

<b>Title</b>	<b>Implement loss prevention policies and procedures in a retail or distribution environment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to: explain the requirements of loss prevention policies and procedures, implement loss prevention policies and procedures, and evaluate the implementation of loss prevention policies and procedures.
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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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**Explanatory notes**

- 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.

*Loss prevention policies and procedures* refer to policies and procedures for the prevention of theft, fraud and process loss.

*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.

*Process loss* refers to loss due to poorly designed and/or poorly implemented operating procedures. It may include but is not limited to – food wastage, accidental stock damage, customer returns.

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

*Theft* refers to dishonestly taking someone’s property.
- 2** Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

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**Outcomes and evidence requirements**

**Outcome 1**

Explain the requirements of loss prevention policies and procedures.

Range may include but is not limited to – theft, fraud, process loss.

**Evidence requirements**

- 1.1 Policies and procedures for loss prevention applicable to the organisation are explained in terms of their expected impact on loss.
- 1.2 Purposes of policies and procedures for loss prevention that are relevant to the organisation are described in terms of their expected benefits to the organisation.
- Range may include but is not limited to – minimising loss, preventing loss, profitability, efficiency, customer satisfaction, stock maintenance, staff retention, awareness, planning, consistency, identification of training needs, health and safety, culture.
- 1.3 Requirements of loss prevention policies and procedures are explained in terms of their expected contribution to reducing loss.
- Range may include but is not limited to – compliance, awareness, timeliness, team work, monitoring, training, safety, recording, reporting.

**Outcome 2**

Implement loss prevention policies and procedures.

Range evidence is required for two different loss prevention policies and procedures.

**Evidence requirements**

- 2.1 Loss prevention policies and procedures are implemented in accordance with organisational procedures.

**Outcome 3**

Evaluate the implementation of loss prevention policies and procedures.

**Evidence requirements**

- 3.1 Impact on organisational loss of implementation of loss prevention policies and procedures is evaluated in accordance with organisational policies and procedures.
- Range may include but is not limited to – monitoring by self or others, feedback, measurement of compliance, measurement of change in loss, measurement of effect on organisation.
- 3.2 Improvements to loss prevention policies and procedures are recommended in accordance with organisational procedures.
- Range may include but is not limited to – review, revise, update, monitor.

- 3.3 Improvements to loss prevention policies and procedures are implemented in accordance with organisational procedures.

Range may include but is not limited to – compliance, feedback, monitoring, training, coaching, change of behaviour.

<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	18 June 2009	31 December 2018
Review	2	8 December 2016	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>.

#### 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 ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.