Committee(s)	Dated:
Audit and Risk Management Committee	24/02/2015
Subject: Anti-Fraud Awareness Training Up-date	**Public**
Report of: Chamberlain	**For Information**

Summary

This report provides Members with an up-date of our anti-fraud awareness training activity, the current eLearning completion position across the City Corporation, and our forward plans for development of the anti-fraud awareness training delivered across the organisation.

Overall completion of the anti-fraud awareness training across the City Corporation currently stands at 75%; there has been a drop in overall completion statistics, mainly due to the prioritisation of Information Security & Data Protection training, and staff turnover, with new joiners only expected to complete fraud awareness training during their 6 month induction period.

A new learning management system is currently being rolled out by Human Resources which will improve the management of e-training across the City Corporation, provide more comprehensive management information and improve usability.

Our forward plans for the anti-fraud awareness training provision seek to improve and expand upon the types of training we provide across the organisation and review, refresh and re-launch our anti-fraud awareness eLearning training course.

The delivery of anti-fraud awareness training to consultants, contractors and temporary staff will be considered as part of the on-going development of this training course.

Recommendation(s)

Members are asked to:

- Note the report and the current position of the completion of anti-fraud awareness training across the City Corporation.

Main Report

Background

Members will recall that anti-fraud awareness training was introduced as a mandatory requirement for all staff in July 2013, and that regular up-dates were provided to the Committee on the progress of the completion of this training. This report provides Members with an up-date of the anti-fraud awareness training activity, the current completion position across the City Corporation and our forward plans for development of anti-fraud awareness training delivered across the organisation.

Anti-Fraud Awareness Training

1. Anti-fraud awareness training is delivered in a number of formats; eLearning, classroom based using hand-outs, via presentations and through interactive sessions. The most common of these is the eLearning route as it provides a cost effective platform in which to provide training to a large number of people on an on-going basis.

2. All City of London Corporation directly employed staff are required to complete the anti-fraud awareness eLearning training course as part of their corporate induction; line managers are responsible for monitoring the completion of all mandatory induction training courses. There are a small number of areas where staff have little or no access to IT equipment due to the nature of their work, or who may have limited computer skills, where fraud awareness training is delivered in a classroom based environment.

3. In addition to the City's anti-fraud awareness eLearning training course, there is a short chapter on fraud awareness included within the Information Security training course, and reference to the City's anti-fraud awareness eLearning training course within the Introduction to Finance training course which are helpful in raising fraud awareness in those subject areas.

4. When we last provided an anti-fraud awareness up-date report to this Committee on 28th January 2014, completion of the anti-fraud awareness training across the City Corporation was 95%.

Current Position

5. Members of this Committee will be aware of the position regarding Information Security training. It has been decided that in order to raise the level of knowledge and awareness of Information Security risks and responsibilities, and Data Protection risks and responsibilities for staff across the organisation that these two mandatory training courses will be prioritised above the Anti-Fraud Awareness training course during January/February. Once a satisfactory level of completion has been achieved, we will be undertaking a similar exercise to prioritise the Anti-Fraud Awareness training.

6. Overall completion of the anti-fraud awareness training across the City Corporation currently stands at 75% and is broken down by department, as detailed in the table at Appendix 1 to this report. There has been a drop in overall completion, which is due to two main factors, the first being the prioritisation of information security training and data protection training for staff across the organisation, and secondly staff turnover, with new joiners only expected to complete the anti-fraud awareness training during their 6 month induction period. Performance in respect of information and data security information training is provided elsewhere on this agenda in the update note to Members on outstanding actions. Chief Officers will continue to progress compliance with fraud awareness training. This will be monitored and reported by Internal Audit until satisfactory levels of compliance have been achieved.

7. The existing learning management system (LMS) known as 'Core Zone' is being upgraded and has been rebranded to 'City Learning'. The upgraded LMS will improve the management of e-learning across the City Corporation, providing better management information and improving usability. We will up-date Members on the progress of this upgrade at Committee.

8. As part of our pro-active anti-fraud plans for the next three reporting years we have included activity on our fraud awareness strategy. The work streams for this include:
   - The use of questionnaires to a cross-section of staff at different grades, and in different departments in order to assess the retention of the anti-fraud awareness training, and to gather views on the delivery model.
   - A review, refresh and up-date of our anti-fraud awareness training material; eLearning, hand-out & Member fraud awareness.
   - A re-launch of the anti-fraud awareness eLearning training course across the organisation, and,
   - The continued development of our anti-fraud awareness training provision which includes, in addition to the training courses listed above, document fraud awareness and identity fraud awareness training.

9. Currently contractors, consultants and temporary staff are not included within the scope for anti-fraud awareness training; however, as part of the development of this training provision we will be reviewing the Comensura temporary staff worker records in order to ascertain the types of roles undertaken, and lengths of contracts to consider where anti-fraud awareness training would be appropriate. We expect these roles to be in Departments where there is a level of financial or procedural responsibility, such as Chamberlain's, City Surveyors, Town Clerks and Community & Children's Services and where the post holder has been, or expects to be, in post for six months or longer.

Conclusion

10. Anti-fraud Awareness training remains a valuable tool for the City of London Corporation; it is a mandatory requirement for new starters and helps to ensure we maintain a more resilient workforce. Our forward plans for the anti-fraud awareness training provision seek to improve and expand upon the training we provide across the organisation and fully utilise the learning management system currently being rolled out by HR, which we anticipate, will have a positive impact on the delivery of the anti-fraud awareness e-learning training course.

Appendices

- Appendix 1: Anti-Fraud Awareness E-Learning Training Course Statistics by Department.

Background Papers

- Fraud Awareness Training Update Report, 28th January 2014.

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