



Retail Loss Prevention Training: Shrink Analysis, Theft Investigation, EAS and Stock Audits

2 – 6 November 2026

London - Central London four-star



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Introduction:

Retail loss prevention training covering shrink analysis, theft investigation, EAS and stock audits is a 5-day course for managers who carry shrink, theft cases and stock accuracy in retail and supermarket chains, ending with a Loss Prevention and Store Risk Grading Plan. Chains often learn the size of their losses only at the annual count, when refund abuse, sweethearting, organised theft and receiving errors have already eroded margin. Nominees already handle incidents, counts or store security, and work through case studies built on exception reports, footage logs and count variances. CoreConcept Training Center delivers this retail loss prevention course.

Course Objectives:

- Calculate shrink from booked and counted stock and split it into external theft, internal theft, process error and vendor fraud
- Configure POS exception-based reporting that flags refund, void, no-sale and discount override patterns by cashier
- Select EAS systems, tag types and source tagging arrangements for high-loss merchandise and store formats
- Investigate employee theft and checkout fraud cases using exception alerts, CCTV footage and documented interviews
- Run full and cycle stock counts and process controls that reduce administrative error at receiving, transfer and pricing
- Produce a Loss Prevention and Store Risk Grading Plan with KPIs, risk grades and store-level actions

Target Audience:

- Managers accountable for loss prevention results across a group of stores or a retail region
 - Managers responsible for store security teams, guarding contracts and CCTV monitoring in retail outlets
 - Store and area managers answerable for shrink, count variances and checkout controls
 - Managers who lead internal investigations into employee theft and refund or till fraud
 - Inventory control and stock audit managers who plan counts and reconcile variances
 - Retail audit and risk managers who grade stores and follow up audit findings
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Course Outline:

Day 1: Retail Shrink Foundations and Current-State Loss Baseline

- Booked Versus Counted Stock Shrink Calculation Method
- Known and Unknown Loss Classification by Store Department
- External Theft, Internal Theft, Process Error and Vendor Fraud Split
- Shrink Percentage of Sales Benchmarking Across Store Formats
- High-Shrink Item List and Pareto Loss Baseline

Day 2: Exception Reporting Logic and EAS Protection Technology

- POS Exception-Based Reporting for Refunds, Voids and No-Sales
- Cashier Outlier Scoring With Discount Override and Line Void Data
- EAS Acousto-Magnetic, Radio Frequency and Electromagnetic System Selection
- Hard Tags, Benefit-Denial Ink Tags and Spider Wrap Allocation
- Source Tagging Arrangements With Suppliers and Tag Pollution Control

Day 3: Theft and Checkout Fraud Investigation in Stores

- Employee Theft Case Building From Exception Report Alerts
- Sweethearting and Refund Fraud Detection at Staffed and Self-Checkouts
- CCTV Footage Review With POS Transaction Text Overlay
- Investigation Interview Planning and Written Statement Records
- Evidence Retention, Case File Logs and Recovery Value Recording

Day 4: Organised Retail Crime, Stock Count Control and Problem Cases

- Organised Retail Crime Booster, Fence and Online Resale Indicators
- Video Analytics Alerts for Shelf Sweeps and Exit Behaviour
- Full Stock Counts, Cycle Counts and Count Accuracy Checks
- Receiving, Transfer and Price Change Process Error Controls
- Damage, Expiry and Markdown Write-Off Authorisation Controls

Day 5: Case Study Work and the Loss Prevention and Store Risk Grading Plan

- Supermarket Chain Case Shrink Root-Cause Diagnosis
 - Fashion Retailer Case EAS and CCTV Coverage Review
 - Loss Prevention KPI Scorecard With Recovery and Case Closure
 - Store Risk Grading Matrix From Shrink History and Audit Scores
 - Loss Prevention and Store Risk Grading Plan Completion and Defence
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Skills You Will Gain:

- Shrink Variance Analysis
- Exception-Based Reporting
- EAS Tagging Strategy
- Retail Theft Investigation
- Organised Retail Crime Recognition
- Stock Count Planning
- Loss Prevention KPI Design
- Store Risk Grading

Why Attend This Course:

- Present a Loss Prevention and Store Risk Grading Plan to the head of retail operations and the loss prevention director for approval
- Decide which stores, departments and items receive EAS tags, CCTV coverage, extra counts or investigation resources first
- Avoid margin erosion from undetected refund abuse, organised theft runs and receiving errors that surface only at year-end counts
- Coach store managers and security teams to read exception reports, preserve footage and log cases consistently

Conclusion:

Back at work, the participant hands the Loss Prevention and Store Risk Grading Plan to the head of retail operations and the loss prevention director. They use it to allocate tagging, camera coverage, count frequency and investigation effort to the stores and items with the highest graded risk, and to set shrink and recovery targets for each region. After the first full stock count under the plan, the organisation should compare the actual shrink split, case outcomes and count accuracy with the targets and regrade any store whose results moved.

Frequently Asked Questions FAQ:

What should participants know before retail loss prevention training on shrink analysis and theft investigation?

Participants should already handle shrink figures, store incidents, stock counts or security teams in a retail or supermarket chain. Anonymised exception reports, count variance sheets or incident logs from their own stores help during the case study day.

How does retail loss prevention training differ from a general store operations or site security course?

A store operations course treats shrink as one of many store KPIs, and a site security course covers guarding and perimeters for any facility. This course works only on retail loss: shrink splits, POS exception reporting, EAS tagging, theft cases, organised retail crime and stock counts.

Why does retail loss prevention rely on POS exception-based reporting?

Exception-based reporting turns large volumes of transactions into a short list of cashiers, stores and transaction types that deviate from the norm, such as frequent refunds, voids or discount overrides. Investigators then review footage for those cases instead of watching cameras at random.

What do participants take back from retail loss prevention training?

Participants take back a Loss Prevention and Store Risk Grading Plan for a case retail chain, with a shrink baseline, exception report rules, tagging and CCTV allocation, count schedule, KPI scorecard and graded store actions, ready for the head of operations to review.
