



POWERED BY THE LOSS PREVENTION FOUNDATION

## Detailed LPC Course Outline

[www.losspreventionfoundation.org/Information\\_LPCertified.html](http://www.losspreventionfoundation.org/Information_LPCertified.html)

### Course 1 – Leadership Principles



- LPC 101 – People Leadership
  - A. Leadership Principles
  - B. Investing In Talent
  - C. Commitment to Training & Development
  - D. Mentoring Principles
  - E. Commitment to Performance Management Principles
  - F. Principles of Succession Planning
  - G. The Value of a Diverse Workforce
  - H. Mod 1 Sec 1 – Review Questions
- LPC 102 – Ethical Standards
  - A. Ethical Standards
  - B. Personal
  - C. Corporate
  - D. Sarbanes-Oxley
  - E. Health Insurance Portability and Accountability Act (HIPAA)
  - F. Loss Prevention
  - G. Interpersonal Behavior & the Way We Treat Each Other
  - H. The Way That We Treat Our Business Partners
  - I. Ethical Courage
  - J. Mod 1 Sec 2 – Review Questions
- LPC 103 – Personal Development
  - A. Personal Development
  - B. Transition from Manager to Leader
  - C. Networking
  - D. Continuing Education
  - E. Professional Organizations
  - F. Industry Certifications
  - G. Self-Discovery / Self-Assessment / Insight
  - H. Community Involvement
  - I. Community Service
  - J. Mod 1 Sec 3 – Review Questions





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- LPC 104 – Building and Leveraging Partnerships
  - A. Building and Leveraging Partnerships
  - B. Internal / Organizational Partnerships
  - C. External Business Partnerships
  - D. Skills Sets
  - E. Being A Business Partner
  - F. Business Savvy
  - G. Mod 1 Sec 4 – Review Questions
- LPC 105 – Specialty Management
  - A. Specialty Management
  - B. Understanding the Role of Management
  - C. Managing the LP Process
  - D. The Focus of Loss Prevention
  - E. Mod 1 Sec 5 – Review Questions

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## Course 2 – Business Principles

- LPC 201 – Building An Effective Program
  - Building an Effective Program
  - Historical Perspective
  - Developing Partnerships
  - Resources
  - Partnerships in Education
  - Vision and Accountability
  - Mod 2 Sec 1 – Review Questions
- LPC 202 – Financial Analysis & Accounting – The Tools
  - Financial Analysis & Accounting – The Tools
  - Financial Statements
  - Accounting Concepts
  - Shrink (**New 2/23/10**)
  - Inventory Accounting Principles
  - Mod 2 Sec 2 – Review Questions
- LPC 203 – Building Operating Plans (A.K.A. Budgets)
  - Building Operating Plans
  - The Budgeting Process
  - Budget Functions
  - Types of Budgets
  - Capital Budgeting & Investments
  - Mod 2 Sec 3 – Review Questions
- LPC 204 – Managing Vendor Resources
  - Managing Vendor Resources
  - The Role of Vendors
  - Managing Relationships
  - Procurement
  - Mod 2 Sec 4 – Review Questions
- LPC 205 – Protection of Critical Data & Privacy
  - Protection of Critical Data & Privacy
  - The Need for a Data Security Policy





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- Physical Security
- Data Security
- Safeguards
- Privacy
- Mod 2 Sec 5 – Review Questions
- LPC 206 – Dealing With Labor Unions
  - Dealing With Labor Unions
  - Unionized Companies
  - Union Organization Campaigns
  - Legal Guidelines
  - Mod 2 Sec 6 – Review Questions
- LPC 207 – Principles of Regulatory Guidelines
  - Principles of Regulatory Guidelines
  - Sarbanes-Oxley
  - The Federal Sentencing Guidelines
  - The Occupational Safety and Health Administration (OSHA)
  - The Securities and Exchange Commission
  - The Department of Labor
  - Federal, State and Local Regulations
  - Property Laws
  - NACHA – The Electronic Payments Association
  - The Fair Credit Reporting Act
  - The Department of Transportation
  - The Americans with Disabilities Act
  - The Drug Enforcement Administration (DEA)
  - The Environmental Protection Agency (EPA)
  - Federal Trade Commission (FTC)
  - National Labor Relations Board
  - Mod 2 Sec 7 – Review Questions



## Course 3 – Loss Prevention Operations



- LPC 301 – Building a Loss Prevention Program
  - A. Building a Loss Prevention Program
  - B. Principles of Writing an LP Program
  - C. Building Awareness Programs
  - D. Resources
  - E. Budget Analysis vs. Needs
  - F. Timelines, Accountability & Results
  - G. Training & Development
  - H. Target Store Programs
  - I. Mod 3 Sec 1 – Review Questions
- LPC 302 – Investigations
  - A. Investigations
  - B. Types (1,3)
  - C. Tools, Techniques & Resources
  - D. Case Preparation & Presentation
  - E. Mod 3 Sec 2 – Review Questions
- LPC 303 – Data Analysis
  - A. Data Analysis
  - B. Data Streams
  - C. Loss Prevention Performance Measures
  - D. Store Performance Reports
  - E. Research Methods
  - F. Correlating Data
  - G. Mod 3 Sec 3 – Review Questions
- LPC 304 – Operational and Shrink Controls
  - A. Operational and Shrink Controls
  - B. Audit Principles
  - C. Management Action Plans
  - D. Common Types of Retail Audits
  - E. Audits as a Business Tool
  - F. Mod 3 Sec 4 – Review Questions



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- LPC 305 – Organized Retail Crime
  - A. Organized Retail Crime
  - B. Types
  - C. Cyclic Flow of Merchandise
  - D. Cooperation & Partnerships
  - E. Technology
  - F. Preventative Measures
  - G. Mod 3 Sec 5 – Review Questions
- LPC 306 – Pharmacy
  - A. Pharmacy
  - B. Physical Security
  - C. Regulatory Compliance
  - D. Audits
  - E. Investigations
  - F. Mod 3 Sec 6 – Review Questions
- LPC 307 – Advanced Interviewing Techniques
  - A. Advanced Interviewing Techniques
  - B. Rules, Policies & Guidelines
  - C. Preparation and Preliminary Considerations
  - D. Case Closure
  - E. Documenting the Admission
  - F. Mod 3 Sec 7 – Review Questions



## Course 4 – Safety & Risk Management



- LPC 401 – Safety
  - A. Safety Management
  - B. Senior Management Leadership
  - C. Safety Committees
  - D. Program Elements
  - E. OSHA
  - F. Accident Reporting
  - G. Fire Protection
  - H. Special Issues
  - I. The National Institute of Occupational Safety and Health **(New 02/12/10)**
  - J. Stay Informed
  - K. Mod 4 Sec 1 – Review Questions
- LPC 402 – Risk Management
  - A. Risk Management
  - B. Definitions and Concepts
  - C. Risk Assessment: A Global Analysis
  - D. Techniques Commonly Used to Manage Risk
  - E. Loss Prevention's Impact on Insurance Coverage
  - F. Property Insurance
  - G. Workers' Compensation
  - H. General Liability
  - I. The Litigation Process
  - J. Mod 4 Sec 2 – Review Questions

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## Course 5 – Crisis Management



- LPC 501 – Crisis Preparedness
  - A. Crisis Preparedness
  - B. Plan Development
  - C. Risk Assessment & Analysis
  - D. Mitigation
  - E. Command & Control
  - F. Internal & External Communications
  - G. Training & Awareness
  - H. Partnerships
  - I. Mod 5 Sec 1 – Review Questions
- LPC 502 – Crisis Response
  - A. Crisis Response
  - B. Incident Reporting
  - C. Situational Assessment
  - D. Communications
  - E. Crisis Management Execution
  - F. Command Center
  - G. Life/Safety
  - H. Heightened Physical Security Measures
  - I. Utilization of Resources
  - J. Mod 5 Sec 2 – Review Questions
- LPC 503 – Business Continuity & Crisis Recovery
  - A. Business Continuity
  - B. Risk Analysis and Business Impact Analysis
  - C. Planning
  - D. Maintenance of the Plan
  - E. Testing / Exercising the Plan
  - F. Mod 5 Sec 3 – Review Questions
- LPC 504 – After Action Report
  - A. After Action Review
  - B. The Purpose of the After Action Review



- C. The After Action Review Process
- D. Lessons Learned
- LPC 505 – Resources / Relationships
  - A. Resources / Relationships
  - B. Local
  - C. State
  - D. Federal
  - E. Non-Governmental Organizations
  - F. Professional Organizations
  - G. Mod 5 Sec 5 – Review Questions





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### Course 6 – Supply Chain Security



- LPC 601 – The Flow of Merchandise
  - A. The Flow of Merchandise
  - B. Point Of Origination
  - C. Customs
  - D. Transportation
  - E. Distribution
  - F. Paperwork & Documentation
  - G. Store Receipt – The Last 100 Feet of the Supply Chain
  - H. Mod 6 Sec 1 – Review Questions
- LPC 602 – Supply Chain Loss Prevention
  - A. Supply Chain Loss Prevention
  - B. Organized Retail Crime
  - C. Opportunistic Theft
  - D. Break-Ins & Robberies
  - E. Terrorism Aspects
  - F. Brand Protection
  - G. Product Integrity
  - H. Mod 6 Sec 2 – Review Questions
- LPC 603 – DC Opp for Loss & Security Measures
  - A. Distribution Centers
  - B. Organized Retail Crime
  - C. Opportunistic Theft
  - D. Break-Ins & Robberies
  - E. Physical Security
  - F. Receiving
  - G. Shipping
  - H. Mod 6 Sec 3 – Review Questions
- LPC 604 – Compliance
  - A. Compliance
  - B. Inventory Control
  - C. Training & Awareness



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- D. 3<sup>rd</sup> Party Providers (3PL)
- E. Internal Audits
- F. Mod 6 Sec 4 – Review Questions
- LPC 605 – Glossary of Supply Chain Terms
  - A. A B C
  - B. D E F G H I
  - C. J K L M N O P Q R
  - D. S T U V W X Y Z