OCR
Oxford Cambridge and RSA

Unit Title:	Understanding security and loss prevention in a retail business
Level:	3
Credit value:	3
Guided learning hours:	15
Unit expiry date:	31.10.12

Unit purpose and aim

The purpose of this unit is to provide learners with the knowledge and understanding of the impact of crime upon retail businesses and how security risks are assessed. It also covers the precautions and actions undertaken for preventing loss and maintaining security.

Learning Outcomes	**Assessment Criteria**	**Knowledge, understanding and skills**
1. Know the range of security risks faced by a retail business	1.1 Define the security risks faced by a retail business and distinguish between external and internal threats to security 1.2 Explain how and why losses can occur in a retail business as a result of crime	1.1 Candidates will be expected to understand and recognise what represents an internal and an external threat to security 1.2 For example, this may include: • External crimes such as shoplifting • Internal crimes such as staff theft
2. Understand the effect which crime has on a retail business and its staff	2.1 Explain the implications of criminal loss to retail businesses 2.2 Explain the role of management and other staff in maintaining the security of a retail business	2.1 For example, this may include the impact on: • Staff • Profits • Overheads 2.2 For example, this may include: • Employing security staff • Ensuring security of goods through various means • Using deterrents • Vigilance of staff • Training/updating staff

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
3. Understand the loss prevention procedures used in a retail business	3.1 Explain the main ways in which retail businesses use technology to prevent loss 3.2 Explain how stock control procedures are used to prevent loss 3.3 Explain how routine stocktaking helps to prevent loss	3.1 For example, this may include: • Payment methods, such as chip 'n' pin technology • Security measures such as electronic tagging, CCTV, electronic light pens 3.2 For example, this may include: • Tracking of items • Rotation of stock • Validation against purchase orders • Handling and moving techniques 3.3 For example, this may include: • Regular/routine checks to identify issues • Rotation of stock to prevent out of date stock • Comparison of manual and electronically generated figures • Identification of problem areas/items
4. Know how security incidents should be dealt with	4.1 Explain how to apprehend individuals suspected of fraud in accordance with relevant legislation 4.2 Explain how to apprehend individuals suspected of theft in accordance with relevant legislation 4.3 Explain common procedures for carrying out searches when theft is suspected 4.4 Describe common types of situations where threatening and violent behaviour from customers may occur in a retail business 4.5 Explain the techniques for controlling threatening and violent behaviour and explain why these techniques are effective	4.1 Candidates will be expected to understand legislation and procedures that relate to apprehending individuals suspected of fraud. For example this may include: • Checks to be made (eg calls to card authorisation centres; expiry dates; signatures; security features) • Retention of suspect cards • What to ask of/advise the customer • Reporting lines (eg supervisors; police) 4.2 Candidates will be expected to understand legislation and procedures that relate to apprehending individuals suspected of theft. For example this may include:

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		• Circumstances under which a suspect can be approached (eg must be witnessed stealing) • How to intercept/prevent the customer from leaving (eg avoiding physical contact; only reasonable force if necessary; positioning) • Reporting lines (eg supervisors; security) • How to treat the customer (eg polite; calm; firm; professional) 4.3 For example this may include: External: • Avoid: using force; being alone with suspect • Asking the customer to empty pockets; bags etc • No physical contact/search • Reporting lines (eg call manager; police) Internal: • Regular locker checks • Discrete CCTV • Personal effects searches 4.4 For example this may include: • Refusing to serve customers (eg underage customers; customer under the influence of alcohol) • Questioning suspect customers (eg with suspect credit cards; cash; on suspicion of shoplifting) • Insufficient staff or badly trained staff (leading to impatient/frustrated customers) 4.5 For example this may include: • Security measures (eg CCTV, security guards) • Staff behaviour (calm; non-confrontational;

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		firm; body language/listening techniques) • Premises design (eg layout; lighting) • Customer service (eg acknowledging customers; positive communication; non-aggressive control measures)
5. Know how to carry out an assessment of security risk	5.1 Explain why it is necessary to assess security risks in a retail business 5.2 Describe the key stages in the risk assessment process 5.3 Explain why it is important to identify breaches in security and deal with them promptly	5.1 Candidates will be expected to know why security risks should be assessed and the types of security measures that can be put in place as a result of the assessments. For example this may include: • Identify potential risk areas and their impact • Put in place preventative measures • Ensure that controls are proportionate to risk • Evaluate whether cost/outlay is commensurate to risk • Know how to deal with aftermath of security breaches • Security measures (eg for cash; stock; staff etc) 5.2 Candidates will be expected to recognise the key stages and the order in which these would happen 5.3 For example this may include: • To resolve breaches • To prevent further breaches • To put necessary security measures in place

Assessment and evidence requirements

The on-screen test for unit will be 40 minutes in length and consist of 25 questions. The test has a notional pass mark of 60%. Results will be graded pass or fail.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the learning outcomes and associated assessment criteria. Candidates will

be required to have knowledge and understanding of all assessment criteria within the unit, as all assessment criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

In order to deliver the on-screen test for this unit, centres will need to meet minimum hardware requirements as specified in the Surpass System Requirements. This document is available from the e-assessment area of our website.

For further information on the e-assessment route please refer to the centre handbook which is available on our website.