

<b>Title</b>	<b>Demonstrate knowledge of theft and fraud in a retail or distribution environment</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: demonstrate knowledge of the ways in which theft and fraud are committed by staff, customers, suppliers and delivery persons; explain responses to theft and fraud; and demonstrate knowledge of the legal rights of a person suspected of theft or fraud, 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 Definitions

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

*Fraud* refers to crimes involving deceit.

*Grazing* refers to unauthorised eating and/or drinking of store products and merchandise.

*Organisational procedures* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

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

*Sweethearting* refers to theft carried out by collusion between an employee and a customer. It is so named because it most often occurs between a cashier and his or her family members or friends.

- ### 2 Legislation relevant to this standard includes but is not limited to - Crimes Act 1961, Employment Relations Act 2000; Evidence Act 2006; Health and Safety at Work Act 2015, New Zealand Bill of Rights Act 1990, Privacy Act 1993, Summary Offences Act 1981, Trespass Act 1980.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of the ways in which theft and fraud are committed by staff, customers, suppliers, and delivery persons in a retail or distribution environment.

Range theft may include but is not limited to – grazing, stealing goods;  
fraud may include but is not limited to – sweethearting, refund scams.

### Performance criteria

1.1 Techniques for theft and fraud by staff are described.

Range evidence of one technique each of theft and fraud.

1.2 Techniques for theft and fraud by customers are described in accordance with organisational procedures.

Range evidence of one technique each of theft and fraud.

1.3 Techniques for theft and fraud by suppliers, and delivery persons are described in accordance with organisational procedures.

Range evidence of one technique each of theft and fraud.

### Outcome 2

Explain responses to theft and fraud in a retail or distribution environment.

### Performance criteria

2.1 Response measures for preventing or minimising theft and fraud are explained in accordance with organisational procedures.

Range response measures may include but are not limited to – stock management, cash handling, documentation, returns, housekeeping, personal bags and clothing, storage and disposal of rubbish, lock up and key holding, checkout procedures, serving friends and family of employees, after hours security, staff purchases;  
evidence of two response measures for preventing and minimising each of theft and fraud.

2.2 Situations requiring a call to the police are explained in accordance with organisational procedures.

### Outcome 3

Demonstrate knowledge of the legal rights of a person suspected of theft or fraud in a retail or distribution environment.

**Performance criteria**

- 3.1 Legally permissible actions for employees in dealing with a person suspected of theft or fraud are explained in accordance with applicable legislation and organisational procedures.
- 3.2 The legal rights of a person suspected of theft or fraud are explained.

<b>Planned review date</b>	31 December 2021
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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
Rollover and Revision	2	17 October 2013	31 December 2021
Review	3	8 December 2016	31 December 2021
Revision	4	29 March 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0225
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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 ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.