

COURSE BROCHURE

Practical Fraud Risk Management in Social Insurance

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Introduction

Fraud within social insurance institutions represents a significant risk to financial sustainability, public trust, and institutional credibility. Government entities and pension funds are particularly exposed to operational, identity, and payment-related fraud risks that can undermine long-term stability.

Practical Fraud Risk Management in Social Insurance is a structured, step-by-step program designed to equip participants with the tools and methodologies needed to identify fraud risks, assess vulnerabilities, design internal controls, and establish effective response mechanisms.

The program emphasizes practical application, ensuring participants leave with ready-to-use frameworks, templates, and institutional action plans tailored to the social insurance environment.

Course Objectives

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

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

1. Identify at least ten common fraud risks specific to social insurance institutions.
2. Conduct structured fraud risk identification across contribution collection and pension disbursement processes.
3. Apply a measurable risk assessment methodology using likelihood and impact criteria.
4. Develop a practical Fraud Risk Matrix for key operational processes.
5. Design appropriate preventive and detective controls aligned with identified risks.
6. Prepare a documented Fraud Risk Register ready for institutional use.
7. Develop a structured and actionable Fraud Response Plan applicable within their organization.

Course Content

Day 1: Understanding Fraud in Social Insurance

This day establishes foundational knowledge of fraud in the public sector context.

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- Pension overpayments
 - Identity manipulation
 - Ghost beneficiaries
 - The Fraud Triangle: Pressure, Opportunity, Rationalization
 - Roles and responsibilities in fraud prevention

Workshop:

Participants analyze fraud risks in contribution collection and pension payment processes and identify operational vulnerabilities.

Day 2: Fraud Risk Identification and Risk Assessment

This day focuses on systematic fraud risk identification and evaluation.

Key Topics:

- Process-based fraud risk identification methodology
- Mapping operational processes to detect vulnerability points
- Basic risk assessment model using Likelihood multiplied by Impact
- Building a simple and practical Risk Matrix
- Recognizing fraud red flags
- Introduction to the Fraud Risk Register

Practical Exercise:

Participants develop a Fraud Risk Matrix for:

- Contribution collection
- Pension disbursement

They begin drafting a structured Fraud Risk Register.

Day 3: Designing a Simple Risk Framework

This day introduces governance structures and institutional risk management alignment.

Key Topics:

- What is a Risk Management Framework
- Governance structure in social insurance institutions
 - Board oversight
 - Executive management

Workshop:

Participants build a simplified Fraud Risk Management Framework tailored to a social insurance authority.

Day 4: Internal Controls and Fraud Prevention

This day translates risk assessment into control design.

Key Topics:

- Preventive versus detective controls
- Segregation of Duties and its importance in fraud mitigation
- Authorization and approval controls
- Reconciliation procedures
- Whistleblowing mechanisms
- Role of Internal Audit in fraud detection and assurance

Case Study:

Participants design a control structure for pension payment processing, ensuring risk coverage and accountability.

Day 5: Fraud Response and Monitoring

The final day focuses on institutional readiness and sustainability.

Key Topics:

- Actions to take when fraud is suspected
- Basic fraud investigation steps
- Evidence documentation and reporting procedures
- Developing a structured Fraud Response Plan
- Introduction to Key Risk Indicators
- Building a fraud awareness culture

Final Deliverables:

By the end of the program, participants will complete:

- A Fraud Risk Register
- A Risk Matrix
- A Basic Fraud Response Plan

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- Social Insurance Operations Teams
 - Compliance and Governance Staff
 - Pension Fund Supervisors
 - Finance and Administrative Managers in public institutions

Course Requirements

- Basic understanding of social insurance operations
- Familiarity with internal control concepts is preferred
- Willingness to participate in workshops and practical exercises
- Optional: Participants may bring generic process documentation from their institution for applied exercises

Training Methods

The program combines interactive lectures, case studies, group workshops, structured templates, and guided framework-building exercises.

The learning journey may incorporate the GROW model to support practical implementation:

- Goal: Define institutional fraud risk management objectives
- Reality: Assess current fraud risk exposure
- Options: Identify possible control and governance solutions
- Way Forward: Develop an actionable institutional implementation plan

The training is highly practical and solution-oriented, ensuring immediate applicability

Learning Outcomes

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

- Remember key fraud concepts and public sector risk principles
- Understand fraud risk drivers within social insurance operations
- Apply structured risk assessment methodologies
- Analyze operational processes to detect vulnerability points
- Evaluate the adequacy of internal controls
- Design practical fraud mitigation mechanisms
- Create an institutional Fraud Response Plan

Instructor

The instructor brings practical field expertise, international best practices, and hands-on implementation experience to ensure participants gain applicable, results-oriented knowledge suitable for real institutional environments.

Contact Us

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

Website

www.skillslab-training.com

Email

info@skillslab-training.com

Phone

+123 456 7890

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www.skillslab-training.com · info@skillslab-training.com · +123 456 7890