

1. Title	Provide well-maintained security environment at stores
2. Code	105142L4
3. Range	This unit of competency (UoC) is applicable to store management staff in the retail industry. It requires meticulous analysis and judgement. It covers the abilities to provide well-maintained security environment at retail stores according to the organization's established security strategies and procedures and the legal requirements, and to ensure effective operation of relevant security measures/systems so as to avoid goods/property loss and safeguard the benefits of the organization.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Knowledge of shop security</p> <ul style="list-style-type: none"> <li>◆ Understand the shop security strategies and procedures established by the organization, including: <ul style="list-style-type: none"> <li>• Measures for the prevention of theft or damage to goods</li> <li>• Preventive measures for deceptive transactions</li> <li>• Measures for staff management, e.g. wearing staff card or badge</li> <li>• Measures for checking customers, e.g. checking handbag/backpack</li> </ul> </li> <li>◆ Understand the organization's resources allocated for shop security, including: <ul style="list-style-type: none"> <li>• Training resources</li> <li>• Financial resources</li> <li>• Manpower resources</li> <li>• Supply of security equipment/devices</li> <li>• Services provided by the contractors, e.g. site security</li> <li>• Support from the management</li> </ul> </li> <li>◆ Understand well-maintained shop security systems/measures and the importance to the organization and retail business, including: <ul style="list-style-type: none"> <li>• Psychological impact on the staff performing duties</li> <li>• Corporate image</li> <li>• Confidence of customers and the public on the organization</li> <li>• Reduction of the loss caused by theft or damage to goods</li> </ul> </li> <li>◆ Understand the legal requirements of the Government and governing bodies on retail shop security, and related guidelines</li> </ul> <p>6.2 Provide well-maintained security environment at stores</p> <ul style="list-style-type: none"> <li>◆ Provide well-maintained security environment at retail stores according to the organization's established security strategies and procedures and the legal requirements, including: <ul style="list-style-type: none"> <li>• Exploring the use of proper security equipment, e.g.: <ul style="list-style-type: none"> <li>- Infra-red alarm system</li> <li>- Radio frequency identification ( RFID ) system</li> <li>- Closed-circuit television (CCTV)</li> <li>- Communication equipment used for security, e.g. walkie-talkie</li> </ul> </li> <li>• Coordinating the installation of purchased equipment and ensuring its proper operation</li> <li>• Assigning appropriate manpower to perform the duties of security guards</li> <li>• Choosing and obtaining the security service provided by the contractors if necessary</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>◆ Monitor the implementation of shop security systems and measures</li> <li>◆ Assess and test the shop security systems as a third party, e.g. mystery shopper, if necessary</li> <li>◆ Collect, through effective channels, the opinions of staff, customers and other people on shop security systems and measures</li> <li>◆ Submit the collected opinions to the management regularly and propose improvements on security</li> <li>◆ Send staff to attend training courses so as to enhance the awareness and skills of security and prevention of theft</li> <li>◆ Arrange briefings regularly so that staff members can exchange information on the trend of shop theft/deception and actual cases, personal experience and the penalties imposed on offenders. The purpose is to share views among staff members and propose improvements and also to create the “warning” or “deterrent” effect</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>◆ Ensure that the shop security systems or measures adopted do not go against the legislations of Hong Kong</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>(i) Provide well-maintained security environment at retail shops according to the organization’s established security strategies and procedures and the legal requirements; and</li> <li>(ii) Ensure smooth operation of relevant security systems/measures so as to prevent theft effectively.</li> </ul>
8. Remark	