

Title	Implement loss prevention policies and procedures in a retail or distribution environment		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: demonstrate knowledge of the requirements of loss prevention policies and procedures; implement loss prevention policies and procedures; and evaluate the implementation of loss prevention policies and procedures, in a retail or distribution environment.
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Guidance Information

1 Definitions

Distribution environment refers to a workplace where the primary focus is on storage and distribution of stock.

Fraud refers to crimes involving deceit.

Loss prevention policies and procedures refer to policies and procedures for the prevention of theft, fraud and process loss.

Process loss refers to loss due to poorly designed and/or poorly implemented operating procedures. It may include but is not limited to – food wastage, accidental stock damage, customer returns.

Retail environment refers to workplaces where the primary focus is on customers purchasing goods or services.

Theft refers to dishonestly taking someone's property.

Workplace procedures refer to applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the requirements of loss prevention policies and procedures in a retail or distribution environment.

Range may include but is not limited to – theft, fraud, process loss.

Performance criteria

- 1.1 Policies and procedures for loss prevention applicable to the organisation are explained in terms of their expected impact on loss.
- 1.2 Purposes of policies and procedures for loss prevention that are relevant to the organisation are described in terms of their expected benefits to the organisation.
- Range may include but is not limited to – minimising loss, preventing loss, profitability, efficiency, customer satisfaction, stock maintenance, staff retention, awareness, planning, consistency, identification of training needs, health and safety, culture; evidence of seven is required.
- 1.3 Requirements of loss prevention policies and procedures are explained in terms of their expected contribution to reducing loss.
- Range may include but is not limited to – compliance, awareness, timeliness, teamwork, monitoring, training, safety, recording, reporting; evidence of five is required.

Outcome 2

Implement loss prevention policies and procedures in a retail or distribution environment.

Range evidence is required for two different loss prevention policies and procedures.

Performance criteria

- 2.1 Loss prevention policies and procedures are implemented in accordance with workplace procedures.

Outcome 3

Evaluate the implementation of loss prevention policies and procedures in a retail or distribution environment.

Performance criteria

- 3.1 Impact on organisational loss of implementation of loss prevention policies and procedures is evaluated in accordance with workplace procedures.
- Range may include but is not limited to – monitoring by self or others, feedback, measurement of compliance, measurement of change in loss, measurement of effect on organisation; evidence of four is required.

3.2 Improvements to loss prevention policies and procedures are recommended in accordance with workplace procedures.

Range may include but is not limited to – review, revise, update, monitor.

3.3 Improvements to loss prevention policies and procedures are implemented in accordance with workplace procedures.

Range may include but is not limited to – compliance, feedback, monitoring, training, coaching, change of behaviour.

Planned review date	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	18 June 2009	31 December 2018
Review	2	8 December 2016	31 December 2024
Review	3	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.