

**Benchmark Training Limited**  
**Retail Safety and Security Training**

**‘Benchmark has used its vast experience and association with the security industry to identify and fill critical gaps in the training of retail staff’**

<b>Course Aim</b>	To ensure staff in the retail industry are safe and secure in the workplace and able to take positive action to protect themselves, colleagues, customers and valuable commercial assets
<b>Course content and objectives</b>	<p>The programme focuses on three core themes:</p> <ul style="list-style-type: none"> <li>• Retail crime</li> <li>• Personal safety</li> <li>• Security and Terrorism</li> </ul> <p>At the end of the training programme staff attending will:</p> <ol style="list-style-type: none"> <li>1. Know the impact of retail crime, what to look out for on the shop floor and how to prevent and detect different retail crimes</li> <li>2. Know who to contact in the event of suspicious behaviour and the correct procedures to follow</li> <li>3. Understand the basics of Health &amp; Safety legislation</li> <li>4. Know their personal responsibility under Health &amp; Safety requirements</li> <li>5. Recognise warning signs of potential conflict and understand that outstanding customer service helps prevent problems</li> <li>6. Be able to apply basic techniques to defuse and resolve conflict</li> <li>7. Understand the current terrorist threat and relevance to the retail sector and workplace</li> <li>8. Know what to do in the event of a terrorist alert or other incident and how to apply company procedures</li> </ol>
<b>Designed for</b>	This course is designed for all new shop assistants, especially temporary staff
<b>Duration</b>	Ideally the course should be delivered in a single day, or alternatively in 3 two hour sessions

<b>Course structure</b>	<ul style="list-style-type: none"> <li>• For maximum impact, the course should be delivered in a single training day, although the course comprises of nine modules and can be presented in three 2 hour sessions.</li> <li>• The training is delivered by experienced Benchmark Trainers in the client's workplace. All that is required is a suitable training room.</li> <li>• The ideal size of each group is 10 - 12 students.</li> <li>• The course concludes with a 'test' as a knowledge check covering key learning objectives</li> <li>• Students will be presented with a Benchmark certificate of attendance which provides individuals with a valuable inclusion to their retail passport</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Reduced stock loss through theft and fraud</li> <li>• Compliance with Health and Safety Legislation</li> <li>• Increased staff motivation, confidence and customer service</li> <li>• Safer retail environment</li> </ul>
<b>Features</b>	<p>Benchmark consultants will meet with clients to discuss the particular requirements of the store concerned and ensure that staff are trained to follow local procedures and confirm printed information for the aide memoire</p> <ul style="list-style-type: none"> <li>• Related themes all carefully linked within a single package of training</li> <li>• Delivered in the workplace at a time to suit to the client</li> <li>• Tailored to meet specific client location and requirements</li> <li>• Aide memoire issued to all students</li> <li>• Accredited by Skills for Security</li> <li>• Certificated by Benchmark</li> <li>• 'Skillsmart Retail' National Occupational Standards met</li> </ul>
<b>Why Benchmark</b>	<ul style="list-style-type: none"> <li>• A well established provider of high quality safety critical training</li> <li>• Highly experienced ex police and military trainers, all with the knowledge, skills and credibility to make an impact</li> <li>• Currently training 15,000 students annually</li> <li>• Outstanding value for money</li> <li>• 97% client satisfaction rate</li> </ul>
<b>Contact</b>	<p>For further information contact David Cooper on 0207 898 9144 or 07919 026901 or alternatively <a href="mailto:david.cooper@benchmarktraining.com">david.cooper@benchmarktraining.com</a></p>