

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 and describe 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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Guidance Information

- 1 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 refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- 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 2020, Summary Offences Act 1981, Trespass Act 1980.
- 3 All assessment tasks must be carried out in accordance with workplace procedures.

Outcomes and performance criteria

Outcome 1

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

Performance criteria

- 1.1 Suspicious customers are identified and described.
 Range grounds for suspicion may include but are not limited to – clothing, body language, loitering; evidence of two grounds.
- 1.2 Techniques for monitoring customers to prevent or minimise theft or fraud are described.
 Range evidence of two techniques.
- 1.3 Measures to facilitate monitoring of suspicious behaviour by customers are described.
 Range evidence of two measures.

Outcome 2

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

Performance criteria

- 2.1 Customer service techniques to deter theft and fraud are applied.
 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.
 Range evidence of two measures.

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	21 November 2008	31 December 2018
Rollover and Revision	2	17 October 2013	31 December 2024
Review	3	8 December 2016	31 December 2024
Review	4	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.