

COURSE BROCHURE

# Building a Fraud Control System in Social Insurance Institutions

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



## Course Description

### Introduction

Building a structured fraud control system within social insurance institutions is essential to safeguard public funds, enhance accountability, and ensure long-term financial sustainability. Due to the complexity of registration, contribution collection, benefits calculation, and pension disbursement processes, institutions require a well-designed internal control structure supported by clear governance mechanisms.

The program **Building a Fraud Control System in Social Insurance Institutions** focuses on designing and strengthening internal control frameworks, identifying control gaps, and establishing practical fraud prevention and monitoring mechanisms.

This option places stronger emphasis on control design and governance structure, with limited focus on analytics and theoretical concepts. The outcome is a practical, institution-ready fraud control model.

### Course Objectives

The objectives are structured according to the SMART framework to ensure clarity, measurability, and practical relevance.

By the end of the five-day program, participants will be able to:

1. Identify fraud vulnerabilities within social insurance operational systems.
2. Map core operational processes and detect control weaknesses.
3. Conduct structured control gap analysis.
4. Develop a practical Risk Matrix and Risk Register.
5. Design a basic internal control system tailored to social insurance operations.
6. Establish fraud prevention and reporting procedures.
7. Develop a structured Fraud Response and Monitoring Framework.

### Course Content

#### Day 1: Fraud Risks in Social Insurance Operations

This day focuses on understanding operational processes and identifying fraud exposure areas.

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- Contribution collection
  - Benefits calculation
  - Pension payments
  - Causes and impact of fraud
  - Accountability and governance fundamentals

**Exercise:**

Participants conduct process mapping of the pension payment cycle and identify risk exposure points.

**Day 2: Risk Identification and Control Gap Analysis**

This day emphasizes structured risk detection and evaluation of existing controls.

**Key Topics:**

- Risk identification techniques
- Control gap analysis methodology
- Basic risk scoring principles
- Developing a Risk Matrix
- Creating a Risk Register

**Practical Workshop:**

Participants assess fraud risk within the benefits approval process and identify control deficiencies.

**Day 3: Designing Internal Controls**

This day translates identified risks into structured control activities.

**Key Topics:**

- Types of internal controls
- Segregation of Duties
- Approval hierarchies and authorization levels
- System-based controls versus manual controls
- Documentation and record-keeping standards

**Workshop:**

Design control activities for:

- Contribution collection
- Pension disbursement

**Key Topics:**

- Fraud prevention strategies
- Whistleblowing channels and protection mechanisms
- Reporting and escalation procedures
- Role of management and internal audit
- Fraud awareness and training initiatives

**Case Study:**

Review a fraud incident scenario and identify failures within the control environment.

**Day 5: Fraud Response and Monitoring Framework**

The final day ensures sustainability and continuous oversight.

**Key Topics:**

- Developing a structured Fraud Response Plan
- Basic investigation steps
- Monitoring and periodic risk review
- Key Risk Indicators
- Continuous improvement mechanisms

**Final Project:**

Participants develop:

- A Fraud Control Map
- A Risk Matrix
- A Fraud Response Procedure
- A Monitoring and Review Plan

**Target Audience**

- Internal Control Units
- Compliance and Governance Officers
- Pension and Benefits Administration Managers
- Risk Officers
- Senior operational supervisors

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- Willingness to participate in workshops and applied exercises
  - Optional: Generic process documentation for applied practice

### **Training Methods**

The program combines interactive lectures, practical workshops, case studies, and framework-building exercises.

The GROW model may be integrated throughout the program to support implementation:

- Goal: Define the desired fraud control structure
- Reality: Assess current vulnerabilities and control weaknesses
- Options: Design potential control solutions
- Way Forward: Develop an institutional implementation plan

The training is practical, solution-driven, and implementation-focused.

### **Learning Outcomes**

Based on Bloom's Taxonomy, by the end of the program participants will be able to:

- Remember the key components of an effective fraud control system
- Understand operational fraud vulnerabilities
- Apply control gap analysis techniques
- Analyze weaknesses in existing control structures
- Design appropriate internal control activities
- Evaluate governance and accountability mechanisms
- Create a structured Fraud Response and Monitoring Framework

### **Instructor**

The program is delivered by an internationally certified expert in governance, internal control, and fraud risk management with extensive experience supporting government institutions and pension funds.

The instructor combines international best practices with practical implementation experience to ensure participants leave with applicable, institution-ready solutions.

# Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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