



POWERED BY THE LOSS PREVENTION FOUNDATION

Detailed LPC Course Outline

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Module 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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Module 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



Module 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

Module 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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Module 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



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- 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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Module 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. 3rd 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

