

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Workplace Housekeeping, Safety and Security					
TSC	Store Security Policy					
TSC Description	Design, monitor, observe and review store security policies and procedures to promote a safe working environment					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-WHS-1003-1.1		RET-WHS-3003-1.1	RET-WHS-4003-1.1	RET-WHS-5003-1.1	
	Ensure store security, close and open stores according to store policies and procedures and report matters likely to affect store security		Supervise and monitor store security, close and open stores, implement store policies and procedures to ensure store security is maintained, as well as minimise theft of easily stolen merchandise	Review store security procedures against store policy requirements, conduct threat and vulnerability assessments to analyse existing and potential stock loss through theft and provide staff with ongoing supervision to facilitate awareness and detection of theft	Design store requirements and security policies required to maximise store security, establish stock control procedures to control stock loss through theft and manage and drive procedures to ensure maximum safety and security of stores	
Knowledge	<ul style="list-style-type: none"> Organisational guidelines, standards and procedures relating to store security policies and procedures Processes pertaining to emergency drills, handling of emergencies Methods to report abnormalities found in the store Types of news relating to security issues relevant to staff policies and procedures Types of emergencies in the store 		<ul style="list-style-type: none"> Organisational guidelines, standards and procedures relating to store security policies and procedures Processes pertaining to emergency drills, handling of emergencies Methods to report abnormalities found in the store Required resources for the effective implementation of store security policies and procedures Methods of updating staff on store security policies and procedures, methods of updating staff on news relating to security issues Types of news relating to security issues relevant to staff Methods to ensure staff compliance to store security policies and procedures Types of emergencies in the store 	<ul style="list-style-type: none"> Organisational guidelines, standards and procedures relating to store security policies and procedures Processes pertaining to emergency drills, handling of emergencies Methods to report abnormalities found in the store Required resources for the effective implementation of store security policies and procedures Methods of updating staff on store security policies and procedures, methods of updating staff on news relating to security issues Types of news relating to security issues relevant to staff Methods to ensure staff compliance to store security policies and procedures Types of emergencies in the store 	<ul style="list-style-type: none"> Organisational guidelines, standards and procedures relating to acquisition of store security policies and procedures Processes to handle security issues and complaints from staff and customers and reporting of unresolved problems Processes pertaining to emergency drills, handling of emergencies Best practices of store security management and store security principles Methods to ensure staff compliance to store security policies and procedures 	