| Title | Explain practices to detect and reduce staff theft and fraud in a retail or distribution environment |
|-------|------------------------------------------------------------------------------|
| Level | 3 | Credits | 4 |

| Purpose | People credited with this unit standard are able to: explain practices to detect and reduce staff theft and fraud in a retail or distribution environment. |
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| Classification | Retail, Distribution, and Sales > Retail and Distribution Core Skills |
|----------------|--------------------------------------------------------------------|

| Available grade | 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.
     *Fraud* refers to crimes involving deceit.
     *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.

## Outcomes and performance criteria

### Outcome 1

Explain practices to detect and reduce staff theft and fraud in a retail or distribution environment.

**Performance criteria**

1.1 Organisational procedures relating to staff theft and fraud in retail or distribution environment are explained.

       Range       may include but is not limited to – cash handling, returns, managing stock, credit card verification, staff purchases, sales to family and friends, discounts, markdowns, cheques, disposal of damaged and out of date stock, bag checks, access and security, confidential information, staff monitoring, collecting evidence, disciplinary action;
evidence of three procedures is required.

1.2 Staff monitoring and control systems that assist in detecting and reducing staff theft and fraud are explained.

       Range       may include but is not limited to – bag checks, locker checks, staffing rules, purchasing procedures, clocking in and out, access to store and secure areas; counting stock; video surveillance; mystery shoppers; accountability;
evidence of three procedures is required.

1.3 Processes for reporting theft and fraud are explained.

1.4 Record keeping practices that assist in detecting staff theft and fraud are explained.

       Range       may include but is not limited to – cash flow records; sales records; register records; reconciliation discrepancies; voids and refunds; stock take; inventory balances, receiving and forwarding goods; customer exchanges; invoice checking; recording wastage and damaged goods;
evidence of three practices is required.

1.5 Proactive strategies to reduce staff theft and fraud are explained.

       Range       may include but is not limited to – staff participation, staff discounts and rewards, training, HR policies, recruitment;
evidence of two proactive strategies is required.

1.6 The impact of staff theft and fraud on a retail or distribution business is explained in terms of the viability of the business.

| **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 |
| Review | 2 | 8 December 2016 | 31 December 2024 |
| Review | 3 | 2 March 2023 | N/A |
| Revision | 4 | 26 September 2024 | N/A |

| **Consent and Moderation Requirements (CMR) reference** | 0112 |
|---|---|

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

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**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.

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