

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Store Operations

Title	Implement preventive measures against loss of goods
Code	105137L3
Range	This unit of competency (UoC) is applicable to staff responsible for risk and security management in the retail industry. It can be applied to different scenarios and may involve non-routine work. It covers the abilities to correctly implement a series of corporate measures and procedures against loss of goods in order to reduce unnecessary loss and protect the benefit of the organization.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of store security <ul style="list-style-type: none"> <li>• Understand corporate measures and related guidelines against loss of goods, e.g.: <ul style="list-style-type: none"> <li>• Theft prevention measures</li> <li>• Administrative measures</li> <li>• Fraud prevention measures (e.g. treatment of suspected counterfeit bank notes)</li> </ul> </li> <li>• Understand types of anti-theft devices/systems commonly used in the retail industry, their functions and operating procedures, e.g.: <ul style="list-style-type: none"> <li>• Anti-theft magnetic tags</li> <li>• Electronic anti-theft monitoring system</li> </ul> </li> <li>• Understand common crimes at retail stores and preventive measures, e.g. embezzlement, robbery, theft, fraud, etc.</li> <li>• Understand ordinances related to store theft and fraud, e.g.: <ul style="list-style-type: none"> <li>• Criminal law</li> <li>• Ordinances related to counterfeit bank notes</li> </ul> </li> </ul> </li> <li>2. Implement preventive measures against loss of goods <ul style="list-style-type: none"> <li>• Correctly implement various preventive measures against loss of goods in daily work in accordance with corporate procedures and guidelines, including: <ul style="list-style-type: none"> <li>• Store security and theft prevention measures <ul style="list-style-type: none"> <li>• Making use of electronic anti-theft monitoring system</li> <li>• Placing anti-theft magnetic tags on goods</li> <li>• Arranging store patrols</li> <li>• CCTV system operation</li> </ul> </li> <li>• Administrative measures <ul style="list-style-type: none"> <li>• Display of high-priced goods (e.g. displaying an empty package or part of the goods)</li> <li>• Treatment of cash (e.g. making same-day deposits to banks or safe boxes)</li> <li>• Treatment of inventory (e.g. transferring goods delivered to warehouse as soon as possible, regular inspection of inventory, etc.)</li> <li>• Deterrent measures (e.g. putting up warning signs)</li> <li>• Specification of the rights and responsibilities of key holders</li> <li>• Treatment of return of goods</li> <li>• Irregular stock taking</li> <li>• Irregular checking of staff lockers</li> </ul> </li> <li>• Conducting on-the-spot inspection in case of loss of goods</li> <li>• Preventive measures against counterfeit bank notes</li> </ul> </li> <li>• Implement security procedures in accordance with guidelines of the organization when encountering suspected thefts or suspicious persons and immediately report to the higher level or the police</li> <li>• Record cases of loss of goods and maintain the record for reference when reviewing loss prevention policies</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Implement preventive measures against loss of goods in accordance with the organization's related guidelines and legal requirements in order to protect the benefit of the organization</li> </ul> </li> </ol>

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### Functional Area: Store Operations

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: <ul style="list-style-type: none"><li>• Implement preventive measures against loss of goods in accordance with corporate procedures and guidelines to eradicate store theft, embezzlement, fraud, etc. and prevent loss to the organization.</li></ul>
Remark	