



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Wholesale and Retail Shrinkage and Loss Management

Services / Wholesale and Retail

Unit Standard 255499 · NQF Level 5 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips wholesale and retail managers with the skills to identify, analyze, and implement strategies to minimize shrinkage and losses. Participants will learn to apply stock control measures, conduct investigations, and manage security risks effectively to protect business assets and improve profitability.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	255499
Accreditation	SAQA Accredited · NQF Level 5 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply stock control procedures to identify and minimize sources of shrinkage.
- Analyze loss data to determine root causes and trends in theft, damage, and administrative errors.
- Evaluate security systems and protocols to recommend improvements for loss prevention.
- Implement corrective actions and staff training programs to reduce shrinkage.
- Demonstrate effective incident investigation and reporting techniques.
- Design a shrinkage management plan tailored to a wholesale or retail unit.

WHO SHOULD ATTEND

- This course is designed for store managers, department heads, loss prevention officers, and operations supervisors in wholesale and retail environments who are responsible for managing shrinkage and losses.

COURSE OUTLINE

Day 1: Introduction to Shrinkage and Loss in Wholesale and Retail

- What is shrinkage? Definitions and scope
- Categories of shrinkage: external theft, internal theft, administrative errors, supplier fraud, operational waste
- Financial implications: impact on profit margins and pricing
- Overview of loss prevention as a business function
- Key industry statistics and benchmarks (South African context)

Day 2: Internal Theft – Causes, Detection and Prevention

- Types of internal theft: cash skimming, inventory pilferage, refund fraud, sweethearting
- Profiling high-risk roles and behaviours
- Detection methods: CCTV, exception reports, mystery shopping, tip-off hotlines
- Prevention strategies: pre-employment screening, segregation of duties, inventory controls
- Case studies of internal theft incidents

Day 3: External Theft – Shoplifting, Organised Retail Crime and Fraud

- Shoplifting methods: concealment, tag swapping, grab-and-run
- Organised retail crime: gangs, boosters, fencing operations
- Electronic article surveillance (EAS): tags, deactivators, alarms
- Store design for loss prevention: sightlines, lighting, layout
- Return fraud and coupon fraud: detection and policy controls
- Payment fraud: counterfeit currency, stolen cards, mobile payment scams

Day 4: Administrative and Operational Shrinkage

- Pricing and marking errors: price changes, markdowns, promotions
- Data entry errors: receiving, transfers, adjustments
- Inventory record inaccuracies: cycle counting, variance analysis
- Operational waste: perishable spoilage, breakage, expiry
- Process improvement: standard operating procedures, training, automation
- Supplier errors: short shipments, duplicate invoicing, quality issues

Day 5: Inventory Management and Stock Control for Loss Prevention

- Inventory management principles: FIFO, LIFO, safety stock
- Stocktaking methods: full physical count, cycle counting, spot checks
- Inventory metrics: shrinkage %, stock-to-sales ratio, turnover
- Technology: barcoding, RFID, WMS, POS integration
- Receiving and dispatch controls: verification, documentation
- Discrepancy resolution: root cause analysis, adjustments

Day 6: Security Systems and Technology in Loss Prevention

- CCTV systems: cameras, DVR/NVR, analytics, monitoring
- Electronic article surveillance (EAS): hard tags, soft tags, deactivation
- Access control: locks, keys, biometrics, key management
- Intrusion alarms: sensors, monitoring, response
- Data analytics: exception-based reporting, POS data mining
- Technology integration: central monitoring, incident management software

Day 7: Legal and Ethical Considerations in Loss Prevention

- Legal framework: Constitution, Criminal Procedure Act, common law
- Consumer Protection Act (CPA) implications
- Labour Relations Act: disciplinary procedures, dismissal for theft
- Search and seizure: policies, consent, reasonable suspicion
- Apprehension and detention: do's and don'ts
- Ethical investigations: impartiality, confidentiality, evidence handling
- Data privacy: POPIA compliance for surveillance and data collection

Day 8: Developing a Loss Prevention Strategy and Action Plan

- Shrinkage audit: data collection, analysis, benchmarking
- Risk assessment: identifying vulnerabilities in processes, people, premises
- Loss prevention programme components: policies, training, technology, culture
- Key performance indicators: shrinkage %, detection rate, recovery value
- Action plan: goals, activities, resources, milestones
- Budgeting for loss prevention: cost-benefit analysis
- Change management: gaining buy-in from management and staff

Day 9: Monitoring, Review and Continuous Improvement

- Performance dashboards: real-time metrics, trends, alerts
- Post-incident review: investigation, corrective actions, prevention
- Root cause analysis: fishbone diagram, 5 Whys
- Continuous improvement: PDCA cycle, Kaizen events
- External audits: supplier audits, regulatory inspections
- Reporting to stakeholders: board reports, management summaries
- Future trends: AI, predictive analytics, blockchain for supply chain

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,000.00	R 35,000.00
1	In-House	R 45,500.00	R 45,500.00
1	On-Campus (Pretoria)	R 52,500.00	R 52,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Mauritius
12 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 255499) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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