



## Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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### COURSE BROCHURE

# Customer Fraud Recognition and Reporting

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258062 · NQF Level 3 · 3 Credits · 1 Day

## COURSE OVERVIEW

This course equips frontline staff and service providers with the skills to recognise and report customer fraud or 'cheat moves' in retail, hospitality, and service environments. Participants will learn to identify suspicious behaviours, document incidents accurately, and follow organisational reporting procedures, thereby protecting the business from financial loss and reputational damage.

|                 |                                                  |
|-----------------|--------------------------------------------------|
| Category        | Services                                         |
| Subfield        | Hospitality, Tourism, Travel, Gaming and Leisure |
| Unit Standard   | 258062                                           |
| Accreditation   | SAQA Accredited · NQF Level 3 · 3 Credits        |
| Duration        | 1 day                                            |
| Training Method | Online, On-Campus, In-House                      |
| Certificate     | Issued via AATICD LMS – verifiable online        |

## LEARNING OUTCOMES

- Identify common customer fraud techniques and 'cheat moves' in a service environment.
- Apply observation and questioning techniques to detect potential fraudulent behaviour.
- Evaluate situations to distinguish between genuine customer error and intentional fraud.
- Demonstrate correct incident documentation and reporting procedures according to organisational policy.
- Analyse case studies to determine appropriate responses to fraud incidents.
- Implement preventive measures to reduce opportunities for customer fraud.

## WHO SHOULD ATTEND

- Customer-facing employees, cashiers, tellers, retail assistants, hospitality staff, and any personnel responsible for handling transactions or customer interactions where fraud may occur.

## COURSE OUTLINE

### Day 1: Foundations of Customer Fraud Recognition and Reporting

- Introduction to customer fraud: definitions and scope
- Types of fraud: identity theft, phishing, card fraud, application fraud
- Red flags and behavioral indicators of fraud
- Legal framework: Protection of Personal Information Act (POPIA), Financial Intelligence Centre Act (FICA)
- Internal fraud reporting policies and escalation procedures
- Role of technology in fraud detection and prevention
- Case studies: real-world fraud scenarios
- Ethics and confidentiality in fraud handling

## ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **3 NQF credits** at **NQF Level 3**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 12,800.00        | R 12,800.00 |
| 1         | In-House             | R 16,600.00        | R 16,600.00 |
| 1         | On-Campus (Pretoria) | R 19,200.00        | R 19,200.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 10 Aug 2026 | 10 Aug 2026 | On-Campus | Dubai, UAE              |
| 11 Aug 2026 | 11 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 12 Aug 2026 | 12 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 13 Aug 2026 | 13 Aug 2026 | On-Campus | Durban, South Africa    |
| 13 Aug 2026 | 13 Aug 2026 | On-Campus | Mauritius               |
| 14 Aug 2026 | 14 Aug 2026 | On-Campus | Cape Town, South Africa |
| 17 Aug 2026 | 17 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 18 Aug 2026 | 18 Aug 2026 | On-Campus | Abu Dhabi, UAE          |

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

## HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit [www.aaticd.co.za](http://www.aaticd.co.za), open the page for this course (Unit Standard 258062) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to [apply@aaticd.co.za](mailto:apply@aaticd.co.za) – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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