

Title	Develop loss prevention policies and procedures in a retail or distribution environment		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: determine requirements for loss prevention policies and procedures in a retail or distribution environment; develop loss prevention policies and procedures to minimise or prevent loss; and evaluate the developed and implemented loss prevention policies and procedures.
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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.

Fraud refers to crimes involving deceit.

Loss prevention policies and procedures refer to policies and procedures relating to 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 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Credit Contracts and Consumer Finance Act 2003, Contract and Commercial Law Act 2017, Privacy Act 1993, Employment Relations Act 2000, Health and Safety at Work Act 2015, Human Rights Act 1993, Hazardous Substances and New Organisms Act 1996.

3 Evidence is required for the development of two loss prevention policies or procedures as established by the candidate and their employer or assessor.

Outcomes and performance criteria

Outcome 1

Determine requirements for loss prevention policies and procedures in a retail or distribution environment.

Performance criteria

1.1 Requirements for development of loss prevention policies and procedures are determined in accordance with organisational procedures.

Range may include but is not limited to – create, review, revise, update.

1.2 The rationale for developing loss prevention policies and procedures are explained in terms of expected benefits to the organisation.

Range may include but is not limited to – minimising and/or preventing loss, adapting to new loss situation, compliance with legislation, safety, profitability, efficiency, customer satisfaction, stock maintenance, staff retention, awareness, planning, consistency, identification of training needs, culture.

1.3 Legislative requirements that are relevant to loss prevention in the organisation are identified.

1.4 Processes for the development of loss prevention policies and procedures are established in accordance with organisational procedures.

Range may include but is not limited to – research, training, drafting, feedback, approvals, release, monitoring, communication, publication, circulation.

Outcome 2

Develop loss prevention policies and procedures to minimise or prevent loss in a retail or distribution environment.

Performance criteria

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

Range includes but is not limited to legal compliance.

Outcome 3

Evaluate the developed and implemented loss prevention policies and procedures.

Performance criteria

3.1 Loss prevention policies and procedures are evaluated in terms of their expected impact on loss.

Range may include but is not limited to – monitoring by self or others, feedback, measurement of effectiveness in loss prevention, impact on organisation.

3.2 Improvements to loss prevention policies and procedures are identified and recorded in accordance with organisational procedures.

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

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	18 June 2009	31 December 2018
Review	2	8 December 2016	31 December 2021
Revision	3	29 March 2018	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>.

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.