SECURITY AWARENESS

OVERVIEW

This introductory course is designed to give the learner an understanding of security within a retail environment and the business impact of having effective policies, plans and procedures relating to security. It includes loss prevention solutions, practical security duties and procedures and an understanding of the risks associated to security

Duration: Half Day

WHO WILL BENEFIT?

Any persons working in a retail environment that have an input in reducing losses and maintaining a safe and secure environment. Some of these include:

- Retail Security Officers,
- Store Detectives,
- Loss Prevention Officers
- Store Managers
- General Retail assistants.

OBJECTIVES

On completion of this programme, participants will:

- Understand the value of security and its importance within a retail business
- Understand the importance of having effective, policies plans and procedures
- Be able to demonstrate the correct procedures in relation to conducting Searches and the relevant legislation
- Be familiar with security aids and their uses
- Demonstrate practical security procedures
- Be familiar with types of security breaches
- Be familiar with the organisation's policy for securing stock and cash
- Understand the procedures for dealing with theft or suspected theft
- Be able to demonstrate how to deal with a suspected shop-lifter, demonstrating appropriate procedures relating to suspected shoplifters and their legal rights
- Be familiar with behaviour traits which may indicate risks to security

SUMMARY CONTENT

1. Introduction to Security within a Retail Environment
2. Understanding Policies, Plans & Procedures & their impact
3. Conducting Searches
4. Introduction to Loss Prevention Solutions & Measures
5. Dealing with Conflict within a Retail Environment
6. Robbery Awareness