

**Specification of Competency Standards for the Retail Industry**  
**Units of Competency for ‘Store Operations’**

1. Title	Implement shop security procedures
2. Code	111353L3
3. Range	This unit of competency (UoC) is applicable to staff responsible for security matters in the retail industry. Practitioners have the ability to implement shop security procedures and arrangements of the organisation so as to avoid goods/properties loss and safeguard the benefits of the organisation.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of shop security</p> <ul style="list-style-type: none"> <li>◆ Understand the organisation’s shop security procedures and arrangements</li> <li>◆ Master the organisation’s shop security procedures and related details, including: <ul style="list-style-type: none"> <li>● Manpower arrangements (e.g. to be responsible by the staff or to employ professional security guards)</li> <li>● Application of security equipment and where the equipment put</li> <li>● Theft prevention / handling procedures (e.g. report to the police)</li> <li>● Prevention / handling procedures for other security matters (e.g. false statement during the transaction, malicious damage of goods)</li> </ul> </li> <li>◆ Understand the application of the security equipment installed in the store, including: <ul style="list-style-type: none"> <li>● Infra-red alarm system</li> <li>● Radio frequency identification (RFID) system</li> <li>● Closed-circuit television</li> <li>● Communication equipment (e.g. walkie-talkie, speaker)</li> </ul> </li> <li>◆ Understand the ordinances, codes of practice and other related guidelines for security of retail stores imposed by the government and governing bodies</li> </ul> <p>6.2 Implement shop security procedures</p> <ul style="list-style-type: none"> <li>◆ Arrange appropriate manpower to take up different security jobs in the store</li> <li>◆ Follow government ordinances and regulatory guidelines when implementing shop security procedures, e.g.: <ul style="list-style-type: none"> <li>● Comply with the privacy ordinance when checking handbags of the staff/customers</li> <li>● Take into account the fire services ordinance when placing the security equipment, e.g. do not lock the escape door</li> </ul> </li> <li>◆ Follow the established procedures and ways to implement the above-mentioned shop security tasks</li> <li>◆ Monitor the security tasks continuously and look for potential loopholes in security by means of the following: <ul style="list-style-type: none"> <li>● Site observation at the workplace</li> <li>● Role-play to collect information</li> <li>● Report obtained from a third party</li> <li>● Staff and customer opinions</li> <li>● Questionnaire or interview to get the answers, etc.</li> </ul> </li> <li>◆ Report the monitoring results regularly to the higher level and propose improvements</li> <li>◆ Communicate with staff of all levels on security matters through effective channels</li> <li>◆ Cooperate and liaise with external bodies, e.g. security companies, Police Department, etc.</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>◆ Implement shop security procedures according to the ordinances and codes of practice for security imposed by the government and regulatory bodies</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>◆ Guide and supervisor staff to implement shop security procedures and arrangements; and</li> <li>◆ Report potential loopholes in security to the higher level during the implementation of shop security procedures and propose improvements; or make appropriate responses and adjustments according to the actual situation.</li> </ul>
8. Remark	This UoC is adopted from 105132L3.