Advanced Revenue Protection and Loss Control Course

5 – 9 July 2027
Vienna

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Training Center

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Ref: 1175_186768 **Date:** 5 – 9 July 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Advanced Revenue Protection and Loss Control Course is a one-week course for revenue assurance, finance, loss prevention, fraud analysis, operations, and internal control teams that need a Revenue Protection and Loss-Control Pack. Participants map revenue flows, classify leakage and theft risks, design controls, analyze exceptions, triage alerts, govern referrals, track recovery, and remediate control failures. Agile Leaders Training Center develops revenue protection and loss-control decision practice.

Who Should Attend

- Teams responsible for revenue assurance, billing integrity, and leakage control
- Teams responsible for financial controls, reconciliation, and loss reporting
- Teams responsible for retail loss prevention, asset protection, and operational security
- Teams responsible for fraud analytics, exception monitoring, and case triage
- Teams responsible for operations, internal control, audit coordination, and remediation

The course assumes participants can interpret revenue transactions, process maps, control evidence, and exception reports; it leaves out criminal investigation, legal advice, and digital forensics.

Departments and Industries

The course supports departments and industries that protect revenue flows, transactions, inventory, services, and customer accounts.

- Finance, revenue assurance, internal control, audit, risk, and compliance departments
- Loss prevention, security, operations, billing, and customer-account teams
- Retail, hospitality, transport, logistics, and distribution businesses
- Telecommunications, utilities, subscription services, and digital commerce
- Manufacturing, healthcare, education, and professional services

Learning Objectives

By the end of this course, participants will be able to:

- Analyze revenue flows and classify leakage, theft, and fraud risks
- Build a fraud-risk register and revenue control matrix
- Apply segregation, reconciliation, authorization, and access controls
- Use exception tests and red-flag analytics to triage alerts
- Evaluate referrals, evidence preservation, recovery, and remediation decisions
- Prioritize control improvements through loss and performance measures

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Course Agenda

Day 1: Revenue Flows and Loss Risks

- Revenue-Flow Mapping and Control-Point Diagram
- Leakage, Theft, and Fraud Scheme Taxonomy
- COSO Fraud Risk Management Guide Cycle
- Fraud-Risk Likelihood and Impact Matrix
- Revenue Protection Scope and Ownership Charter

Day 2: Preventive and Detective Controls

- Revenue Control Objective and Activity Matrix
- Segregation-of-Duties Conflict Map
- Authorization, Access, and Override Control Checklist
- Transaction Reconciliation and Completeness Test
- Inventory, Refund, Discount, and Write-Off Control Review

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Day 3: Exceptions and Alert Triage

- Red-Flag Indicator Library
- Duplicate, Sequence, Threshold, and Outlier Test Design
- Exception Monitoring Dashboard
- Alert Scoring and Triage Protocol
- False-Positive Review and Test-Tuning Log

Day 4: Response, Recovery, and Governance

- Incident Escalation and Investigation Referral Checklist
- Evidence Preservation and Chain-of-Custody Register
- Loss Quantification and Recovery Register
- Control Failure Root-Cause Analysis
- Remediation Ownership and Performance Dashboard

Day 5: Integrated Revenue Protection Practice

- Exercise: Map Revenue Flows and Loss Scenarios
- Exercise: Assess Risks and Design Control Responses
- Exercise: Build Exception Tests and Triage Alerts
- Exercise: Govern Referral, Recovery, and Remediation
- Capstone Exercise: Revenue Protection and Loss-Control Pack

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Practical Exercises

The course uses suggested activities that connect revenue evidence, control design, analytics, escalation, and recovery decisions.

- Suggested activity: trace a retail or subscription revenue flow and locate control gaps
- Suggested activity: design exception tests for refunds, discounts, billing, and inventory movements
- Suggested activity: triage alerts while preserving evidence and respecting specialist investigation roles
- Suggested activity: present a recovery and remediation plan with owners and performance measures

FAQs

Who suits advanced revenue protection training?

Revenue assurance, finance, loss prevention, fraud analysis, operations, and internal control teams suit the training. Participants should already interpret transaction data, process maps, control evidence, and exception reports.

How does revenue protection differ from fraud investigation training?

Revenue protection focuses on mapping flows, assessing risks, designing controls, detecting exceptions, escalating cases, recovering losses, and remediating failures, while fraud investigation training develops specialist investigative procedures and competencies.

How can revenue leakage be detected?

Revenue leakage can be detected by reconciling complete transaction populations, testing sequences and duplicates, monitoring overrides and adjustments, comparing expected and recorded flows, and reviewing unusual patterns through defined alert rules.

What controls reduce revenue theft risk?

Revenue theft risk is reduced through separated duties, controlled access, documented authorization, transaction reconciliation, independent review, inventory and refund controls, exception monitoring, protected reporting routes, and timely remediation.

How should revenue protection alerts be governed?

Revenue protection alerts should use documented scoring, triage, ownership, confidentiality, evidence preservation, escalation, referral, closure, recovery, and control-remediation rules with measures for timeliness and repeat loss.

Conclusion

Participants take back a Revenue Protection and Loss-Control Pack containing a revenue-flow map, risk register, control matrix, exception tests, triage protocol, referral checklist, recovery register, remediation plan, and dashboard. The pack makes leakage and theft decisions traceable. It also aligns finance, operations, loss prevention, assurance, and control owners.