

Higher National Unit Specification

General information for centres

Unit title: Retail Security

Unit code: DL34 34

Unit purpose: This Unit is designed to enable the candidate to identify the areas of loss within a Retail Environment and to evaluate available prevention techniques.

The Unit is relevant to all candidates undertaking a Retail Management qualification or to any individual working within the sector.

On completion of the Unit the candidate should be able to:

1. Analyse the impact of Retail Loss to the Retail Sector.
2. Explain the diverse forms of Retail Loss and identify current trends.
3. Evaluate the Retail Loss Prevention Techniques available to Retailers.

Credit points and level: 1 HN Credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: Access to this Unit is at the discretion of the centre, but it would be beneficial if the candidate had a basic understanding of the retail sector in the UK and/or work experience within the sector.

Core skills: There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components in this Unit.

Context for delivery: If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes. This Unit is included in the framework for the HNC/D Retail Management award and it is a core unit.

Assessment: A holistic approach could be taken for this unit, using one assessment.

Candidates may be asked to undertake the role of a *Security Manager* within a Retailer of their choice. This may be one where they currently work or one, which they have chosen to research.

General information for centres (cont)

They should provide a comprehensive report for the year ahead to the management.

This should include the following:

- ◆ An overview of national trends in retail security
- ◆ Company trends in retail security
- ◆ Problems facing different store types
- ◆ Problems facing different product types
- ◆ SWOT analysis of current methods of stock loss prevention
- ◆ Proposed stock loss deterrents
- ◆ Security plan for year ahead

Candidates must meet the word count stipulation and assessment format. There must be evidence of research into both the Retailer and the Retail Sector in terms on Security.

The report should be approximately 1750 words.

Where candidates experience difficulty in gathering relevant information a case study may be used as an alternative.

Candidates should be issued with the report at the start of the subject along with relevant resources guide. Relevant references are attached to this document.

Higher National Unit specification: statement of standards

Unit title: Retail Security

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Analyse the impact of retail loss to the retail sector

Knowledge and/or skills

- ◆ Risk Identification
- ◆ Implications for the Retail Sector
- ◆ Key Facts and Figures
- ◆ Role of Regulatory bodies e.g. British Rail Consortium, Police, Civil Recovery, Health and Safety Executive
- ◆ Role of Management e.g. The Duty of Care
- ◆ The impact of lifestyle changes

Evidence requirements

Evidence must be produced for all the knowledge/skills section. Evidence should be current, clear and concise.

Each candidate must be able to show that s/he understands the implications of loss on the sector and the roles and responsibilities of all parties involved.

There must be evidence of substantial research, Retailer and Industry specific.

Assessment guidelines

See Outcome 3.

Higher National Unit specification: statement of standards (cont)

Unit title: Retail Security

Outcome 2

Explain the diverse forms of retail loss

Knowledge and/or skills

- ◆ Internal e.g. Employee, Collusion
- ◆ External e.g. Customer
- ◆ Fraud e.g. Credit Card, Embezzlement, Payment Process
- ◆ Role of Internet
- ◆ Robbery
- ◆ Burglary
- ◆ Terrorism
- ◆ Legal Implications
- ◆ Current trends

Evidence requirements

Evidence must be produced for the knowledge/skills section relevant to the Retailer that is being researched. Evidence should be current, clear and concise.

Each candidate must be able to explain what types of loss the Retailer they are researching experiences and provide explanations as to why this is the case. In addition to this they must have an understanding of all of the knowledge/skills above.

There must be evidence of research, Retailer specific.

In light of subject area, some organisations may deem this information as sensitive and therefore all information will be treated in strictest confidence.

Assessment guidelines

See Outcome 3.

Outcome 3

Evaluate the retail loss prevention techniques available to retailers

Knowledge and/or skills

- ◆ Security Technology e.g. EAS, CCTV, Intruder Detection Systems, PIN, Store Scan
- ◆ Civil Recovery
- ◆ External Employees e.g. Store Detectives, Guarding services, Mystery Shoppers
- ◆ Human Resource e.g. Policies and Procedures

Higher National Unit specification: statement of standards (cont)

Unit title: Retail Security

- ◆ Environmental Design e.g. Lighting, Safe Rooms
- ◆ Emergency Procedures
- ◆ Legal Implications

Evidence requirements

Evidence must be produced for parts of the knowledge/skills section relevant to the Retailer that is being researched. Evidence should be current, clear and concise.

Each candidate must be able to evaluate each of the methods of loss prevention and carry out SWOT analysis. This will be dependent on whether they are proposed methods or methods that are currently in use within the organisation they are researching. In addition they must explain the legal implications of all of the above methods.

There must be evidence of research, Retailer and Industry specific.

In light of subject area, some organisations may deem this information as sensitive and therefore all information will be treated in strictest confidence.

Assessment guidelines

Candidates are asked to undertake the role of a *Security Manager* within a Retailer of their choice. This may be one where they currently work or one, which they have chosen to research.

They should provide a comprehensive report for the year ahead to the Board of Directors.

This should include the following:

- ◆ An overview of National Trends in Retail Security
- ◆ Company trends in Retail Security
- ◆ Problems facing different store types
- ◆ Different Product
- ◆ SWOT of Current methods of stock loss prevention
- ◆ Proposed Stock Loss Deterrents
- ◆ Security Plan for year ahead

Candidates must meet the word count stipulation and assessment format. There must be evidence of research into both the Retailer and the Retail Sector in terms on Security.

The report should be approximately 1750 words.

Where candidates experience difficulty in gathering relevant information and case study may be used as an alternative.

Higher National Unit specification: statement of standards (cont)

Unit title: Retail Security

Candidates should be issued with the report at the start of the subject along with relevant resources guide. Relevant references are attached to this document.

Administrative Information

Unit code:	DL34 34
Unit title:	Retail Security
Superclass category:	QH
Date of publication:	August 2004
Version:	01
Source:	SQA

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Higher National Unit specification: support notes

Unit title: Retail Security

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This unit is intended to give the candidate an overview of the issues faced by Retail Business's and the importance of protecting both Human and Physical Resources.

The unit should not be viewed in isolation and other subject areas taught within the HNC/HND Retail Management framework will be of relevance e.g. Stock Management, Stock Presentation, Retail Location, Retail Environment, Retail Law and Store Design and Layout.

Where possible current examples should be used throughout to illustrate all three outcomes, a number of sources such as the British Retail Consortium and Scottish Business Crime Centre will add value to teaching. Candidates should be encouraged to carry out additional reading though an up to date reading list: Books, Journals, and WWW.

Outcome 1 sets the scene for candidates, key facts and figures could be sourced from the latest BRC Crime Survey and social changes such as the increase in alcohol/drug related crime, societal/peer pressure, increasing levels of poverty should be discussed to set Retail Loss in context.

Candidates must also be made aware of how a business identifies a risk, four areas should be identified as potential risks: Physical Assets, Personnel, Information and Liability.

Outcome 2 Teaching here should incorporate the use of case studies and/or videos. The knowledge and/or skills for this outcome cover the most widely discussed areas of Retail Loss. Any other methods particular to a localised area or particular type of retailer can be discussed under current trends. The areas of Credit Card Fraud and the role of the Internet should take priority within this outcome.

Under the area of fraud further areas to be explored include other payment methods such as cash, cheques, refunds and price switching. Information available from Association for Payment Clearing Services is beneficial here.

The internal customer should cover the areas of collusion, staff purchases, goods received, waste and grazing.

Higher National Unit specification: support notes (cont)

Unit title: Retail Security

An explanation of the external customer should include an overview of the ‘types’ of external customer such as professional, persistent, amateurs, opportunist and kleptomania. The methods of theft applied should also be explained.

Terrorism is an area that has been given increased media attention in recent years, for retailers this can include bombs, sabotage and product contamination. There are many recent examples that can be used here.

Outcome 3 Here each prevention method should be evaluated, including areas such as installation, maintenance, cost and relevance to different retailer’s needs e.g. location, types of good sold. A SWOT analysis may be beneficial here.

Again the use of case study and /or videos/site visits would enhance teaching here.

The Human Resources section should cover the policies and practices available to the organisation such as: stop and search policy, recruitment and selection techniques, use of references, spot checks, staff purchases, key control, and uniform design. It should also include the tell tale signals for staff/management to look out for e.g. excessive debt, gambling, leaving/entering work early/late.

Legal implications should cover the Data Protection Act: storage of information and images and Human Rights Act.

Guidance on the delivery and assessment of this Unit

The Unit is a core part of the HNC/D Retail Management, it does not form part of other business related HN qualifications. It should be delivered early in the award to enable candidates to utilise the skills, knowledge and understanding gained here in other Units for example Work Experience.

Open learning

If this unit is delivered by open or distance learning methods, additional resources will be required for candidate support, assessment and quality assurance. For further information and advice please refer to the SQA guide: Assessment and Quality Assurance for Open and Distance Learning (SQA, February 2001 Publication code A1030).

Higher National Unit specification: support notes (cont)

Unit title: Retail Security

Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements for Candidates with Additional Support Needs* (BA 2399, SQA, due 2004).

General information for candidates

Unit title: Retail Security

This unit is designed to enable the candidate to identify the areas of loss within a Retail Environment and to evaluate available prevention techniques.

The unit provides an underpinning knowledge that will benefit you in a number of other units and if you enter employment within the Retail Sector.

Many of the issues discussed in this unit also apply outwith the Retail Sector to general business premises.

The unit gives you an overview of the problems facing the UK Retail Sector. Both human and physical costs are discussed. These are costs not only to the companies themselves but also to the individuals who work within them and to the customers who pay more for their products to cover the billions of pounds lost to Retailers each year.

The unit will give you an understanding of *how* Retailers experience loss and the prevention techniques that can be utilised, taking into account local problems, budgets available and type of products sold.

Your understanding of this unit will be increased through an awareness of the Retail Sector in the UK and at least one Retailer in detail. It is recommended that you actively visit some Retail site(s) to view some of the prevention methods at work.

In order to complete this unit successfully you will be required to achieve a satisfactory level of performance on one piece of assessed work. This will be based around an organisation of your choice and requires research on your behalf. Your assessment will be available from the start of the unit to allow you to undertake this research. The report should be approximately 1750 words.

Useful References:

Reference Material:

1. Textbooks:

Beck and Willis	Crime and Security
Barefoot, J Kirk	Employee Theft Investigation
Byrne and Jones	Store Detectives Handbook
Byrne and Jones	Retail Security
Fennelly	Handbook of Loss Prevention
Grover	Retail Security Policy Manual
Hayes	Retail Security and Loss Prevention
Hearden and Moore	The Handbook of Business Security
Jones P	Retail Loss Control
Lilley P	Hacked, Attacked and Abused
Manneberg	Effective Retail Security
Sells, David	A Practical Guide to Retail Security
Sennewald and Christman	Shoplifting
Sennwald	Effective Security Management

2. Journals

Professional Security
Security Management and Industry Today
Retail Week
Checkout

3. WWW

Association for Payment Clearing Services	www.apacs.org.uk
BBC News	www.bbc.co.uk/crime
Business Information Crime System	www.red-bics.com
Birmingham Retail Crime Operation	www.shopcrime.org.uk
British Retail Consortium	www.brc.org.uk
Home Office Crime Reduction	www.crimereduction.gov.uk
Survive	www.survive.com
Bombs	www.homeoffice.gov.uk/ocid/bombs.pdf
Data Protection and CCTV Issues	www.dataprotection.gov.uk
Victim Support	www.victimsupportsco.demon.co.uk