

Fraud, cyber and economic crime training available

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New free training helps officers and frontline staff tackle the UK's biggest crime

News 2 mins read

Fraud is the largest crime type in England and Wales, accounting for 45% of all reported crime and costing £14.4 billion in 2023 to 2024. The government's [Fraud Strategy 2026 to 2029](#) is clear that tackling it requires the whole workforce, not just specialist units.

In partnership with City of London Police, we have developed free e-learning now available to all frontline officers and contact management staff, titled 'Fraud, cyber and economic crime for the frontline'.

What is it?

Two tailored one-hour packages, each designed for a specific role:

- one for frontline officers
- one for contact management staff

Both are built around the 4P framework – prepare, protect, prevent and pursue. They cover:

- common fraud types
- social engineering tactics
- phishing
- money laundering recognition
- what to do in the critical period after a crime is reported

Video Transcript

It begins quietly - a single, unexpected phone call.

A voice on the line, calm and convincing, hiding a dangerous truth.

Somewhere in this city, someone's life is about to change forever.

Why it matters

You may encounter fraud victims every day without realising it. Someone reporting a lost item, a vulnerable person at the front counter, or a routine call could involve a victim of romance fraud, courier fraud, or financial exploitation. Recognising the signs and knowing how to act makes a real difference.

How to access it

The training is free and available now through College Learn, you will need to sign in to access it. If you do not already have a username and password, contact your learning and development team to request access. Please complete the package relevant to your role.

- [Go to first responder training](#)
- [Go to contact management training](#)

Tags

CPD Fraud Cybercrime