



POWERED BY THE LOSS PREVENTION FOUNDATION

LPF EXAM HANDBOOK

1. The Loss Prevention Foundation

The Loss Prevention Foundation is a 501 c(6) not-for-profit organization. The LPF is governed by a Board of Directors is composed of individuals from the loss prevention industry. The board of the LPF governs the mission of the Loss Prevention Foundation, which is to advance the loss prevention profession by providing relevant, convenient and challenging educational resources. Part of fulfilling that mission, the LPF focuses on assisting loss prevention professionals grow and develop in their careers; driving more talent to the industry from colleges and universities, law enforcement and the military; and maintaining the certification program. By focusing on these simple objectives, we hope to make a significant impact on the loss prevention industry.

2. CERTIFICATION PROGRAMS

In order to receive the LPCertified (LPC) or the LPQualified (LPQ) designation you must take and pass the official exams. These exams, which were developed by loss prevention professionals, are 100 questions for the LPQ and 200 questions for the LPC. Each question is multiple choice and varies in degree of difficulty.

1. Qualifying Yourself

Ensuring that you are qualified to sit for the LPQ or LPC exam is the responsibility of each exam registrant. Failure to determine your eligibility appropriately and sitting for the exam is the sole responsibility of the registrant and will subject your exam results to revocation and the complete discretion of the LPF and it's exam partners.

- a. **LPQ:** http://www.losspreventionfoundation.org/LPQ_Requirements&Exemp.html
- b. **LPC:** http://www.losspreventionfoundation.org/LPC_Requirements&Exemp.html

3. TAKING THE EXAM

2. REGISTERING ON THE LPF WEBSITE

All exam applicants must first register for their exams on the LPF website. The web page for that registration form is:

LPC: <http://www.losspreventionfoundation.org/LPCExam.html>

LPQ: <http://www.losspreventionfoundation.org/LPQExam.html>

Once you register for your exam, you are prompted to proceed to the account creation phase at our exam partner's website: [Pearson-Vue](#)

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3. ACCOUNT CREATION AT PEARSON-VUE

Online scheduling with Pearson VUE is a two-step process. The first step is to create a “Web Account” which contains your user profile. When you have completed the first step, you will receive an email that allows you to continue to the second step. In many cases, you will be able to schedule your exam immediately after creating a web account. The second step is to schedule (and, if necessary, pay for) your examination appointment.

On the following pages we will take you through the two steps in detail with illustrative screenshots. Depending on the examination program, the screens shown may differ slightly from what you will see.

Step 1: Create a web account

Before you can schedule your certification, you must first create a web account with Pearson VUE for the examination program that sponsors the exam you wish to take. [\(Create a web account now.\)](#) If you have already taken an exam through Pearson VUE for this examination program, a customer service agent may have created a web account for you. In this case, please [contact customer service](#) before filling out the web account form to prevent creating a duplicate account.

Please Note: If you have previously taken an exam delivered by Pearson VUE, you may be able to add multiple examination programs to your account profile. (Most exam programs at Pearson-Vue allow this.) Simply sign in to your existing account and click on “Update Profile.” [\(Sign in to your web account now.\)](#) If the examination program allows, you will be presented with a list of all of the exam programs that can be added to your profile when you click on “Additional Information.” If the exam program that you wish to add is not included on this list, you must create a new web account for that particular exam program.

Page 1: Enter your name, the country you live in and your email address.

Be sure to enter your legal name exactly as it appears on your personal identification. This will be used to verify your identity at the exam center before you can sit for your exam. Enter your email address and then confirm it. Your email address is crucial. If it doesn’t work, you won’t be able to book your exam.

If you have taken an exam in the past for this examination program, be sure to indicate

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your previous examination history and include your specific ID number (e.g., your 9 digit LPF Exam ID you were given when you registered on the LPF website) so that your examination results can be merged with any other examination vendor. Some examination programs require this ID to be entered before you can proceed to the next page.

Page 2: Enter your demographic information.

The information displayed on this page (required fields, including state and ZIP/postal code, and the country code displayed for the telephone and fax numbers) is dependent on the country of residence you selected on the previous page. If you accidentally selected the wrong country, use the "Back Button" on your browser and select again. The following fields are required—

- Address
- City
- State (depending on your country of residence)
- ZIP/Postal Code (depending on your country of residence)
- Telephone Number

The following fields are optional—

- Address Type (home/work)
- Company
- Fax Number
- Alternate Address
- Opt-in to Pearson VUE email news/offers
-

Page 3: Answer the questions related to your examination program.

Many examination programs ask for extra information about you and/or your relationship to the examination program. Some of the questions asked on this screen may be required and are crucial for your examination program.

Please Note: *If you already registered for your LPQ or LPC on the LPF website, you can skip this page.*

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Page 4: Choose a username.

On this screen, you will need to choose a username for signing back in to your Pearson VUE Web account. Choose something memorable and/or make a note of it. You will need it when you schedule your exam appointment.

Please Note: If the Pearson VUE system finds a possible candidate match to the information you provided on the previous screens, your request will be forwarded to a Pearson VUE customer service agent and you will not be presented with this screen. If the Pearson VUE system finds an exact candidate match to the information you provided, you will be asked to request a new password.

Page 5: View the confirmation page.

On this page, you will see the final confirmation screen pictured below. This page tells you to expect an email shortly containing your password. In the case in which something was amiss about your registration (e.g., a web account already existed matching your details) you will instead see a screen telling you that your registration is being checked by a Pearson VUE agent before a password is issued. If we determine that this is a new account, you will be able to schedule your exam immediately.

Retrieve your confirmation email.

At this stage, assuming you gave a valid email address, you should expect your Pearson VUE account password by email. It should arrive within a very short time, and at the very latest within one working day. If it does not seem to have arrived please check your junk-mail or spam folder before contacting Pearson VUE. You are very likely to find the password message languishing there. If it really hasn't arrived, please contact [Pearson VUE](#).

Step 2: Schedule exam appointment

Once you have your Pearson VUE web account username and password, you can proceed to scheduling an exam appointment by signing in to your account. (Sign in to your web account now.) **Payment**, if required, must be made at the same time as scheduling your exam appointment. You cannot book first and pay later. Be sure you know how you are going to pay (credit card, voucher number and/or promotion code) before you begin the scheduling process.

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Sign In

Enter your username and password on the sign in screen and click the "Sign In" button. There is also an option to retrieve lost or forgotten usernames and passwords. If you have not requested a username and password before, click on the "create a new web account" link.

Current Activity

This screen displays details about future exam appointments, the status of future appointments, exam authorizations, and appointment history within the past 28 days. The navigation menu on the left of the screen allows you to choose from among various tasks you might want to perform using this interface, such as scheduling exams, viewing your history (with Pearson VUE), updating your profile or changing your sign in (username and password).

Scheduling

Depending on the type of account you have, after you click on "Schedule Exams," you may be taken to a screen to select your "Examination Program" (1) or select "Exams" (2).

Booking an appointment involves the following stages—

(By clicking on the links, you will be taken to the details explaining each particular stage.)

- [Examination Program](#)
- [Exam](#)
- [Exam Center](#)
- [Appointment](#)
- [Review](#)
- [Payment](#)
- [Confirm](#)
- [Receipt](#)

During the booking process these stages are always listed as "breadcrumbs" across the top of the page. The stage you have reached in the scheduling process is shown in bold. The steps you have already completed appear as links so that you can backtrack if necessary. Until you reach the confirm stage, backtracking is fine.

Examination Program

If applicable, select the "Examination Program" that you would like to schedule an exam appointment with and click the "Continue" button.



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Exam

On this screen, you will select the exam(s) you would like to book. For many examination programs, you can register for multiple exams on the same order. (Please Note: You may only apply one voucher code per order.) The price of the exam appears on this screen. You can view the price of the exam by clicking on the "Information" graphic. This price is calculated from the country defined in your profile. (If you decide to take the exam in a different country, the price will be updated on the "Review" screen.) All applicable local taxes, including VAT, will be displayed on the "Review" screen.

Once you have selected the exam that you want to book, the same screen will be refreshed to show you the exam language options. This feature is relevant to many exams delivered by Pearson VUE. If multiple languages appear in the drop-down, be sure to select the language you want to take the exam in. Today's exam price will be displayed. Click on the "Next" button to continue with your booking.

Exam Center

Next, you will choose the exam center at which you will take your exam. You begin by searching for exam centers using geographical criteria: country, city, and/or ZIP/postal code. The system will bring back the 5, 10 or 20 closest exam centers as you ask it for, consistent with your search criteria. The country, state/province (if applicable), city and ZIP/postal code are pre-selected based on the address in your profile. Click on the "Search" button to find exam centers.

Once you press "Search," the screen will refresh to show the exam centers that match your search criteria.

Select the exam center of your choice and the screen will refresh again to confirm your choice. You may select up to four (4) exam centers to search for appointments at one time. If you are happy with the chosen exam center(s), click on the "Next" button to continue with your booking.

Appointment

Now, you will choose the date and time of your exam appointment. A calendar is displayed to help with your selection. The calendar defaults to the current month, but you can look at later months too. (If the calendar month does not change, then there are no open seats defined for the chosen exam center. If this happens, you should contact customer service.) You can check appointment availability using the calendar in various ways (all the appointments available on a certain date, all the appointments available in a



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certain week, all the appointments available on Mondays in February, etc.).

When you make your selection of a date or a date-range from the calendar, the screen will refresh as pictured below to show the available appointment times for that date (or those dates). The available times will be listed in the text box on the right. Make sure you don't confuse a.m. and p.m.! The screen allows you to display the time either in 12 hour (a.m./p.m.) or in 24 hour format. After you select the desired appointment time, you will need to click the "Select Appointment" button.

After you click on the "Select Appointment" button, the screen will refresh again. Your chosen exam center and exam slot (date and time) will now be shown above the calendar, as in the example below. If you are unhappy with the appointments available at your chosen exam center you can always go back to the exam centers selection stage and try finding a better appointment at a different exam center. Once you are happy with your exam appointment — location, date and time — you should click the "Next" button and you will be taken to the "Review" page.

Review

Here you will see your exam appointment selected, and the amount to pay shown below it. Your contact details are also shown on this review page. Please check them carefully and correct/update them if necessary, using the "update your profile" link. If you have a voucher or promotion code to apply to your exam, this is also the place to enter it. (Once a voucher or promotion code is entered and the "Apply" button is clicked, the screen will refresh and the exam total will be updated. If there is a problem with the voucher number or promotion code, an alert box will appear.) Only when everything on the page is right should you click on the "Next" button.

Payment

You will not see this screen if your exam if you entered a voucher number or promotion code at the previous screen that equals 100% of the exam cost.

Now you have reached the payment stage. If you haven't entered a voucher or promotion code for 100% of the exam cost, your exam appointment cannot be completed without making payment. Pearson VUE accepts the following major credit cards: VISA, MasterCard, American Express and JCB. **(Due to international verification issues, debit cards are not accepted.)**

Pictured below is the payment screen. It works like most other web payment systems. The credit card billing address is shown automatically by using the primary address you entered in your profile. You can change it to another address if the person who is paying

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lives at a different address from you by unclicking the check box next to "Billing address matches the address below." A wrong billing address could lead to a card verification problem. Once you have entered your payment details, click the "Next" button at the bottom of the page. Your payment will not take effect until you confirm your whole transaction on the next screen.

Confirm

After the payment stage you are brought to a confirmation screen that contains all your exam and payment details together. Please give it all one more read over. You then need to click to indicate that you have read the policies concerning exam check-in, rescheduling and cancellation. These are important. They allow you to reschedule and/or cancel your exam without paying again; subject to certain conditions. If you do not meet the conditions and then you are absent from (or you check-in too late for) your exam, you will have to book another exam and pay again. Once you have read and agreed to the policies, click the "Confirm Order" button.

Receipt

After you have clicked the "Confirm Order" button on the screen above, a receipt will appear on-screen. An email confirming your exam appointment will also be sent to the email address in your profile. As with your password email, it should arrive within a very short time, and at the very latest within one working day. If it does not seem to have arrived please check your junk-mail or spam folder before contacting Pearson VUE. You are very likely to find the confirmation message languishing there. If it really hasn't arrived, please contact Pearson VUE.

After you have scheduled your exam, it will immediately appear on the "Current Activity" screen under "Future Appointments." If you need to reschedule or cancel your exam, you will access these links from here. (Please Note: Each examination program has different policies about when and if you can reschedule and cancel your exams. Refer to your confirmation email for the most current policy.)

Rescheduling Exam

Please be aware that last minute exam cancellations are not refunded. The latest that you can reschedule your exam, without money loss, is by rescheduling no later than 48 hours in advance of your scheduled exam by using your CIW|PearsonVUE web account to reschedule.

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