

<b>Title</b>	<b>Train staff in loss prevention in a retail or distribution environment</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	People credited with this unit standard are able to: prepare for training in loss prevention; conduct staff training in loss prevention; and review and evaluate loss prevention training in a retail or distribution environment.
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<b>Classification</b>	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to: Children, Young Persons, and Their Families Act 1989, Crimes Act 1961, Employment Relations Act 2000, Evidence Act 2006, Health and Safety at Work Act 2015, Privacy Act 2020, Summary Offences Act 1981, The New Zealand Bill of Rights Act 1990, Trespass Act 1980.
- 2 Definitions  
*Distribution environment* refers to a workplace where the primary focus is on storage and distribution of stock.  
*Retail environment* refers to workplaces where the primary focus is on customers purchasing goods or services.  
*Workplace procedures* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- 3 All assessment tasks must be carried out in accordance with workplace procedures.

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### Outcomes and performance criteria

#### Outcome 1

Prepare for training in loss prevention in a retail or distribution environment.

#### Performance criteria

- 1.1 Preparation addresses the training needs and responsibilities of the employer and the employee.

- 1.2 Intended learning outcomes for retail or distribution loss prevention are specified.
- 1.3 Resources, venue, and personnel are organised to suit intended training delivery.
- 1.4 Possible learning barriers and differences in learning style are addressed in planning.
- 1.5 Review criteria are established and documented.

## **Outcome 2**

Conduct staff training in loss prevention in a retail or distribution environment.

### **Performance criteria**

- 2.1 The training provides current and relevant theoretical information in loss prevention.
  - Range includes but is not limited to – legal definitions, staff theft and fraud, customer theft and fraud, theft deterrent techniques, health and safety.
- 2.2 On-job training incorporates processes that help learners meet organisational targets on the loss prevention tools and techniques used.
  - Range processes may include but are not limited to – explanation, demonstration, feedback, recap; tools and techniques may include but are not limited to – shop layout, signage, controlled barriers, gates, doors, mirrors, scanners, tags and labels, detachers and deactivators, record keeping, camera monitoring, apprehension and detention procedures, report writing; evidence of two processes and seven tools and techniques is required.
- 2.3 Practice opportunities are provided according to the specific learning situation and the established learning programme for loss prevention.
- 2.4 Feedback to trainees is timely, direct, and is relevant to strengths and weaknesses in performance.

## **Outcome 3**

Review and evaluate loss prevention training in a retail or distribution environment.

### **Performance criteria**

- 3.1 Loss prevention training session outcomes are documented and training records of learners are updated.

- 3.2 Employer and employee feedback on delivery of loss prevention training is obtained and analysed against review criteria.
- 3.3 Areas for improvement of training programme resources and delivery are identified and reported.

<b>Planned review date</b>	31 December 2027
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 November 2008	31 December 2018
Review	2	8 December 2016	31 December 2024
Review	3	2 March 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.