

Full FRAUD PREVENTION

COURSE OBJECTIVES

To enable selected staff to develop an awareness of frauds, how to detect and methods adopted to launch counter measures with an aim to protect revenue

WHO SHOULD ATTEND

Supervisors, managers and staff at the check-in or with passenger handling functions and in document checks

DURATION

INITIAL:3 DAYS

COURSE CONTENTS

- Background and History of Fraud and its Development
- Fraud Awareness: Losses, Definitions and Different Types
- Traffic Documents : **Security Features and Identification of Different Types**
- Clues of Detection: Numbering System, Bar Codes, Checking Different Boxes on the Ticket, Alterations and Counterfeiting
- Credit Cards: What to Check and How
- Baggage : Profile of a Fraudulent Baggage Claim
- Frequent Flyers Club: a 1981 Case of a Scheme to Cheat the System
- Staff Travel, Flight Interruption Manifest and Prepaid
- Passports and Visas: 10 Steps to Passport Checks for Forgeries, Counterfeits, Fraud, Fines, Responsibility
- Action Blacklists, Procedures, Responsibility
- Practical Exercises: **Group Participation on How to Handle the Above Situations**