

<b>Domain</b>	<b>WHOLESALE AND RETAIL FRONTLINE SUPERVISION</b>	<b>Unit ID: 2121</b>
<b>Title:</b>	<b>Apply theft, fraud and safety control measures in a Wholesale and Retail Outlet</b>	
<b>Level: 3</b>		<b>Credits: 8</b>

### **Purpose**

This unit standard is intended for those who apply theft, fraud and safety controls in a Wholesale and Retail outlet. People credited with this unit standard are able to maintain a safe and secure work, respond to emergency situations, explain the dealing with theft and fraud in a wholesale and retail outlet

This unit standard is intended for people who carry out work in the wholesale and retail operations.

### **Special Notes**

1. Entry information:  
Prerequisite:  
*None*
2. This unit standard is to be delivered and assessed in the context of Wholesale & Retail operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Assessment evidence may be collected from a real workplace, or simulated workplace in which wholesale and retail functions are carried out.
4. Regulations and legislation relevant to this unit standard include the following:
  - Labour Act, No. 11 of 2007
  - Occupational Health and Safety Regulations relating to employees at work under schedule 1(1) Act 11 of 2007, Regulation No. 156, 1992)

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on [www.nta.com.na](http://www.nta.com.na).

## **Elements and Performance Criteria**

### **Element 1: Maintain safe and secure work environment**

#### **Performance Criteria**

- 1.1 Effect of unsafe working conditions is identified and explained.
- 1.2 Importance of maintaining a safe working environment for staff and customers is explained.

- 1.3 The types of required safety equipment are identified as per company policy.
- 1.4 The locations of safety equipment and emergency exits are identified in the outlet.
- 1.5 Safety procedures in the work environment are described as per own area of activity.
- 1.6 The importance of securing areas from unauthorised access is explained in relation to the effect it will have on safety and security of the business.

**Element 2: Respond to emergency situations**

**Range**

Emergency situations include, but is not limited to fire, robbery, customer/staff injured in the store, power failure and bomb threats.

Impacts on the outlet include, but is not limited to staff, shoppers, the outlet, product and image.

**Performance Criteria**

- 2.1 Emergency situations are described in terms of the impact they could have on the outlet.
- 2.2 Emergency and safety telephone numbers are located and the use thereof explained according to organisational policy and procedures.
- 2.3 Responses to emergency situations are explained according to organisational procedures.
- 2.4 Response to emergency situations is demonstrated according to organisational procedures.

**Element 3: Demonstrate knowledge on dealing with theft and fraud in a wholesale and retail outlet**

**Performance Criteria**

- 3.1 Behaviour that indicate the intention to steal is described.
- 4.2 Procedures to identify suspicious behavior or persons are explained.
- 3.3 Procedures in the event of observing a suspect are explained in terms of legal and organisational requirements.
- 3.4 Legal and organisational requirements in the event of suspecting theft are explained.
- 3.5 Methods of reducing fraud are explained.

**Registration Data**

<b>Subfield:</b>	Wholesale and Retail
<b>Date first registered:</b>	14 March 2019
<b>Date this version registered:</b>	14 March 2019
<b>Anticipated review:</b>	2024
<b>Body responsible for review:</b>	Namibia Training Authority