



# LPQUALIFIED

## Loss Prevention Qualified (LPQ)

The LPQualified 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. The LPQ was created with input from loss prevention professionals from over fifty of today's leading retail companies.

In order to earn your certification, you must pass the LPQualified exam. While you are not required to purchase the LPQualified 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 three modules with curriculum focused on the retail environment, becoming a successful business person, and loss prevention basics and tools. Each module includes review exercises and practical applications. The coursework is delivered on-line and includes detailed readings as well as video demonstrations of concepts covered in the readings. Module details are shown below.

### 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