

# 1 Day BTEC level 2 Intermediate award in Addressing Theft & Conflict in a Retail environment

The unit provides learners with knowledge of basic working principles of how to handle theft and violence in a retail environment, including the Law in relation to theft and compliance with Common and Criminal Law related to personal safety and making lawful arrests, the Health and Safety at Work Act 1974 and relevant associated Regulations. The unit also includes instruction on how to manage a conflict situation and the use of effective de-escalation skills.

## Who is the course for?

All retail staff undertaking Continual Professional Development or as part of the core training programme for all new staff entering the retail trade.

## Entry requirements

Candidates who undertake this training must have the physical capability to undertake physical skills training and will be required to fill in a confidential medical questionnaire.

## Course structure

To successfully achieve the award delegates will be required to:

- Identify the risks of assault and injury associated with Personal Safety and Preventing Theft and relate to documented research findings
- Explain the risk associated in dealing with individuals under the influence of alcohol and drugs.
- Recognise effective customer service and how it can be used effectively in the prevention and management of customer theft, including the principles of de-escalation in a range of conflict management situations within a retail environment.
- Apply de-escalation techniques in a stated range of conflict management situations within a realistic retail working environment to enable practice of effective prevention and management of theft.
- Identify what is meant by 'Reasonable Force' in relation to personal safety and making arrests.
- Define theft and lawful apprehension
- Explain how Retail Crime & Disorder Partnerships can reduce theft and violence in line with the Crime and Disorder Act 1998.

## **Course duration**

1 Day

## **How much does the course cost?**

POA