

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRLP5B – APPLY STORE SECURITY SYSTEMS & PROCEDURES**

Field Of Study : **LOSS PREVENTION**

What is this course all about?

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.

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

Maintain store security systems – WRRLP5B/01

- ❑ Security equipment operated according to manufacturer's instructions and store procedures.
- ❑ Security equipment regularly checked to ensure operational effectiveness and faults.
- ❑ Regular servicing organised in line with store procedures/manufacturer's specifications.
- ❑ Surveillance of specific store areas is applied in line with store procedures.
- ❑ Security data entered accurately and updated as required by store policy and procedures.

Deal with potentially unsecured situations – WRRLP5B/02

- ❑ Factors which increase security risk identified, regularly monitored, recorded and reported according to assigned instructions.

Detect and apprehend thieves – WRRLP5B/03

- ❑ Evidence associated with each theft offence is collected as required by the law of evidence under State or Territory legal proceedings.
- ❑ Alternative actions to arrest are considered and facilitated for minor offences where permitted by store procedures.
- ❑ Apprehension and/or arrest of thieves is facilitated in line with store procedures and State or Territory law.
- ❑ Store detection and apprehension procedures are applied in a manner which ensures safety of self, colleagues, customers, the general public and the offender.

Apply post apprehension procedures – WRRLP5B/04

- ❑ Reports prepared for police/security personnel according to legal requirements and store procedures.
- ❑ Appropriate requirements/processes applied for post apprehension.

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

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services / Operations/ Security 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 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.

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 procedure;
- ❑ 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:
- ❑ interpreting legal documents;
- ❑ recording and reporting procedures;
- ❑ 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

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.