



LPQUALIFIED

Loss Prevention Qualified (LPQ)

The LPQualified (LPQ) is a certification that was designed to provide a benchmark education for loss prevention managers, supervisors, store managers, college students, select hourly employees, or anyone interested in the career field. It is also an excellent refresher course for new District LP Managers, corporate LP support personnel or those who have limited or no field experience. The LPQ was created with input from over 170 loss prevention professionals from over 75 of today's leading retail companies.

In order to earn your certification, you must pass the LPQ proctored exam offered at remote locations throughout the US. While you are not required to purchase the LPQ coursework prior to taking the exam, it is the best study tool available to assist you in passing the exam.

- The LPQ coursework is composed of 3 modules-25 sections with curriculum focused on:
 1. **The Retail Environment**
 2. **Becoming a Successful Business Person**
 3. **Loss Prevention Basics and Tools**
- Each module includes review questions, practical applications and a practice exam at the end of the course.
- Coursework includes 500 +pages of text, 65 video demonstrations & 498 pictures and is delivered on-line

Module 1

Retail Environment

- Foundations of Loss Prevention
- Basic Retail Business Operations
- The Causes Behind Loss
- Shrink Awareness
- Establishing a Controlled Environment
- Workplace Safety

Module 2

Becoming a Successful Business Person

- A Professional Approach
- Ethics and Conduct
- What You Should Expect
- Career Growth
- Communications Skills
- Building Relationships
- Diversity
- Harassment Awareness
- Conflict Resolution

Module 3

Loss Prevention Basics and Tools

- Vocabulary and Terminology
- External Theft
- Internal Theft
- Interviewing as a Tool
- Civil Recovery and Restitution
- Courtroom Procedures
- Physical Security
- Crisis Management and Emergency Response
- Auditing
- Employment Screening