

Cash Management and Fraud Control Training

For Telesom Group frontline Employees

1. Introduction

- In customer-facing environments, effective cash management and fraud control are essential for maintaining operational integrity.
 - Ensuring accurate handling of cash protects both the institution's revenue and its reputation.
 - Training empowers frontline employees to prevent errors, detect fraud, and promote transparency.
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2. Objectives of the Training

- Strengthen employees' skills in accurate cash handling procedures.
 - Increase awareness of fraud risks, red flags, and preventive controls
 - Build a culture of accountability and transparency.
 - Reduce financial losses through better internal controls.
 - Equip staff with techniques to prevent, detect, and report fraud.
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3. Training Methodology

- Interactive workshops with real-world examples.
 - Case studies highlighting common fraud scenarios.
 - Group exercises and role-plays for practical learning.
 - Pre- and post-training assessments to measure knowledge gains.
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4. Training Content

Module 1: Best Practices in Cash Handling

- Cash counting, reconciliation, and balancing.

- Safe cash storage and transfers.
- Recordkeeping and documentation.

Module 2: Understanding and Identifying Fraud

- Common fraud schemes in customer service points.
- Red flags and behavioral indicators.
- How fraud impacts the institution.

Module 3: Fraud Prevention and Control Measures

- Segregation of duties.
- Verification and approval processes.
- Whistleblower channels and reporting.

Module 4: Compliance, Ethics, and Accountability

- Adherence to policies and standards.
- Maintaining professional ethics in cash management.
- Legal and disciplinary implications of fraud.

5. Expected Results

- Reduction in cash handling errors and discrepancies.
- Improved fraud detection rates.
- Greater employee accountability and ethical standards.
- Enhanced customer trust and satisfaction.

6. Trainer Profile

- **Name:** Abdirasak Mahamoud Shirwac
- **Experience:** 19 years in customer service and finance operations.
- **Certifications:** BBA in Management and Executive MBA in University of Hargeisa.
- **Expertise:** Customer service, internal control and fraud assessment.

7. Pre-Assessment

- Short survey to gauge current understanding of cash handling and fraud risks.
- Identify specific gaps to tailor the training focus.

