



LPQualified Certification Program

Module 1 - Retail Environment

1. LPQ 101 Foundations of Loss Prevention

- A. Introduction
- B. Emergence As A Profession
 - 1) Transformation From A Reactive Force To A Proactive Asset
 - a) Security Vs. Loss Prevention Vs. Asset Protection
 - b) Embracing New Roles And Challenges
 - c) Comprehensive Training
 - d) Establishing A Command Structure
- C. The Importance Of Our Profession
 - 1) What We Do
 - a) Employ Methods Of Deterrence
 - b) Conduct Investigations
 - c) Perform Apprehensions
 - d) Interact With Law Enforcement Agencies
 - 2) Crossing Into New & Non-Traditional Markets
 - a) Loss Prevention Retailer Categories
 - Department Store / Big Box Retailers
 - Specialty Retailers
 - Category Killers
 - Grocery Stores
 - Restaurants/Fast Food
 - b) Specialized Loss Prevention Professions
 - Distribution/Logistics
 - Business Services & E-Commerce
 - Organized Retail Crime
 - Special Investigations
 - Protective Services
 - Internal Audit
 - LP Operations & Support Services
 - Training Services
 - 3) Impact On The Bottom Line
 - a) Our Importance To The Organization
 - Maximize Profits
 - Reduce Shrinkage



- Build Credibility
- Recruit Top Quality

2. LPQ 102 Basic Retail Business Operations

- A. The Business Relationship
 - 1) Retail - A Global Concept
 - 2) Sales, Profitability and Other Important Concepts
 - a) Sales
 - b) Profits
 - c) Other Retail Concepts
- B. Inventory Management & Supply Chain Operations
 - 1) Merchandising
 - a) Buyers
 - b) Marketing
 - 2) Logistics & Distribution Centers
 - a) Inventory Management
 - b) Reverse Supply Chain
 - c) Category Management
- C. Sales & Customer Service
- D. The Emergence of E-Commerce
- E. Management Roles & Responsibilities
 - 1) The Front Line
 - a) Store Manager
 - b) Operations Manager
 - c) Department / Assistant Managers
 - d) The Front Line
 - 2) Daily Operations
 - a) Financial Documents Overview
 - Profit & Loss Statements
 - Daily Sales Reports
 - Inventory Management Reports
 - Exception Reports
 - b) Point of Sales Operations
 - Register Areas
 - Service Desk Operations
 - c) Cash Office Operations
 - d) Layaway
 - e) Store Value Cards & Gift Cards
 - f) Fraudulent Transactions
- F. Additional Business Partners
 - 1) Human Resources



- 4) Legal
- 5) Risk Management
- c) LP Organization within the Company

3. LPQ 103 The Causes Behind Loss

- A. Finance, Profit and Margin
 - 1) Retail Math Made Simple
 - a) The Basic Retail Formula
 - b) Gross Sales vs. Net Sales
 - c) Margins
 - d) Sales per Square Foot
 - e) Inventory Turnover
 - f) Open to Buy
- B. Shrink – What is It?
- C. How Shrink Occurs
 - 1) Internal Theft
 - a) Personal Integrity.
 - b) Personal Circumstances/Situational Pressures.
 - c) Opportunity
 - d) Employee's Perception of Risk
 - 2) External Theft
 - a) Shoplifting
 - b) Robbery
 - c) Burglary
 - d) Fraud
 - e) Other External Theft Issues
 - 3) Operational Shrink Issues
 - a) Paperwork Issues
 - b) Product Handling
 - 4) Vendor Issues
 - a) Operational
 - b) Vendor Fraud
- D. Effects on the Business

4. LPQ 104 Shrink Awareness

- A. Understanding the Impact
 - 1) Shrink Impacts Every Area of the Business
 - 2) Efficient & Effective LP Practices Compliment the Business
 - a) Good Customer Service = Good Loss Prevention Practices
 - b) Good Operational Practices = Good Loss Prevention Practices
 - c) Good Human Resources Practices = Good Loss Prevention Practices
 - d) Good Merchandising Practices = Good Loss Prevention Practices



- 1) Communicating Current Trend Information
 - a) Daily/Regular interaction
 - b) Implied Control
 - c) Participation in store meetings.
 - d) Awareness Meetings
 - e) Employee Orientation Programs
 - f) LP Media
 - g) LP Hotlines
 - h) Lunch & Learn
- C. Pulling Everyone Together
 - 1) Associate's Role in Prevention
 - a) The Loss Prevention Front Line
 - b) The Benefits of a "Meet & Greet" Philosophy
 - 2) Culture of Honesty
- D. The Value of Deterrence & Apprehension
 - 1) Apprehension
 - 2) Deterrence

5. LPQ 105 Establishing A Controlled Environment

- A. The Necessity for Control
 - 1) Essential Tools
 - a) Technology
 - Alarms & Alarm Reporting
 - Fine Jewelry/Cash Office/Duress Alarms
 - Merchandise Alarms
 - Electronic Article Surveillance(EAS) Tagging/Ink Tagging
 - Closed Circuit Television (CCTV)
 - POS Exception Reporting
 - b) Product Placement
 - Merchandising
 - Floor Plans
 - Open Sale versus Secured Product
 - B. Public Notices That Get Noticed
 - 1) Return Policy
 - 2) Fitting Room Standards
 - 3) Restricted Areas
 - 4) Consequences of Shoplifting
 - C. Effective Preventative Methods
 - 1) Visible Deterrence
 - 2) Concealed Surveillance
 - 3) Customer Service
 - 4) Locked/Secured "High Value" Merchandise
 - D. Loss Prevention and The Customer Shopping Experience



6. LPQ 106 Workplace Safety

A. Why It's Important

B. Safety Standards / Awareness

1) Cleanliness

- a) Workspace
- b) Food Areas
- c) Restrooms
- d) Chemical Storage
- e) Chemicals on the Selling Floor
- f) Clean-air

2) Fire Safety

- a) Fire Extinguishers
- b) Emergency Evacuation

3) Accidents

- a) Guiding Principles
- b) Information Gathering
- c) Determining the Cause of an Accident
- d) Contributing Factors
- e) Corrective Action

4) Workplace Violence

5) Equipment

- a) Trash Dumpsters and Compactors
- b) Forklifts / Tow Motors / Pallet Jacks
- c) Power Tools
- d) Conveyor Systems
- e) Ladders
- f) Box Cutters

6) Ergonomics

7) The Occupational Safety and Health Administration (OSHA)

C. Accident Response

- 1) Assessing The Scene
- 2) Aid To The Injured
- 3) Bloodborne Pathogens
- 4) Reporting An Accident

D. Emergency Response

- 1) Response Plans
- 2) Types
 - a) Fire
 - b) Facility Evacuation
 - c) Weather Related Emergency
 - d) Medical Emergency
 - e) Hazardous Spills
 - f) Lost Child



- 1) Proper Storage
- 2) Proper Hygiene
- 3) Proper Refrigeration
- 4) Pharmacies
- 5) Audits
- 6) Inventory Turnover
- 7) Product Tampering
- 8) Regulatory Food Safety and Hygiene Requirements

Module 2 - Becoming a Successful Business Person

1. LPQ 201 A Professional Approach

- A. Positive Attitude & Behavior
 - 1) Attitude
 - 2) Behavior
- B. Appearance Counts
- C. Successful Communication
 - 1) Confidentiality
- D. A Proactive Approach
 - 1) Using Criteria to Take Action
- E. The Value of Perception
 - 1) Self-Awareness
 - 2) Cleaning Your Filters
 - 3) Perceptions of You
- F. Expectations on and Off the Job
 - 1) Remain Approachable
 - 2) Depersonalizing
 - 3) Positive Skill Management
- G. Liability Exposure on the Job
- H. Work Ethic Strategies
 - 1) Obligation to Yourself
 - 2) Obligation to Your Co-Workers
 - 3) Obligation to Your Company
 - 4) Obligation to Your Clients, Customers & Vendors
 - 5) Ethics = Professionalism

2. LPQ 202 Ethics & Conduct

- A. High Standards for Ethics & Integrity
 - 1) Verbal and Written Conduct
 - a) Defamation
 - Libel
 - Slander
 - 2) High Standards Apply To All Employees



- B. Objective For Acceptable Behavior
- C. Establishing a Benchmark For Self-Evaluation
- D. A Recourse For Behavior And Decision Making
- E. Vendor Relations
 - 1) Gifts & Other Business Courtesies
 - 2) Fair Competition & Antitrust Laws
 - 3) Ethical Competition
- F. Anonymous Methods of Reporting a Violation
- G. Laws to Know
 - 1) Employment Discrimination Laws
 - 2) Sarbanes-Oxley
 - 3) Federal Securities Act of 1933
 - 4) Workplace Safety and Health Laws
- H. Confidentiality & Credibility
 - 1) Protecting Company Information

3. LPQ 203 What You Should Expect

- A. What Are You Getting Yourself Into?
 - 1) Job Description
 - 2) Position Overview vs. Career Overview
- B. Goal Setting
 - 1) How You Will Be Measured
- C. Performance Reviews
- D. Career Opportunities
 - 1) Overview
 - 2) Level of Commitment
- E. Basic Benefits
- F. Accepting Constructive Assessment
 - 1) Positive Assessment
 - 2) Negative Assessment
- G. Effective Preparation
 - 1) Skill
 - 2) Knowledge
 - a) Gathering the Information
 - b) Learn The Basics
 - c) Learn the Language
 - 3) Ability

4. LPQ 204 Career Growth

- A. Environment for Professional Growth
- B. Continuing Education
- C. Industry Interaction
 - 1) Professional Associations
 - 2) Industry Certifications & Accreditations



- F. Mentoring
 - 1) Mentoring Beyond Loss Prevention
- G. Work & Life Balance
- H. Opportunities In The Field

5. LPQ 205 Communications Skills

- A. The Art of Listening
 - 1) Listening In Order to Understand
 - a) Active Listening – Paraphrasing
 - b) Active Listening – Mirroring
 - c) Active Listening – Clarifying
- B. Effectively Convey your Message
 - 1) Verbal Skills
 - 2) Focus on the Positive
- C. Nonverbal Skills
- D. Building rapport
 - 1) Mirroring
- E. Sensitivity in Communication
 - 1) Internal Dialogue
 - 2) The Power of Reasoning
 - 3) Achieving Cooperation
 - 4) Handling Interruptions
- F. Communication Sensitivity for Loss Prevention
 - 1) Cultural Sensitivity
 - 2) The Positive Dynamics of Conflict
- G. Written Communication
- H. Using Email
 - 1) Death by Email
- I. Speaking In Front Of Groups
 - 1) The Presentation of YOU
 - 2) Making Presentations

6. LPQ 206 Building Relationships

- A. Influencing Skills
- B. Internal Customers
- C. External Business Relationships
- D. Communication Expectations & Frequency
 - 1) Style of Delivery and Method of Speaking
 - 2) Content of the Message
 - 3) Timing of the Message and the Frequency of the Delivery
 - 4) Form of Communication
 - 5) Skill Sets
- E. Developing a Mutual Understanding
- F. Effective Collaboration



- n. wearing different hats
 - 1) Roles
- I. Dealing with Difficult People
 - 1) Identifying & Removing Barriers

7. LPQ 207 Diversity

- A. Acceptance In The Workplace
 - 1) Inclusion
 - 2) Benefits of Workplace Diversity
 - 3) Establishing a Successful Diversity Program
- B. Cultural Sensitivity
 - 1) Cross-Cultural Understanding
- C. Perception and Biases
- D. Professionalism - A Skilled Approach

8. LPQ 208 Harassment Awareness

- A. Why The Rules Exist
- B. Your Rights & Responsibilities
- C. Defining Harassment
 - 1) Sexual Harassment
 - a) Quid Pro Quo
 - b) Hostile Work Environment
- D. Common Myths About Sexual Harassment
- E. Behaviors In The Workplace
 - 1) Sexual Harassment
 - a) Gestures
 - b) Verbal Behaviors
 - c) Physical Behaviors
 - d) Environment
 - 2) Other Forms of Harassment
 - a) Racial Harassment
 - b) Religious Harassment
 - c) Age Harassment
 - d) Sexual Orientation
 - e) Disability Harassment
- F. What To Do About Harassment
 - 1) Direct Confrontation
 - 2) Responsibilities of Reporting
 - 3) Addressing the Complaint

9. LPQ 209 Conflict Resolution

- A. The Positive Dynamics of Conflict
- B. Understanding Conflicts
 - 1) Types of Conflict



- c) Conflicts of Implementation & Practice
- 2) The Ways That We Respond to Conflict
 - a) Competition
 - b) Accommodation
 - c) Avoidance
 - d) Compromise
 - e) Collaboration
- 3) Constructive vs. Destructive Conflicts
- C. Constructively Managing Conflicts
 - 1) What Factors Influence How We Respond to Conflict?
 - 2) Selecting a Conflict Management Style
 - 3) Successful Negotiation
- D. The Value of Effective Compromise
- E. An Appropriate Resolution
- F. Mediation

Module 3 - Loss Prevention Basics & Tools

1. LPQ 301 Vocabulary & Terminology

- A. Retail Environment Terms
- B. General Loss Prevention Terms
- C. Legal Terminology
- D. Courtroom Terminology

2. LPQ 302 External Theft

- A. Why Take The Risk?
 - 1) Motivation to Steal
- B. Investigation Basics
 - 1) Purpose
 - 2) Principles
 - 3) When to Investigate
 - 4) Communication
 - 5) Documentation
 - 6) Disposition
- C. Know Your Customers
 - 1) Patterns
- D. Vendor Theft
 - 1) Grocery
 - 2) Other Retail/Vendor Relationships
 - 3) Common Vendor Theft Strategies
- E. Common Types of Theft
 - 1) Accomplice
 - 2) Fitting Rooms



- 3) Restrooms
- 4) Organized Retail Crime
- 5) Consumption
- F. Popular Methods Used
 - 1) Tools of the Trade
 - a) Concealment Aids
 - b) Burglary Tools:
- G. Prevention and Apprehension
 - 1) Prevention
 - 2) Apprehension
- H. When Collusion Occurs
- I. Enhanced Observation Skills
 - 1) Behaviors
 - a) Nervousness:
 - b) Blocking
 - c) Dressed Out Of Season
 - d) Suspicious Movements
 - e) Tearing EAS Tags
 - f) Empty Shopping Bags
 - g) Staging
 - 2) Indicators
 - 3) Response Techniques / Surveillance Skills
 - a) How to Begin
 - b) How to Respond
 - c) Continued Surveillance
 - 4) Tools for Loss Prevention
 - a) Reports
 - b) Closed-Circuit Television (CCTV)
 - c) Procedures
 - d) Electronic Article Surveillance (EAS)
 - e) Visual Deterrents
- J. The Steps For An Apprehension
 - 1) Entering The Area
 - 2) Selecting Merchandise
 - 3) Concealment of Merchandise
 - 4) Continuous Observation
 - 5) Exiting
- K) Apprehension Techniques
 - 1) Making The Approach
 - a) Safety
 - 2) Using Back-Up
 - 3) Verbal Commands
 - 4) Physical Measures
 - a) Escort



- 1) Defining The Use Of Force
 - a) What is Considered Reasonable?
 - b) What is Considered Excessive?
- 2) Assessing A Confrontation
 - a) Threat Assessment
 - b) Safety
 - c) Location of the Apprehension
 - d) Listening Skills
- 3) Approach to Confrontation
 - a) Physical Approach
 - b) Verbal Approach
- 4) Handcuffs
- M. Post Apprehension Procedures & Concepts
 - 1) Report Writing
 - a) Accessibility to Reports
 - b) Report Content
 - 2) Record Keeping
 - 3) Evidence Handling
 - 4) Recovery
 - 5) Chain of Custody
 - a) Tagging and Bagging Evidence
 - b) Storing Evidence
 - c) Safeguarding Evidence

3. LPQ 303 Internal Theft

- A. Why Take the Risk?
 - 1) Motivation to Steal
 - a) Personal Finances
 - b) Dependencies
 - c) Peer Pressure
 - d) Sweet-hearting
 - e) Coerced
 - f) Won't Get in Trouble
 - g) "They Owe Me"
- B. Investigation Basics
 - 1) Purpose
 - 2) Principles
 - 3) When to Investigate
 - 4) Communication
 - 5) Documentation
 - 6) Disposition
- C. Types of Theft
 - 1) Merchandise Theft
 - 2) Perishables



- 4) Equipment Theft
 - 5) Theft of Services
 - D. Methods of Theft
 - 1) Pass Off
 - 2) Refund
 - 3) Collusion
 - 4) Credit Fraud
 - 5) Cash Theft
 - 6) Taking Merchandise
 - E. Internal Indicators
 - F. Observation Skills
 - 1. Internal Behaviors
 - G. Methods of Investigation
 - 1. Exception Reporting
 - 2. CCTV
 - 3) Tips or Hotlines
 - 4) Observations
 - 5) Procedures
 - 6) EAS
 - 7) Detectives
 - H. Post Apprehension Procedures & Concepts
 - 1) Report Writing
 - 2) Record Keeping
 - 3) Evidence Handling
 - a) Chain of Custody
- 4. LPQ 304 Interviewing as a Tool**
- A. Interviewing Concepts
 - 1) Policies, Procedures and Company Guidelines
 - B. Preparation
 - 1) Setting Goals
 - C. Understanding the Interview Process
 - 1) Establishing Rapport
 - 2) The Interview Setting
 - 3) The Timing of the Interview
 - D. Types of Interview
 - 1) The Informational Interview
 - 2) The Accusatory Interview and Interrogation
 - E. Types of evidence
 - F. Admission or Confession?
 - G. Types of Interrogations
 - 1) General Loss
 - 2) Specific Issue
 - 3) Factual Approach



- II. DOCUMENTATION
 - 1) Statements
 - 2) Narrative
 - 3) Question and Answer
 - 4) Pre-Printed Forms
 - 5) The Structure of the Statement
 - 6) Report Writing
- I. Formal Training Opportunities
 - 1) Mentoring Programs
 - 2) Company Training Program
 - 3) External Training
 - 4) Certified Forensic Interviewer

5. LPQ 305 Civil Recovery & Restitution

- A. Civil Recovery
 - 1) Laws That Make Sense
 - 2) The Law
 - 3) The Scope
 - 4) The Process
 - a) Documentation
 - b) Proceedings
 - 5) Methods of Collection
 - a) Internal
 - b) 3rd Party
- B. Restitution
 - 1) Laws That Make Sense
 - 2) The Law
 - 3) The Scope
 - 4) The Process
 - a) Documentation
 - b) Proceedings
 - 5) Methods of Collection
 - a) Internal
 - b) 3rd Party

6. LPQ 306 Courtroom Procedures

- A. Why Are You Going To Court?
 - 1) Summons & Subpoena
 - a) Summons
 - b) Subpoena
- B. Proper Preparation For Court
 - 1) Complete Case File
 - 2) Evidence and Chain of Custody
 - 3) Practice Your Delivery



- D. Behavior and Etiquette
- E. Civil vs. Criminal Proceedings
 - 1) Criminal Proceedings
 - 2) Civil Proceedings
- F. Identifying Courtroom Personnel
 - 1) Judge
 - 2) Attorney
 - 3) Court Clerk
 - 4) Court Reporter
 - 5) Bailiff
 - 6) Jury
- G. Courtroom Layout
- H. Testifying
- I. Interacting with Courtroom Personnel
- J. Depositions
 - 1) Criminal Procedures
 - 2) Civil Procedures
- K. Possible Outcomes
 - 1) Criminal Proceedings
 - 2) Civil Proceedings
- L. Courtroom Definitions:

7. LPQ 307 Physical Security

- A. The Importance of Protecting Your Assets
- B. Opening/Closing Procedures
 - 1) General Opening Procedures
 - a) Visual Perimeter Inspection
 - b) Entering the Store
 - c) Keep the Doors Locked!
 - d) Perimeter Alarms
 - e) Inspection of Overnight Associates
 - 2) Closing Procedures
 - a) Customer Management
 - b) Closing Registers
 - c) Associate Departure
 - d) Night Crews
 - e) Securing the Building
- C. Alarm Systems / Access Control
 - 1) Alarm Reports
 - 2) Alarm Tests
- D. Closed Circuit Television (CCTV) Systems
 - 1) Types & Terms
 - a) System Basics
- E. Merchandise Protection



- o) High Value Merchandise
 - a) Fine Jewelry
 - b) Electronics
 - c) Health & Beauty / Perfume / Cosmetics Area
 - d) Video Games
 - F. Armored Pickup
 - G. Safes & Cash Handling
 - H. Keys & Cores
 - I. Receiving & Trailer Seals
 - 1) Trailer Seals
 - 2) Global Positioning Systems (GPS)
 - 3) Fifth Wheel Locks
 - 4) Receiving Door Controls
 - J. Uniformed Guards
 - K. Fire Protection
 - 1) Fire Alarm Systems
 - 2) Sprinkler Systems
 - 3) Emergency Exits, Signs, & Lighting
 - 4) Fire Prevention Plans
 - L. Panic Hardware
 - M. External Security
 - 1) Door & Window Gates
 - 2) Roof Access
 - 3) Concrete Barriers
 - 4) Lighting
 - 5) Reinforced Glass
 - 6) Reinforcing Dock Doors
 - 7) External Camera Systems
- 8. LPQ 308 Crisis Management & Emergency Response**
- A. Be Prepared
 - B. Store Personnel Responsibilities
 - 1) Scene Command
 - C. Plans & Emergency Procedures
 - D. Media Relations
 - E. Emergency Situations (Man-made & Natural Hazards)
 - 1) Natural Disasters & Weather
 - a) Earthquake
 - b) Floods
 - c) Hurricanes
 - d) Tornadoes
 - e) Severe Winter Storms
 - 2) Fire
 - 3) Code Adam (Missing child)



- 5) Robbery
- 5) Civil Unrest
- 6) Workplace Violence

9. LPQ 309 Auditing

- A. Compliance To Standards
- B. Types Of Audits
 - 1) Safety Audits
 - 2) Security Audits
 - 3) Inventory Audits
 - 4) Operational Audits
 - a) Receiving Audits
 - b) Cash Office / Safe Audits
 - c) Human Resources Audits
 - d) Tagging / Cabling Compliance Audits
 - 5) Point of Sale Audits
 - 6) Shrinkage & Risk Mitigation
 - 7) Vendor Audits
- C. Tools And Methods
- D. Analysis & Prevention
 - 1) How Audits Are Used

10. LPQ 310 Employment Screening

- A. Purpose & Scope of Programs
 - 1) Actual vs. Perceived Benefit
 - a) Integrity Tests
 - b) Personality Tests
 - c) Alternative Search Resources
 - 2) Actual vs. Perceived Drawbacks
- B. Types of Employment Screening
 - 1) 3rd Party Screening Methods
 - 2) Drug Screening Methods
 - 3) Background/Criminal Checks
- C. Promotional Screening