



HEALTH, SAFETY AND SECURITY TRAINING

Retail Loss Prevention and Shrinkage Control

3 day course

Classroom, online or in-house

Course overview

Retail shrinkage is usually blamed on shoplifting and is usually mostly internal or procedural, which means a business that responds by adding guards is spending money in the wrong place. This course starts by finding out where the loss is. Delegates work through shrinkage measurement, stock counting and the reconciliation that separates theft from receiving error, wastage and administrative loss. Sources are addressed by proportion: staff, supplier, customer and process. Point of sale fraud is covered in detail, including refund, void, discount and price override patterns and the exception reporting that finds them. Receiving and back door controls follow, since supplier and delivery loss is invisible on the shop floor. Customer theft is addressed with prevention layout, merchandising and lawful apprehension. Staff awareness and incentives are covered, along with the culture that makes reporting possible. Investigation is addressed within employment law limits. Technology is covered on what electronic tagging and analytics actually deliver. The course closes on building a loss prevention programme and reporting shrink to a board.

What you will learn

- Measure shrinkage and separate theft from error and wastage
- Quantify loss by source rather than by assumption
- Detect point of sale fraud through exception reporting
- Control receiving and back door loss
- Prevent customer theft through layout and lawful apprehension
- Build staff awareness and a culture that reports
- Investigate within employment law and report shrink credibly

Who should attend

- Loss prevention and retail security staff
- Store and area managers
- Stock control and audit staff
- Retail operations and finance managers
- Investigators working retail cases

Course outline

- 01 Blamed on shoplifting, mostly internal
- 02 Shrinkage measurement and reconciliation
- 03 Loss by source and proportion
- 04 Point of sale fraud patterns
- 05 Exception reporting
- 06 Receiving and back door controls
- 07 Layout, merchandising and lawful apprehension
- 08 Awareness, investigation limits, technology and board reporting

Upcoming dates



Dates	Venue	Format	Fee per delegate
12 to 14 October 2026	Durban, South Africa	Classroom	R14,950
16 to 18 December 2026	Gaborone, Botswana	Classroom	R14,950
28 to 30 December 2026	Online	Online	R6,500
4 to 6 January 2027	Johannesburg, South Africa	Classroom	R14,950

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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