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| **Minor Award Name** | Retail Security |
| **Minor Award Code** | 5N1777 |
| **Level** | 5 |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Security Licensing | website | Information on the licensing of security staff.  | Private Security Authority | <http://www.psa.gov.ie> |
| Law and Security | Website | The legal system is vast and can be complex, it is therefore important that the security officer concentrates only on those areas which may impact on the day to day function and duties of security staff.The most common type of crimes security staff deal with on a day to day bases are covered in the following Acts:Criminal Justice Act (Theft & Fraud) 2001 – this Act covers the following crimes Theft, Robbery, Burglary, Aggravate Burglary, Fraud and Forgery. Criminal Law Act (1997) – this Act covers Arrest without warrant. Non-Fatal Offences Against the Person Act, 1997 – this Act covers the crimes of Assault, Assault Causing Harm, Assault Causing Serious Harm and False Imprisonment. Criminal Damage Act 1991 – this Act covers the crime of Damaging Property. Misuse of Drugs Act 1997/1984 – Covers Drug Offences. | Irish Statue Book | <http://www.irishstatutebook.ie><http://www.irishstatutebook.ie/eli/2001/act/50/enacted/en/html><http://www.irishstatutebook.ie/eli/1997/act/14/enacted/en/htm><http://www.irishstatutebook.ie/1997/en/pub/0026><http://www.irishstatutebook.ie/1991/en/act/pub/0031/><http://www.irishstatutebook.ie/eli/1997/act/12/enacted/en/html><http://www.irishstatutebook.ie/eli/1984/act/18/enacted/en/html> |
| Equality Legislation | Website | Employment Equality Act 1998, Equal Status Act 2000 | Irish Statute Book | <http://www.irishstatutebook.ie/1998/en/act/pub/0021><http://www.irishstatutebook.ie/2000/en/act/pub/008> |
| Profile and qualifications of a Retail Security Officer | Classroom Discussion | Classroom discussion regarding the profile and professional qualities of a retail security officer | N/A | N/A |
| Duties of a Retail Security Officer | Classroom Discussion | Classroom discussion regarding the duties of a retail security officer.  | N/A | N/A |
| Retail Security Job Advertisments | websites | On line security officers job descriptions. | Online jobs | http://[www.irishjobs.ie](http://www.irishjobs.ie)http://[www.jobs.ie](http://www.jobs.ie)http://[www.careerjet.ie](http://www.careerjet.ie) |
| Retail Security Officers Duties | Activity | Interview a retail security officer.  | N/A | N/A |
| Retail Security Officers Duties  | Workplacement  | Carry out the duties and procedures required of a retail security officer to include patrolling, searching, report writing, using security equipment.  | N/A | N/A |
| In-house Security Officer | Manual | Essential Reading - The SII Security Manual covers the duties of an in-house security officer. n | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual>  |
| Contract Security Officer | Manual | The SII Security Manual covers the duties of a contract security officer.  | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual>  |
| Retail Security Officers Duties and Responsibilities | Book | Essential Reading: This book provides an ideal learning aid and is a useful reference prior to, during and after courses. This book has been written for the UK Security Industry Authority (SIA). The book is divided into three Parts Module 1 Common Security Module, Module 2 Security Guarding Specialist Module and Module 3 Communications Skills and Conflict Management Module. The book contains full-colour illustrations and photos. | Author(s) Jason Dyson and Andy Walker. Published by: Highfield Ltd | <http://www.highfield.co.uk> |
| Working as a Security Officer | Book | This book provides an ideal learning aid and is a useful reference prior to, during and after courses. This book has been written to support learners taking Level 2 Award for Working as a Security Officer with the Private Security Industry (Irish equivalent Level 4 Basic Guarding) | Author(s) Jason Dyson and Andy Walker. Published by: Highfield Ltd | <http://www.highfield.co.uk> |
| Working as a Security Officer | Presentation | This presentation has been specifically written to support the delivery of the Level 2 Award for Working as a Security Officer.  | Author(s) Jason Dyson and Andy Walker. Published by: Highfield Ltd | <http://www.highfield.co.uk> |
| Retail Security Guide | Booklet | An Garda Siochana Retail Security Guide. This booklet examines a broad spectrum of retail security.  | Author: An Garda Siochana | <http://www.garda.ie/Documents/User/Retail%2520Security2520Guide.pdf> |
| Theft from Shops | eArticle | Theft from Shops a Prevention and Reduction Strategy. An article written by An Garda Siochan regarding reduction theft from retail stores.  | Author: An Garda Siochana | <http://www.garda.ie/documents/user/preventing%2520customers%2520theft2520> |
| Employee Theft | eArticle | An article regarding employee theft in retail. | Editor: Chris E McGoey Publisher: Crime Doctor | <http://www.crimedoctor.com/employee_theft.htm> |
| Tiger Kidnapping | Article | An article regarding three women taken at gunpoint during a “tiger kidnapping”in Dublin.  | Editor: Michelle Hennessy Publisher: The Journal | <http://www.thejournal.ie/malahide--kidnapping/news> |
| Crime Prevention Advice – Tiger Kidnapping | Online PDF document | A document providing advice on what a business can do to protect employees and advice on how staff can do to prevent themselves from becoming a victim of tiger kidnapping. | Police Service of Norther Ireland | <http://www.psni.police/uk/advice_tiger_kidnap.pdf> |
| Preventing Robbery | website | An article about preventing robberies in retail stores.  | Retail Safety | <http://www.retailsafety.ca/training/robbery-prevention> |
| Retail Loss Prevention | eArticle | In this article, John Hassard provides an introduction to loss prevention and the strategies that retailers use to control shrink, while maintaining a safe environment for employees, shoppers and shoplifters alike.  | Editor: John Hassard | <http://www/linkedin.com/pulse/retail-loss-prevention-shoplfiting-101-expert-article-larry-wolfe> |
| Loss Prevention and Detection | Manual | The SII Security Manual Chapter 4 – Principles of Loss Prevention covers causes of losses, loss prevention agencies and security officer’s role regarding loss prevention and detection.  | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual>  |
| Pharmacy Retail Security Guidance | Manual | This manual provides a security assessment template for retail pharmacy business. Retail Security Staff would need to be familiar with the contents of this manual.  | Author(s): The Pharmaceutical Society of Ireland and An Garda Siochana | <http://thepsi.ie/Libraries/I_E/Security_Assessment_Guidance_2009.sf> |
| Pin Entry Device (PED) Security Guidelines for Retailers | Guidelines  | A guideline document for retailers to prevent their PED machines from being stolen or compromised.  | Author(s): Irish Payment Service Organisation (IPSO) and An Garda Siochana | <http://www.safecard.ie/wp-content/uploads/2010/04/PED-Security-Guidelines> |
| Fraud Prevention | Brochure  | A guide written by Irish Banking Federation, Irish Payment Service Organisation, An Garda Siochan and the Police Service of Norther Ireland on safeguarding against fraud arising in the financial services that people use.  | Editior(s): Irish Banking Federation, Irish Payment Service Organisation Limited, An Garda Siochana and Police Service of Northern Ireland  | <http://www.garda.ie/Documents/User/Fraud%2520Brochure%252012.13pdf> |
| Physical Security | Book | Essential Reading: The eight edition of the security manual provides practical guidance on all aspects of security work and is a ready made source of information for all members of the security profession.  | Editor: David Brooksbank Publisher: Gower Publishing Limited | <http://www.ashgate.com/isbn/9780566087837> |
| Access and Egress | Book | This book provides an ideal learning aid and is a useful reference prior to, during and after courses. This book has been written to support learners taking Level 2 Award for Working as a Security Officer with the Private Security Industry (Irish equivalent Level 4 Basic Guarding) | Author(s) Jason Dyson and Andy Walker. Published by: Highfield Ltd | <http://www.highfield.co.uk> |
| Security Tools and Equipment | Book | This book provides an ideal learning aid and is a useful reference prior to, during and after courses. This book has been written to support learners taking Level 2 Award for Working as a Security Officer with the Private Security Industry (Irish equivalent Level 4 Basic Guarding) | Author(s) Jason Dyson and Andy Walker. Published by: Highfield Ltd | <http://www.highfield.co.uk> |
| Electronic Article Surveillance | Brochure | A Brochure about retail shrinkage and how to combat it by using Electronic Article Surveillance (EAS).  | Editor: tyco | <http://www.tyco.com/solutions/retail-solutions> |
| Data Protection and CCTV | website | Guideliness regarding Data Protection and CCTV.  | Editor: Data Protection Commissioner | <http://www.dataprotection.ie/docs/CCTV/1242.htm> |
| Report Writing | Manual | The eight edition of the security manual provides practical guidance on all aspects of security work and is a ready made source of information for all members of the security profession.  | Editor: David Brooksbank Publisher: Gower Publishing Limited | <http://www.ashgate.com/isbn/9780566087837> |
| Cash Security | Manual | The eight edition of the security manual provides practical guidance on all aspects of security work and is a ready made source of information for all members of the security profession.  | Editor: David Brooksbank Publisher: Gower Publishing Limited | <http://www.ashgate.com/isbn/9780566087837> |
| Stock Management | Manual | The eight edition of the security manual provides practical guidance on all aspects of security work and is a ready made source of information for all members of the security profession.  | Editor: David Brooksbank Publisher: Gower Publishing Limited | <http://www.ashgate.com/isbn/9780566087837> |
| Communications and Customer Service | Manual | The SII Security Manual Chapter Three and 12 covers Communications, Quality and Customer Care in the Security Industry.  | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual> |
| Stopping, Use of Force, Arrest and Searching a dealing with Suspect | Manual | The SII Security Manual Chapter Outline the powers of the security officer in relation to: Stopping, Use of force, Arrest and Searching a Suspect. | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual> |
| Conflict and Aggression | Manual | The SII Security Manual Chapter Three: covers Conflict and aggression, causes of conflict and aggression and guidelines on intervention.  | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual> |
| Reasonable and necessary force | website | Non-Fatal Offences Against the Person Act, 1997 – Justifiable use of force Section 18, 19 and 20. | Irish Statute Book | <http://www.irishstatutebook.ie/1997/en/act/pub/0026> |
| Conflict and Violence | Online PDF document | Violence at Work a document outlining what is considered violence with the work context and what are its effects | Health and Safety Authority | <http://www.hsa.ie/eng/Publications_and_Forms_Publications/Occupational> |
| Preventing and Managing Conflict | Book | Module 3 Communications Skills and Conflict Management Module. Explains how conflict situations can be prevented or managed with effective communications.  | Author(s) Jason Dyson and Andy Walker. Published by: Highfield Ltd | <http://www.highfield.co.uk> |
| Safety, Health and Welfare  | Online PDF document | A Short Guide to The Safety, Health and Welfare Act, 2005 | Health and Safety Authority | <http://www.hsa.ie/eng/Publications_and_Forms/Publications/Safety_and_Health> |
| Safety, Health and Welfare Act 2005 | website | The Safety, Health and Welfare Act 2005 – This Act also has sections regarding Fire Safety | Irish Statute Book | <http://www.Irishstatutebook.ie/2005/en/act/pub/010> |
| Introduction to Fire Safety DVD | DVD | A DVD that helps staff with a basic understanding of fire awareness.  | The Health and Safety Group | <http://www.officesafety.co.uk> |
| Retail Fire Safety Training | Youtube | Retail Fire Safety  | Stay Legal  | <http://www.staylegal.net> |  | Dealing with a Fire |  |  |
| Fire Safety | Book  | Book outlining Fire Safety Legislation in Ireland and Fire Safety Management.  | Publisher: Health and Safety Publishers | <http://www.hspublications.ie/firesafety> |
| Emergency Plans | Online PDF documents | Health and Safety Authority publish emergency plans for different industries.  | Health and Safety Authority | <http://www.hsa.ie/eng/your_Industry/Retail/Emergency>Plans |
| Emergency Evacuation | DVD | Emergency Evacuations: What every employee should know DVD | National Fire Protection Association (NFPA) | <http://www.nfpa.org/training/training-video> |
| Emergency Procedures | Manual | The SII Security Manual has a chapter on Emergency Procedures.  | Editor: John Byrne. Publisher: Security Institute of Ireland | <http://www.sii.ie/manual> |
| Fire, Safety and Security Equipment in Operation | Activity | Visit a retail store to view Fire, Safety and Security Equipment in operation.  | N/A | N/A |

 **Useful Organisations:**

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| **Name** | **Contact Information** |
| Private Security Authority | <http://www.psa.gov.ie> |
| The Security Institute | <http://www.sii.ie> |
| Health and Safety Authority | <http://www.hsa.ie> |
| Irish Fire Service | <http://irishfireservices.ie/> |
| An Garda Siochana | <http://www.garda.ie> |
| Equality Authority | <http://www.ihrec.ie> |
| Data Protection Authority | <http://www.dataprotection.ie> |
| The Irish Security Industry Association | <http://www.isia.ie> |
| Citizen Information | <http://www.citizeninformation.ie> |
| Data Protection | <http://www.dataprotection.ie> |
| The Court Service  | <http://www.courts.ie> |
| Central Statistics Office | <http://www.cso.ie> |
| SafeCard | <http://www.safecard.ie> |
| Action Fraud | <http://www/actionfruad.polic.uk> |
| Irish Payment Services Organisation | <http://www.ipso.ie/> |
| Retail Excellence Ireland | <http://www/retailexcellence.ie> |

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| **MOOCs (Massive Online Open Courses)** |
| Free access to online coursesSearch regularly for new courses and new start dates | https://www.mooc-list.com/ |

**REFERENCE**

Byrne, J. (2007) Security Skills Manual, 6th ed, Security Institute Of Ireland, Ireland.

Dyson, J, Walker, A, (2010) Security Officers Course Book, 2nd ed, Highfield Limited, England

Brooksbank, D. (2007) Security Manual, 8th ed, Gower Publication Limited, England