

Title	Identify suspicious behaviour by customers and deter theft and fraud in a retail or distribution environment		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to identify suspicious behaviour by customers, and apply techniques and measures for deterring and preventing theft and fraud 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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Explanatory notes

- 1 Definitions

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

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
- 2 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, New Zealand Bill of Rights Act 1990, Privacy Act 1993, Summary Offences Act 1981, Trespass Act 1980.

Outcomes and evidence requirements

Outcome 1

Identify suspicious behaviour by customers in a retail or distribution environment.

Evidence requirements

- 1.1 Suspicious customers are identified and described.

Range	grounds for suspicion may include but is not limited to – clothing, body language, loitering; evidence of two characteristics.
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1.2 Techniques for monitoring customers to prevent or minimise theft or fraud are described in accordance with organisational procedures.

Range evidence of two techniques.

1.3 Measures to facilitate monitoring of suspicious behaviour by customers are described in accordance with organisational procedures.

Range evidence of two measures.

Outcome 2

Apply techniques and measures for deterring and preventing theft and fraud in a retail or distribution environment.

Evidence requirements

2.1 Customer service techniques to deter theft and fraud are applied in accordance with organisational procedures.

Range may include but is not limited to – approach, greeting, eye contact, politeness, friendliness, confidence, attentiveness, observation skills, communication strategies; evidence of two techniques.

2.2 Measures for minimising theft and fraud are applied in accordance with organisational procedures.

Range evidence of two measures.

Planned review date	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	N/A
Review	3	8 December 2016	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.