

BTC Training (Africa)(Pty) Ltd

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TRAINING CENTRE: 9 Pickers Place, 33 Second Avenue, Alberton North

Credit Card Fraud

NQF Level 3

Credits: 1

Duration: 2 Hours

Price on request (Min 5 Max 20 delegates)

Target group: Persons responsible for accepting payment. Cashiers, Supervisors, Front-end staff and Cash-office staff.

Course outcome: Delegates will be able to identify fraudulent credit cards. They will be able to identify suspicious transactions and will be able to deal with such a transaction, within the legal framework, confidently.

Course contents:

- ❖ Types of Cards.
- ❖ Identification Techniques.
- ❖ Suspicious Customer Behaviour.
- ❖ Company Policies and Procedures.
- ❖ Prevention Techniques.

Supporting learning material

- ❖ Exercises.