

Course Title	Introduction to Fraud Prevention (SLC)	Duration	One Day
<b>Aim</b>	<p>This course will ensure that delegates understand the many ways in which fraud may be committed and, in particular, how the Student Loans Company might be defrauded.</p> <p>Delegates will learn how to ensure that they fully establish the identity of the company's customers and the risks involved in not doing so.</p>		
<b>Prerequisites</b>	None		
Session	Outcomes	Content	
<b>Introduction</b>	To explain the aims of the course and understand particular objectives of individuals.	<ul style="list-style-type: none"> <li>• Introductions</li> <li>• Understand the objectives and the process of the course</li> <li>• Agree what outcomes are required</li> </ul>	
<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>• How the company is affected by fraud</li> <li>• Signs of fraud</li> <li>• Listening between the lines</li> </ul>	
<b>Referrals</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>Identity theft</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>Spotting fakes</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 (In-House only)		
<b>To book this event</b>	<p>ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG</p> <p>Tel: 08454 300 262</p> <p>e-mail: <a href="mailto:bookings@its-training-uk.com">bookings@its-training-uk.com</a></p>		