

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Store Operations

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| Title | Inspect the product loss prevention measures |
| Code | 111361L4 |
| Range | This unit of competency (UoC) is applicable to store management staff in the retail industry. Practitioners have the ability to perform inspection to prevent product loss according to related policy and procedures of the organisation so as to safeguard its benefits and improve the product management procedures / system at the store. |
| Level | 4 |
| Credit | 3 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Understand the knowledge of product loss prevention</p> <ul style="list-style-type: none"> • Understand the organisation's established policy and procedures for product loss prevention • Understand that the policy and procedures for product loss prevention is important to corporate operation and inspection is more important to product loss prevention • Understand different inspection methods and their advantages and disadvantages • Master the purposes of inspecting the product loss prevention measures <ul style="list-style-type: none"> ○ Identify potential loopholes ○ Look for the causes of product loss ○ Review and monitor the effectiveness of the product loss prevention measures ○ Assess whether the related insurance policy meets the needs • Master the scope for inspecting the product loss prevention measures, including: <ul style="list-style-type: none"> ○ Operating procedures of different aspects of the retail store ○ Loopholes in the security system of the retail store ○ Methods of handling product loss • Master the resources required for inspecting the product loss prevention measures, including: <ul style="list-style-type: none"> ○ Delegation from the higher level ○ Manpower and financial resources ○ Relevant equipment (e.g. computer, alarm system) ○ Inspection forms and reports <p>2. Inspect the product loss prevention measures</p> <ul style="list-style-type: none"> • Inspect the organisation's established product loss prevention policy and measures, including: <ul style="list-style-type: none"> ○ Process for the delivery of goods ○ Process for the return of goods ○ Bill payment process ○ Process for handling and managing cash ○ Time for inventory management ○ Alarm and security system ○ Inspecting past cases of goods loss and assessing the impact, e.g. on insurance policy and business operation • Prepare and submit inspection reports on lost goods • Submit improvement proposals to the higher level according to the results of inspecting the product loss prevention measures, e.g.: <ul style="list-style-type: none"> ○ Providing staff with the training related to product loss prevention ○ Purchasing security equipment for product loss prevention |

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| | <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Inspect the product loss prevention measures and avoid the occurrence of concealment, fraud and corruption.• Work on the details and proactively identify opportunities for improvement |
| Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Perform inspection according to the organisation's established policy and procedures for product loss prevention; and• Ensure that inspecting relevant measures can prevent goods loss and improve goods management at the retail store. |
| Remark | <p>This UoC is adopted from 105148L4.</p> |