

Course Title	Fraud Prevention & Document Verification	Duration	One day	<i>Fraud Prevention</i>
<b>Outcomes</b>	<p>Working as part of a large organisation means that there are many opportunities for fraud. And you'll understand that having staff that are aware of this and understand the need to prevent it, is the best way of combating fraud. Whether you're working in customer service, are an employer going through recruitment, are offering someone a service or have staff that are customer facing, you need to be confident about people's identity and that their documentation is genuine.</p> <p>Book this course to give you and your colleagues a head start in understanding, recognising and ultimately preventing fraud from within and from outside your organisation. Have the confidence to check ID documents, spot the signs of forgery and counterfeiting, and speak to the right people when you're suspicious. Can you really afford not to?</p>			
<b>Prerequisites</b>	None			
Session	Aim	Content		
<b>What is Fraud?</b>	To understand what fraud is and how it is committed	<ul style="list-style-type: none"> <li>◆ Common types of fraud</li> <li>◆ Departments affected by fraud</li> <li>◆ Signs of fraud</li> <li>◆ Listening between the lines</li> </ul>		
<b>Referring Fraud</b>	To know when a referral to investigations is necessary and what information to provide	<ul style="list-style-type: none"> <li>◆ When to refer</li> <li>◆ Standard referral forms</li> <li>◆ Giving a description</li> <li>◆ Ways of referring</li> </ul>		
<b>Document Verification</b>	To know the security features found in common identity documents	<ul style="list-style-type: none"> <li>◆ What is acceptable ID?</li> <li>◆ Standard security features</li> <li>◆ Watermarking</li> <li>◆ Using a UV scanner</li> <li>◆ How to refer suspicious documents</li> </ul>		
<b>Forgery &amp; Counterfeiting</b>	To understand the differences between counterfeits and forgeries and what to look for	<ul style="list-style-type: none"> <li>◆ What is counterfeiting?</li> <li>◆ What is forgery?</li> <li>◆ Common ways to forge or counterfeit documents</li> <li>◆ Spotting counterfeit and forged documents</li> </ul>		
<b>Book this course now :</b>				
<b>Cost</b>	Price Code A			
<b>To book this event</b>	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail:bookings@its-training-uk.com			