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Course 3 – Loss Prevention Basics & Tools

- Introduction
- LPQ 301 – Vocabulary & Terminology
 - A. Retail Environment
 - B. General Loss Prevention
 - C. Legal Terminology
 - D. Courtroom Terminology
- LPQ 302 – External Theft
 - A. Introduction
 - B. Why Take The Risk?
 - C. Investigation Basics
 - D. Know Your Customers
 - E. Vendor Theft
 - F. Common Types of Theft
 - G. Popular Methods Used
 - H. Prevention and Apprehension
 - I. When Collusion Occurs
 - J. Enhanced Observation Skills
 - K. The Steps For An Apprehension
 - L. Apprehension Techniques
 - M. Use of Force
 - N. Post Apprehension Procedures & Concepts
 - O. Crs 3 Sec 2 – Review Questions
- LPQ 303 – Internal Theft



- A. Introduction
- B. Why Take The Risk?
- C. Investigation Basics
- D. Types of Theft
- E. Methods of Theft
- F. Internal Indicators
- G. Observation Skills
- H. Methods of Investigation
- I. Post Apprehension Procedures & Concepts
- J. Crs 3 Sec 3 – Review Questions
- LPQ 304 – Interviewing as a Tool
 - A. Introduction
 - B. Interviewing Concepts
 - C. Preparation
 - D. Understanding the Interview Process
 - E. Types of Interview
 - F. Types of Evidence
 - G. Admission or Confession?
 - H. Types of Interrogations
 - I. Documentation
 - J. Formal Training Opportunities
 - K. Crs 3 Sec 4 – Review Questions
- LPQ 305 – Civil Recovery & Restitution
 - A. Civil Recovery



- B. Restitution
- C. Crs 3 Sec 5 – Review Questions
- LPQ 306 – Courtroom Procedures
 - A. Introduction
 - B. Why Are You Going To Court?
 - C. Proper Preparation For Court
 - D. Personal Appearance
 - E. Behavior and Etiquette
 - F. Civil vs. Criminal Proceedings
 - G. Identifying Courtroom Personnel
 - H. Courtroom Layout
 - I. Testifying
 - J. Interacting with Courtroom Personnel
 - K. Depositions
 - L. Possible Outcomes
 - M. Courtroom Definitions
 - N. Crs 3 Sec 6 – Review Questions
- LPQ 307 – Physical Security
 - A. Introduction
 - B. The Importance of Protecting Your Assets
 - C. Opening/Closing Procedures
 - D. Alarm Systems / Access Control
 - E. Closed Circuit Television (CCTV) Systems
 - F. Merchandise Protection



- G. Armored Pickup
- H. Safes & Cash Handling
- I. Keys & Cores
- J. Receiving & Trailer Seals
- K. Uniformed Guards
- L. Fire Protection
- M. Panic Hardware
- N. External Security
- O. Crs 3 Sec 7 – Review Questions
- LPQ 308 – Crisis Management & Emergency Response
 - A. Be Prepared
 - B. Store Personnel Responsibilities
 - C. Plans & Emergency Procedures
 - D. Media Relations
 - E. Emergency Situations
 - F. Crs 3 Sec 8 – Review Questions
- LPQ 309 – Auditing
 - A. Compliance To Standards
 - B. Types Of Audits
 - C. Tools And Methods
 - D. Analysis & Prevention
 - E. Crs 3 Sec 9 – Review Questions
- LPQ 310 – Employment Screening
 - A. Purpose & Scope of Programs



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- B. Types of Employment Screening
- C. Promotional Screening
- D. Crs 3 Sec 10 – Review Questions