

**LPQualified (LPQ)** is a certification course designed to provide a benchmark education for loss prevention managers, supervisors, store managers, college students, select hourly employees, and anyone interested in the career field.



The LPQ coursework is composed of 3 courses with 25 detailed sections: includes more than 500 pages of text, 65 video demonstrations & nearly 500 pictures. Completion time is typically 30 to 40 hours. To earn this certification, you must pass the LPQ proctored exam (100 multiple choice questions).

**Course 1**  
**Retail Environment**

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

**Course 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
- 161 pages

**Course 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
- 205 pages

**LPCertified (LPC)** is a certification course designed as advanced education for loss prevention management and executives hoping to further their career in the loss prevention field.



The LPC course is composed of 6 courses, 31 sections, nearly 1200 pages of text, videos and pictures. Completion time averages between 60 to 80 hours. To earn certification you must pass the LPC proctored exam (200 multiple choice questions).

**Course 1**  
**Leadership Principles**

- People Leadership
- Ethical Standards
- Personal Development
- Building and Leveraging Partnerships
- 241 pages

**Course 2**  
**Business Principles**

- Building an Effective Program
- Financial Analysis and Accounting
- Building Operating Plans and Budgets
- Supply-Chain Management
- Managing Vendor Resources
- Protection of Critical Data and Privacy
- 250 pages

**Course 3**  
**Loss Prevention Operations**

- Building an LP Program
- Investigations
- Data Analysis
- Operational and Shrink Controls
- Organized Retail Crime
- Pharmacy
- 234 pages

**Course 4**  
**Safety and Risk Management**

- Senior Management Leadership
- Risk Control and Safety Committees
- Safety Program Elements; OSHA
- Accident Reporting; Fire Protection
- Special Issues; Techniques to Manage Risk; Business Hazards;
- Insurance Claims Management
- Litigation
- 127 pages

**Course 5**  
**Crisis Management**

- Preparedness
- Response to an Incident
- Business Continuity/Crisis Recovery
- After Action Reports
- Business Continuity
- Resources and Relationships
- 144 pages

**Course 6**  
**Supply-Chain Security**

- The Flow of Merchandise
- In-transit Potential Opportunities for Loss and Security Measures
- DC Potential Opportunities for Loss and Security Measures
- Compliance
- Supply Chain Glossary of Terms
- 146 pages

**The Loss Prevention Foundation offers 2 Retail LP Certifications:** The LPQ (entry level) and the LPC (advanced). Each self-paced course is 100% on-line, accessible 24/7 (no hard copy or CD). Courses feature video demonstrations, pictures, graphs, illustrations, practical applications, interactive section review questions, in-course printable study gopher notes, and a practice exam at the end. Final proctored exams are offered at over 1500 locations throughout the US and over 6000 worldwide.