Specification of Competency Standards of the Retail Industry
Unit of Competency

Functional Area: Store Operations

Title	Prevent theft
Code	105125L2
Range	This unit of competency (UoC) is applicable to staff working in retail stores. It covers the abilities to prevent shop theft effectively according to the security guidelines of the organization.
Level	2
Credit	3 (for reference only)

Competency	Performance Requirements
	1. Knowledge of prevention of theft
	  • Understand the general practice and procedures of the retail industry for handling theft
	  • Understand the organization's measures for prevention of shop theft
	  • Understand the organization's resources invested in prevention of theft, including:
	    • Publicity, e.g. site broadcast and cardboard policeman
	    • Manpower, e.g. participation by designated personnel or all staff
	    • Equipment, e.g. alarm system using infra-red/radio identification technology and closed-circuit television
	  • Master the techniques and procedures for operating the anti-theft equipment of the organization
	  • Master the proper ways to handle theft
	  • Master the procedures of reporting theft cases
	  • Understand the legislations and guidelines of the Government and governing bodies related to combating shop theft
	2. Prevent theft
	  • Ensure that all related staff and parties (e.g. contractors) are capable of mastering the measures and responsibilities for prevention of theft
	  • Take appropriate measures to prevent theft
	    • Attach anti-theft tag to goods
	    • Place the goods and equipment properly (not to be stolen easily)
	    • Use manpower and anti-theft equipment (e.g. video devices) to monitor displayed goods
	    • Use broadcast or cardboard policemen to remind customers of prevention of theft
	    • Watch the act of suspected individuals without disturbing customers
	  • Strictly enforce the measures for prevention of theft according to established procedures
	    • Ensure the normal operation of anti-theft equipment
	    • Handle cash transactions and payments in a cautious and procedural manner
	    • Handle suspected cases of theft politely, e.g. there is a need to check the belongings of customers if the alarm is triggered
	    • Report cases of theft to the higher level and law enforcement bodies
	  • Regularly report to the higher level the implementation of anti-theft measures and propose improvements
	3. Exhibit professionalism
	  • Ensure that the measures for prevention of theft comply with the legal requirements

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
	  • Enforce the organization's established measures for prevention of theft; and
	  • Prevent shop theft effectively so as to safeguard the benefit of the organization.

Remark	