LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Retail Loss Prevention and Safety

LAPT — London Academy of Professional Training

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Reference RET-C04 • Retail Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	80	551	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**RET-C04**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Health, Safety and Emergencies in Retail

16 chapters · 122 classes **100 marks**

- **1 Emergency Preparedness** — 4 classes
  - 1.1 Identifying Potential Emergencies
  - 1.2 Creating Emergency Action Plans
  - 1.3 Communication During Emergencies
  - 1.4 Post-Emergency Procedures
- **2 First Aid Basics** — 4 classes
  - 2.1 Understanding First Aid Principles
  - 2.2 Responding to Injuries
  - 2.3 Using First Aid Kits
  - 2.4 When to Seek Professional Help
- **3 Crisis Management** — 4 classes
  - 3.1 Assessing Crisis Situations
  - 3.2 Developing Crisis Response Strategies
  - 3.3 Training Staff for Crisis Situations
  - 3.4 Evaluating Crisis Management Effectiveness
- **1 Identifying Health and Safety Risks** — 6 classes
  - 1.1 Understanding Common Workplace Hazards
  - 1.2 Recognizing Ergonomic Risks
  - 1.3 Identifying Chemical Safety Issues
  - 1.4 Assessing Physical Safety Risks
  - 1.5 Evaluating Psychological Safety Factors
  - 1.6 Spotting Fire Hazards
- **2 Risk Assessment Techniques** — 6 classes
  - 2.1 Conducting Risk Assessments
  - 2.2 Qualitative vs Quantitative Assessment
  - 2.3 Utilizing Risk Matrix Tools
  - 2.4 Prioritizing Risks Effectively
  - 2.5 Documenting Risk Assessment Findings
  - 2.6 Reviewing and Updating Assessments
- **3 Training for a Safe Workplace** — 6 classes
  - 3.1 Developing Safety Training Programs
  - 3.2 Implementing Safety Drills
  - 3.3 Engaging Employees in Safety Training
  - 3.4 Evaluating Training Effectiveness
  - 3.5 Creating Safety Awareness Campaigns
  - 3.6 Using Technology in Safety Training
- **4 Emergency Response Planning** — 6 classes
  - 4.1 Creating Emergency Response Plans
  - 4.2 Identifying Emergency Scenarios
  - 4.3 Establishing Communication Protocols
  - 4.4 Training for Emergency Situations
  - 4.5 Conducting Emergency Response Exercises
  - 4.6 Reviewing Emergency Plans Regularly
- **5 Promoting a Safety Culture** — 6 classes
  - 5.1 Defining Safety Culture
  - 5.2 Encouraging Open Communication
  - 5.3 Recognizing Safety Champions
  - 5.4 Incorporating Safety into Daily Practices
  - 5.5 Measuring Safety Culture Progress
  - 5.6 Celebrating Safety Achievements
- **9 Safe Manual Lifting and Handling of Goods** — 10 classes
  - 9.1 Why Lifting Injuries Happen in Stores
  - 9.2 Assessing a Load Before Lifting
  - 9.3 The Safe Lifting Posture
  - 9.4 Lifting from Floor and from Shelves
  - 9.5 Carrying Loads Safely Through the Store
  - 9.6 Team Lifting and Sharing Heavy Items
  - 9.7 Pushing and Pulling Versus Carrying
  - 9.8 Handling Awkward and Fragile Items
  - 9.9 Back Care and Warning Signs of Strain
  - 9.10 Lifting Practice with Checklists
- **10 Trolleys, Pallet Trucks and Ladders in Store** — 10 classes
  - 10.1 Choosing the Right Handling Aid
  - 10.2 Safe Use of Hand Trolleys
  - 10.3 Cage Trolleys and Roll Cages
  - 10.4 Manual Pallet Truck Operation
  - 10.5 Loading Limits and Stacking Heights
  - 10.6 Using Step Stools and Ladders Safely
  - 10.7 Checking Equipment Before Use
  - 10.8 Reporting and Tagging Damaged Equipment
  - 10.9 Working Near Customers with Equipment
  - 10.10 Equipment Handling Assessment
- **11 Slips, Trips, Falls and Good Housekeeping** — 10 classes
  - 11.1 Common Causes of Falls in Shops
  - 11.2 Spotting Floor Hazards Early
  - 11.3 Cleaning Up Spills Immediately
  - 11.4 Using Wet Floor Signs Correctly
  - 11.5 Keeping Aisles and Exits Clear
  - 11.6 Cable, Mat and Carton Control
  - 11.7 Safe Footwear for Retail Work
  - 11.8 Lighting and Visibility Checks
  - 11.9 Housekeeping Rounds and Logs
  - 11.10 Hazard Walk of a Practice Store
- **12 Fire Prevention and Evacuation in Shops** — 10 classes
  - 12.1 How Fires Start in Retail Premises
  - 12.2 Reducing Fire Risk in Stockrooms
  - 12.3 Fire Alarm Types and Call Points
  - 12.4 Types of Fire Extinguishers and Their Uses
  - 12.5 Using an Extinguisher Safely
  - 12.6 Exit Routes and Assembly Points
  - 12.7 Evacuating Customers Calmly
  - 12.8 Helping People Who Need Extra Assistance
  - 12.9 Roll Calls and Fire Drills
  - 12.10 Fire Drill Practice and Review
- **13 Reporting Accidents and Seeking Help** — 10 classes
  - 13.1 What Counts as an Accident or Near Miss
  - 13.2 Raising the Alarm Quickly
  - 13.3 Calling Emergency Numbers Correctly
  - 13.4 Giving Clear Information to Responders
  - 13.5 Filling in an Accident Book
  - 13.6 Protecting the Scene Until Help Arrives
  - 13.7 Informing the Supervisor and Manager
  - 13.8 Reporting Staff and Customer Injuries
  - 13.9 Learning from Near Misses
  - 13.10 Reporting Practice with Sample Incidents
- **14 Acting Within Your Authority in an Emergency** — 10 classes
  - 14.1 Understanding Your Limits as a Junior Employee
  - 14.2 Who Takes Charge in Each Emergency
  - 14.3 Basic Help You May Give Safely
  - 14.4 Handling Medical Emergencies Until Help Comes
  - 14.5 Dealing with Theft or Violence Emergencies
  - 14.6 Bomb Threats and Suspicious Items
  - 14.7 Power Cuts and Building Failures
  - 14.8 Natural Events Such as Floods and Earthquakes
  - 14.9 Keeping Calm and Communicating
  - 14.10 Emergency Role-Play Scenarios
- **15 Electrical, Equipment and Chemical Safety** — 10 classes

2 **Retail Security and Theft Prevention** 19 chapters · 124 classes **100 marks**

- **1 Understanding Retail Security Fundamentals** — 4 classes
  - 1.1 Identifying Common Retail Security Risks
  - 1.2 Understanding the Role of Surveillance in Retail Environments
  - 1.3 Implementing Effective Loss Prevention Techniques
  - 1.4 Applying Best Practices for Secure Cash Handling
- **2 Security Protocols and Store Surveillance** — 4 classes
  - 2.1 Understanding Retail Security Fundamentals
  - 2.2 Identifying and Responding to Theft Indicators
  - 2.3 Implementing Effective Store Surveillance Techniques
  - 2.4 Evaluating and Enhancing Security Protocols
- **3 Handling Incidents and Cash Safeguarding** — 4 classes
  - 3.1 Understanding Retail Security Risks
  - 3.2 Responding to Security Incidents
  - 3.3 Implementing Cash Handling Protocols
  - 3.4 Practicing Incident Management and Cash Safeguarding
- **4 Personal Development in Retail Security** — 4 classes
  - 4.1 Creating Your Personal Development Plan
  - 4.2 Setting Learning Goals in Retail
  - 4.3 Organizing Your Learning Activities
  - 4.4 Evaluating Your Learning Progress
- **1 Understanding Retail Theft and Fraud Tactics** — 4 classes
  - 1.1 Identifying Common Retail Theft Tactics
  - 1.2 Understanding Fraud Techniques in Retail
  - 1.3 Analyzing Behaviors That Indicate Potential Theft
  - 1.4 Implementing Strategies to Mitigate Retail Fraud
- **2 Implementing Effective Theft Prevention Strategies** — 4 classes
  - 2.1 Understanding Shoplifting Behavior
  - 2.2 Employee Training for Theft Prevention
  - 2.3 Utilizing Technology for Security
  - 2.4 Creating a Secure Store Environment
- **3 Monitoring and Responding to Fraudulent Activities** — 4 classes
  - 3.1 Identifying Suspicious Behavior
  - 3.2 Implementing Security Protocols
  - 3.3 Employee Training on Fraud Awareness
  - 3.4 Using Technology to Monitor Transactions
- **1 Understanding Retail Security Risks** — 6 classes
  - 1.1 Identifying Common Retail Threats
  - 1.2 Analyzing Vulnerabilities in Retail
  - 1.3 Impact of Theft on Business
  - 1.4 Understanding Customer Behavior Patterns
  - 1.5 Role of Technology in Security
  - 1.6 Legal Aspects of Retail Security
- **2 Implementing Security Protocols** — 6 classes
  - 2.1 Developing Effective Security Policies
  - 2.2 Training Staff on Security Measures
  - 2.3 Using Surveillance Systems Effectively
  - 2.4 Creating Emergency Response Plans
  - 2.5 Conducting Regular Security Audits
  - 2.6 Integrating Technology in Protocols
- **3 Incident Investigation Techniques** — 6 classes
  - 3.1 Steps in Incident Investigation
  - 3.2 Collecting Evidence Effectively
  - 3.3 Interviewing Witnesses and Suspects
  - 3.4 Documenting Incident Reports
  - 3.5 Analyzing Incident Data
  - 3.6 Reporting Findings to Management
- **4 Reducing Theft and Loss** — 6 classes
  - 4.1 Strategies for Loss Prevention
  - 4.2 Engaging Employees in Prevention
  - 4.3 Utilizing Data Analytics for Theft
  - 4.4 Implementing Inventory Control Measures
  - 4.5 Customer Awareness Programs
  - 4.6 Evaluating Loss Prevention Programs
- **5 Creating a Security Culture** — 6 classes
  - 5.1 Promoting Security Awareness Among Staff
  - 5.2 Encouraging Reporting of Suspicious Activity
  - 5.3 Building Trust in Security Practices
  - 5.4 Recognizing and Rewarding Vigilance
  - 5.5 Fostering Team Collaboration on Security
  - 5.6 Sustaining a Long-Term Security Culture
- **3 Technology in Loss Prevention** — 6 classes
  - 3.1 RFID Technology Applications
  - 3.2 Video Analytics in Security
  - 3.3 Smart Sensors and Devices
  - 3.4 Network Security Protocols
  - 3.5 Integrating IoT in Loss Prevention
  - 3.6 Digital Forensics Techniques
- **14 Spotting and Reporting Security Risks** — 10 classes
  - 14.1 What Counts as a Security Risk in Store
  - 14.2 Walk Round Checks for Weak Points
  - 14.3 Blind Spots, Clutter and Poor Lighting
  - 14.4 Unsecured Doors, Windows and Fire Exits
  - 14.5 Risky Customer and Staff Behaviour Signs
  - 14.6 Suspicious Items and Unattended Bags
  - 14.7 Who to Tell About a Security Risk
  - 14.8 Writing a Clear Security Report
  - 14.9 Following Up a Report
  - 14.10 Keeping a Risk Log
- **15 Keeping the Shop Floor Secure** — 10 classes
  - 15.1 Everyone's Part in Store Security
  - 15.2 Greeting as a Theft Deterrent
  - 15.3 Keeping Sight Lines Clear
  - 15.4 Locking Displays and High Value Goods
  - 15.5 Using Tags, Mirrors and Alarms Properly
  - 15.6 Controlling Fitting Room Numbers
  - 15.7 Managing Customer Bags and Trolleys
  - 15.8 Handling Quiet and Busy Periods
  - 15.9 Working With Guards and Colleagues
  - 15.10 Reviewing Floor Security After Closing
- **16 Securing Stockrooms, Keys and Access** — 10 classes
  - 16.1 Why Back of House Needs Protection
  - 16.2 Staff and Visitor Access Rules
  - 16.3 Key Register and Key Control
  - 16.4 Codes, Passwords and Change Routines
  - 16.5 Checking Delivery Staff and Contractors
  - 16.6 Supervising Vendor Visits
  - 16.7 Secure Storage for High Value Stock
  - 16.8 Seal Checks on Cartons and Containers
  - 16.9 Staff Bag and Locker Policy
  - 16.10 Handling Missing Key Incidents
- **17 Dealing Lawfully With Suspected Shoplifters** — 10 classes
  - 17.1 Legal Position on Detaining a Person
  - 17.2 Signs That Suggest Shoplifting
  - 17.3 Approaching a Suspect Politely
  - 17.4 Customer Service as First Defence
  - 17.5 When Not to Challenge
  - 17.6 Calling Security and Police Properly
  - 17.7 Searching and Personal Dignity Rules
  - 17.8 Handling Minors and Vulnerable Persons
  - 17.9 Recording What Happened
  - 17.10 Reviewing Incidents for Staff Learning
- **18 Staff Safety During Serious Incidents** — 10 classes

3 **Loss, Wastage and Risk Management** 31 chapters · 183 classes **100 marks**

- **1 Accident and Emergency Management** — 5 classes
  - 1.1 Understanding Retail Accidents
  - 1.2 Emergency Response Protocols
  - 1.3 Identifying Risks in Retail
  - 1.4 Authority Limits in Emergencies
  - 1.5 Active Participation in Emergencies
- **2 Theft Prevention Strategies** — 5 classes
  - 2.1 Understanding Theft Patterns
  - 2.2 Surveillance Techniques
  - 2.3 Employee Training Programs
  - 2.4 Use of Technology in Prevention
  - 2.5 Creating a Secure Environment
- **3 Emergency Response Protocols** — 5 classes
  - 3.1 Identifying Emergency Situations
  - 3.2 Evacuation Procedures
  - 3.3 First Aid Basics
  - 3.4 Communication During Crises
  - 3.5 Post-Incident Analysis
- **1 Risk Assessment Techniques** — 6 classes
  - 1.1 Understanding Retail Risks
  - 1.2 Identifying Vulnerabilities
  - 1.3 Quantitative Risk Analysis
  - 1.4 Qualitative Risk Assessment
  - 1.5 Developing Risk Mitigation Plans
  - 1.6 Monitoring Risk Factors
- **1 Understanding Retail Risk Landscapes** — 6 classes
  - 1.1 Exploring the Retail Risk Environment
  - 1.2 Identifying Types of Risks in Retail
  - 1.3 Analyzing Risk Factors Impacting Retail Operations
  - 1.4 Assessing the Consequences of Retail Risks
  - 1.5 Utilizing Tools for Retail Risk Detection
  - 1.6 Applying Risk Analysis Techniques in Retail Scenarios
- **2 Fundamental Techniques for Risk Identification** — 6 classes
  - 2.1 Understanding the Importance of Risk Identification
  - 2.2 Exploring Common Risk Identification Techniques
  - 2.3 Conducting a SWOT Analysis for Risk Identification
  - 2.4 Utilizing Brainstorming Sessions to Uncover Risks
  - 2.5 Applying Root Cause Analysis to Identify Risks
  - 2.6 Evaluating the Effectiveness of Risk Identification Methods
- **3 Advanced Risk Analysis Strategies** — 6 classes
  - 3.1 Understanding Advanced Risk Analysis Techniques
  - 3.2 Applying Quantitative Risk Assessment Methods
  - 3.3 Leveraging Qualitative Risk Evaluation Tools
  - 3.4 Identifying Risk Interdependencies and Correlations
  - 3.5 Utilizing Software Solutions for Risk Analysis
  - 3.6 Integrating Advanced Analysis into Risk Management Plans
- **4 Integration of Technology in Risk Analysis** — 6 classes
  - 4.1 Exploring Technological Tools for Risk Analysis
  - 4.2 Understanding Data Analytics in Risk Management
  - 4.3 Leveraging Artificial Intelligence for Risk Prediction
  - 4.4 Integrating Big Data into Risk Identification Processes
  - 4.5 Utilizing Machine Learning to Enhance Risk Detection
  - 4.6 Applying Technology in Real-World Risk Scenarios
- **5 Developing a Comprehensive Risk Management Plan** — 6 classes
  - 5.1 Understanding the Components of a Risk Management Plan
  - 5.2 Identifying Potential Risks in Business Operations
  - 5.3 Analyzing Risk Scenarios and Impact Levels
  - 5.4 Utilizing Tools for Risk Prioritization
  - 5.5 Developing Effective Risk Mitigation Strategies
  - 5.6 Evaluating and Refining the Risk Management Plan
- **6 Risk Management in Retail** — 6 classes
  - 6.1 Introduction to Food Safety Standards
  - 6.2 Identifying Food Safety Risks
  - 6.3 Implementing Safety Protocols
- **5 Emerging Trends in Fraud Detection** — 6 classes
  - 5.1 AI in Fraud Detection
  - 5.2 Blockchain Technology Applications
  - 5.3 Social Media Analysis
  - 5.4 Mobile Technology in Security
  - 5.5 Future of Fraud Detection
  - 5.6 Innovative Detection Tools
- **1 Policy Framework Development** — 6 classes
  - 1.1 Understanding Policy Objectives
  - 1.2 Stakeholder Engagement Strategies
  - 1.3 Drafting Effective Policies
  - 1.4 Policy Communication Techniques
  - 1.5 Monitoring Policy Implementation
  - 1.6 Evaluating Policy Outcomes
- **2 Compliance and Regulatory Frameworks** — 6 classes
  - 2.1 Understanding Compliance Requirements
  - 2.2 Regulatory Standards Overview
  - 2.3 Implementing Compliance Programs
  - 2.4 Auditing Compliance Practices
  - 2.5 Addressing Compliance Violations
  - 2.6 Continuous Compliance Improvement
- **3 Crisis Management Policies** — 6 classes
  - 3.1 Identifying Potential Crises
  - 3.2 Crisis Response Planning
  - 3.3 Communication During Crises
  - 3.4 Post-Crisis Evaluation
  - 3.5 Training for Crisis Situations
  - 3.6 Building Resilience in Policies
- **4 Ethics in Policy Making** — 6 classes
  - 4.1 Understanding Ethical Principles
  - 4.2 Ethical Decision-Making Frameworks
  - 4.3 Addressing Ethical Dilemmas
  - 4.4 Promoting Ethical Culture
  - 4.5 Accountability in Policy Making
  - 4.6 Ethics Training for Policymakers
- **5 Policy Evaluation Techniques** — 6 classes
  - 5.1 Setting Evaluation Criteria
  - 5.2 Quantitative Evaluation Methods
  - 5.3 Qualitative Evaluation Techniques
  - 5.4 Feedback Mechanisms in Policies
  - 5.5 Reporting Evaluation Findings
  - 5.6 Using Evaluation for Policy Improvement
- **1 Risk Assessment Frameworks** — 6 classes
  - 1.1 Understanding Risk Assessment
  - 1.2 Qualitative vs Quantitative Methods
  - 1.3 Risk Matrix Development
  - 1.4 Stakeholder Involvement
  - 1.5 Continuous Improvement Processes
  - 1.6 Case Studies in Risk Assessment
- **2 Monitoring and Reporting** — 6 classes
  - 2.1 Key Performance Indicators
  - 2.2 Data Collection Techniques
  - 2.3 Reporting Standards and Practices
  - 2.4 Feedback Mechanisms
  - 2.5 Risk Reporting Tools
  - 2.6 Communicating Risk Findings
- **3 Crisis Management Strategies** — 6 classes
  - 3.1 Crisis Response Planning
  - 3.2 Emergency Communication Plans
  - 3.3 Post-Crisis Analysis
  - 3.4 Training for Crisis Situations
  - 3.5 Building Resilience
  - 3.6 Case Studies in Crisis Management
- **4 Compliance and Regulations** — 6 classes

4

Retail Law, Compliance and Age-Restricted Sales

14 chapters · 122 classes **100 marks**

- **1 Legal Framework for Retail Security** — 4 classes
  - 1.1 Understanding Retail Laws
  - 1.2 Regulatory Compliance Essentials
  - 1.3 Consumer Rights and Protections
  - 1.4 Legal Consequences of Non-Compliance
- **2 Data Protection and Privacy Laws** — 4 classes
  - 2.1 Understanding Data Privacy
  - 2.2 Retail Data Protection Strategies
  - 2.3 Impact of GDPR on Retail
  - 2.4 Breach Response and Reporting
- **3 Ethics in Retail Security** — 4 classes
  - 3.1 Ethical Decision Making
  - 3.2 Integrity in Cash Handling
  - 3.3 Building Trust with Customers
  - 3.4 Addressing Ethical Dilemmas
- **4 The Indian Retail Legal Framework** — 10 classes
  - 4.1 Why Retail Staff Need Legal Awareness
  - 4.2 Main Laws That Touch a Store
  - 4.3 Shops and Establishments Registration
  - 4.4 Trade Licence and Local Body Permissions
  - 4.5 Display of Licences and Notices
  - 4.6 Central and State Roles in Regulation
  - 4.7 Penalties for Breaking Retail Rules
  - 4.8 Inspectors and Their Powers
  - 4.9 Keeping a Compliance File
  - 4.10 Who to Ask When Unsure
- **5 Consumer Protection Act and Customer Rights** — 10 classes
  - 5.1 Consumer Rights Under the Act
  - 5.2 Defects, Deficiency and Unfair Trade Practice
  - 5.3 Misleading Advertisement Rules
  - 5.4 Product Liability of Sellers
  - 5.5 Consumer Helpline and Complaint Forums
  - 5.6 Handling a Notice From a Consumer Forum
  - 5.7 Warranty and Guarantee Promises
  - 5.8 Return and Refund Rights Customers Expect
  - 5.9 Price Display and Maximum Retail Price Rules
  - 5.10 Explaining Customer Rights Clearly
- **6 GST Billing and Invoice Compliance** — 10 classes
  - 6.1 What GST Is for a Retail Store
  - 6.2 GST Registration Basics
  - 6.3 Tax Rates and Product Classification
  - 6.4 Tax Invoice and Bill of Supply Content
  - 6.5 Composition Scheme Basics
  - 6.6 Input Tax and Why Records Matter
  - 6.7 Billing Errors and Credit Notes
  - 6.8 Tax Rules for Online and Home Orders
  - 6.9 Retaining Records and Returns Awareness
  - 6.10 Common GST Mistakes at the Till
- **7 Legal Metrology, Weights and Packaged Goods** — 10 classes
  - 7.1 Purpose of Weights and Measures Law
  - 7.2 Declarations Required on Packages
  - 7.3 Selling at or Below Maximum Retail Price
  - 7.4 Checking and Verifying Weighing Scales
  - 7.5 Stamping and Calibration of Scales
  - 7.6 Loose Goods and Net Quantity Rules
  - 7.7 Short Weight Offences and Penalties
  - 7.8 Labelling Imported Goods
  - 7.9 Responding to an Inspector
  - 7.10 Daily Scale Checks and Records
- **8 Product Safety and Standards Marks** — 10 classes
  - 8.1 Why Product Safety Rules Exist
  - 8.2 Mandatory Quality Marks on Goods
  - 8.3 Electrical and Appliance Safety Checks
  - 8.4 Toys, Cosmetics and Children Product Rules
  - 8.5 Textile and Footwear Labelling
  - 8.6 Medicines and Health Claims Limits
  - 8.7 Counterfeit Goods and Their Risks
  - 8.8 Withdrawing Unsafe Products
  - 8.9 Supplier Declarations and Test Evidence
  - 8.10 Reporting Product Safety Incidents
- **9 Age-Restricted Product Sales Procedures** — 10 classes
  - 9.1 Products With Age Restrictions
  - 9.2 Age Limits Under Indian Law
  - 9.3 Asking for Proof of Age Politely
  - 9.4 Acceptable Forms of Identification
  - 9.5 Spotting Fake or Altered Documents
  - 9.6 Refusing a Sale Without Conflict
  - 9.7 Handling Adults Buying for Minors
  - 9.8 Recording Refused Sales
  - 9.9 Signage and Display Rules for Restricted Goods
  - 9.10 Staff Training and Checking Compliance
- **10 Tobacco Sales Compliance** — 10 classes
  - 10.1 Rules Governing Tobacco Sales
  - 10.2 Ban on Sale Near Educational Institutions
  - 10.3 Display of Warning Boards
  - 10.4 Prohibition on Sale to Minors
  - 10.5 Single Cigarette and Loose Sale Rules
  - 10.6 Advertising and Promotion Limits
  - 10.7 Health Warnings on Packs
  - 10.8 Storage and Display Behind the Counter
  - 10.9 Penalties and Inspection Practice
  - 10.10 Training Staff on Tobacco Rules
- **11 Liquor and Licensed Product Retail Rules** — 10 classes
  - 11.1 State Excise Licensing Overview
  - 11.2 Types of Licensed Outlets
  - 11.3 Selling Hours and Dry Days
  - 11.4 Minimum Legal Drinking Age by State
  - 11.5 Helping Customers Choose Responsibly
  - 11.6 Refusing Intoxicated Customers
  - 11.7 Keeping Stock and Sales Registers
  - 11.8 Rules on Home Delivery and Online Orders
  - 11.9 Transport and Storage Rules
  - 11.10 Preparing for an Excise Inspection
- **12 Lotteries, Gaming and Other Regulated Products** — 10 classes
  - 12.1 Which Products Need Special Permission
  - 12.2 Rules on Lottery and Gaming Sales by State
  - 12.3 Selling Pharmacy and Prescription Items
  - 12.4 Selling Fireworks Safely and Legally
  - 12.5 Selling Pesticides and Chemicals
  - 12.6 Selling Gold and Hallmarked Jewellery
  - 12.7 Rules for Mobile SIM and Phone Sales
  - 12.8 Verifying Customers for Regulated Sales
  - 12.9 Keeping Special Registers
  - 12.10 Seeking Permission Before Adding a New Product Line
- **13 Data Privacy and Fair Trading Practice** — 10 classes
  - 13.1 Customer Data a Store Collects
  - 13.2 Digital Personal Data Protection Basics
  - 13.3 Consent and Purpose of Collection
  - 13.4 Safe Storage of Customer Records
  - 13.5 CCTV Footage and Privacy
  - 13.6 Fair Pricing and Advertised Offers
  - 13.7 Avoiding Unfair Trade Practices
  - 13.8 Ethical Selling and Honest Claims
  - 13.9 Handling Data Requests From Customers
  - 13.10 Reporting a Data Breach
- **14 Compliance Audits and Record Keeping** — 10 classes

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