

# Competency Standard

<b>UNIT TITLE:</b> MINIMISE THEFT		<b>NOMINAL HOURS:</b> 60
<b>UNIT NUMBER:</b> D2.TGA.CL6.05		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to minimise internal and external theft.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Define the theft risks facing the organisation</b></p> <p>1.1 Identify <i>internal theft opportunities</i></p> <p>1.2 Identify <i>personnel who may be involved in internal theft</i></p> <p>1.3 Identify <i>external theft opportunities</i></p> <p>1.4 Identify <i>personnel who may be involved in external theft</i></p> <p>1.5 Identify <i>on tour theft threats</i></p> <p><b>Element 2: Establish theft minimisation protocols</b></p> <p>2.1 <i>Research information relating to theft minimisation</i></p> <p>2.2 Review existing theft minimisation protocols</p> <p>2.3 Identify <i>security systems and equipment to assist with identified theft minimisation needs</i></p> <p>2.4 <i>Generate organisational theft policy</i></p>	<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to limiting and responding to the theft of property and cash by customers, employees and members of the public within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Travel Agencies</li> <li>2. Tour Operation</li> </ol> <p><i>Internal theft opportunities</i> relates to theft by staff and may include theft of:</p> <ul style="list-style-type: none"> <li>• Cash including making of false claims for reimbursement of expenses</li> <li>• Tickets and vouchers including conversion for private gain</li> <li>• Assets including furniture, fixtures, fittings, utilities, vehicle use and sundry property items being converted for personal use within and outside working hours</li> <li>• Stock including food, beverage and touring supplies</li> <li>• Business data including use of data for personal gain, or on-selling/provision to others</li> <li>• Identity including organisational identity and the identity of clients.</li> </ul>	

<p><b>2.5</b> Prepare <i>theft-minimisation procedures</i></p> <p><b>2.6</b> Ensure compliance with <i>imposed requirements</i></p> <p><b>2.7</b> Produce <i>documentation to support theft minimisation protocols</i></p> <p><b>2.8</b> <i>Trial and revise theft minimisation protocols</i></p> <p><b>2.9</b> <i>Communicate theft minimisation protocols and requirements to staff</i></p> <p><b>Element 3: Utilise established internal and external theft minimisation protocols</b></p> <p><b>3.1</b> <i>Initiate and apply identified theft minimisation protocols</i> in accordance with established procedures and plans</p> <p><b>3.2</b> Engage the services of loss prevention officers</p> <p><b>3.3</b> Install and activate security systems and anti-theft equipment in accordance with identified requirements</p> <p><b>3.4</b> <i>Provide for special access and entry provisions</i></p> <p><b>3.5</b> <i>Verify and validate all cash and stock transactions</i></p> <p><b>3.6</b> <i>Observe people</i> to identify suspicious behaviour</p> <p><b>3.7</b> <i>Take action</i> where theft is observed or believed to be occurring</p>	<p><i>Personnel who may be involved in internal theft</i> may include:</p> <ul style="list-style-type: none"> <li>• All staff within the agency including casual, part-time, full-time and voluntary workers</li> <li>• Staff from sub-agencies and associated offices.</li> </ul> <p><i>External theft opportunities</i> relates to theft by persons other than staff and may include theft of:</p> <ul style="list-style-type: none"> <li>• Cash</li> <li>• Tickets and vouchers</li> <li>• Assets</li> <li>• Stock.</li> </ul> <p><i>Personnel who may be involved in external theft</i> may include:</p> <ul style="list-style-type: none"> <li>• Customers and clients including tour group members</li> <li>• Visitors</li> <li>• Sales representatives</li> <li>• Contractors</li> <li>• Suppliers</li> <li>• Vendors</li> <li>• Members of the public.</li> </ul> <p><i>On tour theft threats</i> should relate to any situations that expose the organisation and/or tour/travel clients to the risk of theft and may include:</p> <ul style="list-style-type: none"> <li>• Theft of organisational assets, goods and supplies</li> <li>• Theft of client belongings including cash, valuables, documentation, such as licenses, passports, credit cards and tickets.</li> </ul> <p><i>Research information</i> may include:</p> <ul style="list-style-type: none"> <li>• Undertaking internet research</li> </ul>
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<p><b>Element 4: Provide theft minimisation advice and services to customers</b></p> <p><b>4.1</b> Develop <i>information for customers in relation to protecting them against theft while travelling/on tour</i></p> <p><b>4.2</b> <i>Disseminate customer theft minimisation advice</i></p> <p><b>4.3</b> Provide hosting and escorting services to customers on tour</p> <p><b>4.4</b> Provide on tour safe-keeping facilities for tour group members</p> <p><b>Element 5: Monitor theft-related issues</b></p> <p><b>5.1</b> <i>Investigate instances where theft has occurred</i></p> <p><b>5.2</b> Take legal action in response to identified theft events</p> <p><b>5.3</b> <i>Identify changes to operations that affect theft potential</i></p> <p><b>5.4</b> Seek <i>feedback</i> on security and theft issues</p> <p><b>5.5</b> Review theft minimisation policy and procedures</p> <p><b>5.6</b> <i>Amend theft minimisation protocols, as required</i></p>	<ul style="list-style-type: none"> <li>• Networking with other organisations in the industry</li> <li>• Engaging the services of professional security organisations</li> <li>• Reviewing and analysing workplace instances of theft, including attempts at theft</li> <li>• Contacting local police.</li> </ul> <p><i>Security systems and equipment</i> may include:</p> <ul style="list-style-type: none"> <li>• Alarm systems</li> <li>• Video surveillance</li> <li>• Mirrors</li> <li>• Locks and the use of secure areas including display units and the use of barriers.</li> </ul> <p><i>Generate organisational theft policy</i> may include:</p> <ul style="list-style-type: none"> <li>• Preparing written policy</li> <li>• Determining responsibility for theft management</li> <li>• Identifying tolerance, if any, for identified instances of theft including clear identification of what staff are entitled to use free-of-charge and/or as part of the acceptable standards of operation of the business</li> <li>• Proscribing the courses of action to be taken when theft is identified including treatment of offenders, identification of internal persons to be notified and external bodies to be contacted</li> <li>• Specifying documentation to be completed to support the policy and related procedures</li> <li>• Allocating budget for implementation of identified security and anti-theft measures</li> <li>• Identifying date for implementation of the policy</li> <li>• Setting dates for the review of the policy</li> <li>• Providing for version control of the policy to allow updates to be made and tracked</li> <li>• Integrating theft policy into standard policy manual.</li> </ul>
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*Theft-minimisation procedures* may relate to:

- All stages of the 'control cycle' as it applies to the products and services provided by the organisation, purchasing, receiving, storage, issuing, production and service
- Implementation of the 3Ds concept: deter people from offending; deny people access to the product; delay those who are intent on stealing
- Security of the premises, including the physical security of the building and procedures in the event of armed hold-up
- Security of organisational assets while on tour
- Security of customer property while on tour
- Cash handling, processing of transactions and the on-premises security of cash
- Document and data security
- Key security
- Access to areas within the premises including physical locations and paper-based and electronic files
- Security of stock
- Security of organisational assets
- The use of security systems and equipment.

*Imposed requirements* may include:

- Legislation of the host country including privacy, confidentiality, and apprehension requirements
- Industry codes of practice
- Best practice procedures
- Accepted industry standards
- Internal reporting procedures.

*Documentation to support theft minimisation protocols* may include:

- Cash handling and transaction forms including forms for refunds, exchanges, voids and similar other events
- Inspection checklists
- Recording forms to be used in the event that a theft event occurs
- Theft reports
- Forms to track stock and stock movement including requisitions, stock take sheets, bin cards, transfer sheets, damaged goods, tickets and vouchers incorrectly completed and voided/invalidated.

*Trial and revise theft minimisation protocols* may include:

- Planning the introduction of identified theft minimisation protocols
- Advising staff in relation the trial
- Testing the systems and equipment under real working conditions
- Planning for simulated theft events
- Recording the outcomes of the trial
- Evaluating the detection and prevention outcomes achieved
- Revising the intended theft minimisation protocols on the basis of evidence obtained during the trial.

*Communicate theft minimisation protocols* may include:

- Providing training
- Conducting demonstrations
- Advising and explaining the protocols
- Integrating new and/or revised anti-theft measures into existing in-house training and/or induction programs

- Providing hard copy instructions and directions
- Conducting simulated exercises.

*Initiate and apply identified theft minimisation protocols* may address on-site and on tour procedures and may include:

- Following the established enterprise practices and procedures
- Completing required documentation
- Monitoring security systems and devices
- Implementing identified theft minimisation procedures for cash, cash handling and transactions
- Implementing identified theft minimisation procedures for tickets and vouchers
- Implementing identified theft minimisation procedures for the control of keys
- Implementing identified theft minimisation procedures relating to organisational assets
- Implementing identified theft minimisation procedures relating to stock and supplies
- Implementing identified theft minimisation procedures for the protection of business data
- Implementing identified theft minimisation procedures relating to identify theft.

*Provide for special access and entry provisions* may include:

- Nominating authorised access times for specified areas
- Establishing password protected access to information and files
- Restricting staff and public access to nominated areas
- Allocating keys to locked areas.

*Verify and validate all cash and stock transactions* may include:

- Checking documentation
- Conducting stock takes

- Matching cash to transactions and related documentation

- Investigating variances.

*Observe people* relates to the monitoring of staff and members of the public and may include:

- Monitoring of surveillance equipment
- Personal observations
- Making personal contact with all people who enter the premises.

*Take action* may include:

- Implementing the requirements of the established plans and procedures
- Notifying the identified persons or organisations
- Intervening to limit loss
- Presenting a physical presence, where safe to do so
- Verbally advising persons of suspicions and/or observations
- Capturing evidence
- Conducting bag searches
- Apprehending offenders.

*Information for customers in relation to protecting them against theft* may relate to:

- Advice about areas of business to avoid
- Advice in relation to the carrying of cash on their person, including the use of cash belts
- Advice in relation to using in-room and in-house safety deposit facilities at venues
- Advice in relation to packing of cases
- Advice in relation to contact details of authorities in different countries
- Advice in relation to known scams

- Advice in relation to items targeted by thieves at various destinations
- Advice in relation to action to take in the event of becoming a victim of theft
- Advice in relation to travel insurance.

*Disseminate customer theft minimisation advice* may include:

- Providing hard copy information sheets to customers
- Presenting advice online
- Verbally advising customers.

*Investigate instances where theft has occurred* may include:

- Identifying the circumstances of the event
- Identifying the people and items involved
- Describing how the theft occurred
- Identifying how the theft could have been prevented
- Determining the effect of the theft on the organisation
- Including external assistance in considering the event
- Identifying the cost associated with taking action to prevent future similar thefts.

*Identify changes to operations* may include:

- Identifying changes to business layout
- Identifying new processes that introduce theft potential
- Identifying new products or services that introduce theft potential
- Identifying staff changes that may introduce theft potential
- Identifying new locations including destinations that introduce theft potential
- Identifying new suppliers, partners or activities that introduce theft potential.

*Feedback* can be solicited from staff, customers or external service providers and may



	<p>include:</p> <ul style="list-style-type: none"> <li>• Verbal feedback</li> <li>• Written feedback</li> <li>• Photographic or moving image evidence.</li> </ul> <p><i>Amend theft minimisation protocols</i> may include:</p> <ul style="list-style-type: none"> <li>• Upgrading security equipment and systems</li> <li>• Providing additional security and/or surveillance equipment</li> <li>• Modifying internal systems and documentation</li> <li>• Introducing new or revised practices</li> <li>• Engaging the services of security professionals.</li> </ul> <p><b>Assessment Guide</b></p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• Enterprise policies and procedures in regard to security and theft minimisation</li> <li>• Knowledge of host country legislation in relation to theft and the detection and apprehension of offenders</li> <li>• Knowledge of security services, equipment, systems and personnel available to assist in theft minimisation</li> <li>• Ability to undertake research and prepare written policies, plans and procedures</li> <li>• Principles of cash handling, stock control, key control, data management, ticket security and general property security</li> <li>• Ability to use theft identification techniques including analysis of sales and stock data.</li> </ul> <p><b>Linkages To Other Units</b></p> <ul style="list-style-type: none"> <li>• Access and retrieve computer-based data</li> <li>• Develop and update local knowledge</li> </ul>
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- Implement occupational health and safety procedures
- Manage and resolve conflict situations
- Produce documents, reports and worksheets on a computer
- Plan and establish systems and procedures
- Develop and implement operational policies
- Manage financial performance within a budget
- Manage legal requirements for business compliance
- Develop and supervise operational approaches
- Manage physical assets and infrastructure
- Manage stock purchases and inventory
- Develop and update tourism industry knowledge
- Process a financial sale transaction
- Maintain the safety of premises and property
- Establish and maintain a safe and secure workplace
- Escort, carry and store valuable items
- Follow safety and security procedures
- Manage operational risk
- Observe and monitor people.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to security and theft minimisation
- Demonstrated ability to define the internal and external theft risks facing a real or simulated industry organisation and to develop effective and viable theft minimisation

	<p>protocols to address the identified risks</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to identify and legally and effectively respond to at least three simulated instances of theft in a nominated industry situation</li> <li>• Demonstrated ability to prepare written theft minimisation advice suitable for provision to tour group members in relation to at least two nominated tourism/travel destinations</li> <li>• Demonstrated ability to identify possible changes that could be made to existing security and theft minimisation protocols in response to a nominated instance of theft at a given organisation.</li> </ul> <p><b>Context of Assessment</b></p> <p>This unit may be assessed on or off the job</p> <ul style="list-style-type: none"> <li>• Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge</li> <li>• Assessment must relate to the individual's work area or area of responsibility.</li> </ul> <p><b>Resource Implications</b></p> <p>Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.</p>
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**Assessment Methods**

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance in a real or simulated workplace
- Analysis of documentation produced and/or amended, including plans, policies and procedures, checklists and other forms
- Case studies
- Role plays
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

**Key Competencies in this Unit**

*Level 1 = competence to undertake tasks effectively*

*Level 2 = competence to manage tasks*

*Level 3 = competence to use concepts for evaluating*

	<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
	Collecting, organising and analysing information	1	Compiling internal information relating to past theft events
	Communicating ideas and information	2	Producing theft minimisation advice sheets for tour group members and travellers; explaining the implementation of theft minimisation procedures
	Planning and organising activities	2	Scheduling the implementation of theft minimisation systems and procedures
	Working with others and in teams	2	Liaising with external providers to identify and determine appropriate theft minimisation techniques and systems
	Using mathematical ideas and techniques	1	Calculating losses from theft
	Solving problems	3	Determining the security systems, equipment and protocols to be established or revised following a theft event
	Using technology	2	Using security systems and surveillance equipment