising system;
- ❑ Security procedures relating to cash and non-cash transactions;
- ❑ Location and operation of store security equipment;
- ❑ Reporting procedures for external/internal theft or suspicious circumstances;

Skills in:

- ❑ recording of stolen items;
- ❑ reporting of theft

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

- ❑ privacy/confidentiality laws;
- ❑ Trade Practices and Fair Trading Acts;
- ❑ consumer law;
- ❑ property offences;
- ❑ credit laws;
- ❑ reporting procedures;
- ❑ criminal law;

### 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](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.

