

Title	Train staff in loss prevention in a retail or distribution environment		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to: prepare for training in loss prevention; conduct staff training in loss prevention; and review and evaluate loss prevention training 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 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 1993, 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.
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.

Outcomes and evidence requirements

Outcome 1

Prepare for training in loss prevention in a retail or distribution environment.

Evidence requirements

- 1.1 Preparation addresses the training needs and responsibilities of the employer and the employee.
- 1.2 Intended learning outcomes for retail or distribution loss prevention are specified.

- 1.3 Resources, venue, and personnel are organised to suit intended training delivery.
- 1.4 Possible learning barriers and differences in learning style are addressed in planning.
- 1.5 Review criteria are established and documented in accordance with organisational procedures.

Outcome 2

Conduct staff training in loss prevention in a retail or distribution environment.

Evidence requirements

- 2.1 The training provides current and relevant theoretical information in loss prevention in a retail or distribution environment.

Range includes but is not limited to – legal definitions, staff theft and fraud, customer theft and fraud, theft deterrent techniques, health and safety.

- 2.2 On-job training incorporates processes that help learners meet organisational targets on the loss prevention tools and techniques used in a retail or distribution environment.

Range processes may include but are not limited to – explanation, demonstration, feedback, recap.
tools and techniques may include but are not limited to – shop layout, signage, controlled barriers, gates, doors, mirrors, scanners, tags and labels, detachers and deactivators, record keeping, camera monitoring, apprehension and detention procedures, report writing.

- 2.3 Practice opportunities are provided according to the specific learning situation and the established learning programme for loss prevention in retail or distribution.
- 2.4 Feedback to trainees is timely, direct, and is relevant to strengths and weaknesses in performance.

Outcome 3

Review and evaluate loss prevention training in a retail or distribution environment.

Evidence requirements

- 3.1 Training session outcomes are documented and training records of learners are updated, in accordance with organisational procedures.
- 3.2 Employer and employee feedback on delivery is obtained and analysed against review criteria.

- 3.3 Areas for improvement of training programme resources and delivery are identified and reported in accordance with organisational procedures.

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
Review	2	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 (CMR). 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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.