

Overview

This NOS is aimed at security and loss prevention service providers and sets out the skills, knowledge and understanding for you to detect loss and theft in retail environments.

This NOS covers the following activities:

1. Gather and evaluate evidence to detect offences and suspects
2. Respond to identified suspects

Performance criteria

You must be able to:

Gather and evaluate evidence to detect offences and suspects

1.collate and evaluate reliable and factual details related to loss and potential offences

2.liaise with management to understand the levels of losses and risk at your workplace

3.ensure there is a level of acceptable compliance in store in line with your organisation's policies and procedures to help management run an efficient store and deter acts of dishonesty by staff and customers

4.maintain the covert nature of your security role while evaluating evidence of loss or theft

5.maintain all security equipment to a satisfactory level and ensure integrity of data and evidence is protected

6.report details of loss and theft, and the action you propose to take, fully and accurately to the relevant person

7.complete the required records accurately, legibly and within required timescales

Respond to identified suspects

8.maintain the health, safety and welfare of yourself and others whilst responding to identified suspects

9.identify suspects from available information

Detect loss and theft in retail environments

10. take action to deal with suspects that is in line with your organisation's policies and procedures

11. report clear details of suspects and action to be taken to the relevant person in line with your organisation's policies and procedures

12. receive information from relevant authorities clearly and accurately maintaining your responsibility to take the appropriate action

13. complete the required records accurately, legibly and within required timescales

Knowledge and understanding

You need to know and understand:

Legal and organisational requirements

1. current relevant legislation (in particular Data Protection Act), regulations, codes of practice and guidelines relating to:

1.1 gathering information about possible loss and theft from retail environments

1.2 to dealing with people suspected of causing retail loss or theft

Gather and evaluate evidence to detect offences and suspects

2. where you can get reliable and factual information from, about the area and nature of loss and theft

3. how to evaluate and confirm details of loss or theft in order to decide what action should be taken

4. how to decide and confirm when you have sufficient evidence on which effective action can be taken

5. how to maintain the covert nature of your security role while gathering evidence related to loss and theft

6. what actions you can propose to prevent loss and theft from retail environments

7. know the limits of your responsibility and authority

Respond to identified suspects

8. the surveillance techniques that you should use to identify loss or theft

9. how to spot suspicious behaviour and identify people suspected of causing

loss or theft

10. how to communicate effectively with your associates to give details of

suspects and action to take, in line with your organisation's policies and

procedures

Scope/range

1.details related to:

1.1.loss

1.2.internal theft

1.3.external theft

2.security equipment: to include:

2.1.CCTV

2.2.alarm systems

2.3.radio

3.person to whom you report:

3.1.colleagues

3.2.police

3.3.other retailers

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Detect loss and theft in retail environments



Scope/range related to performance criteria

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Detect loss and theft in retail environments

Scope/range related to knowledge and understanding

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Values

v

Behaviours

b

Skills

s

Glossary

g

Links to other NOS