

# TRAINING

TUFF follows a very active training programme overseen by a specific sub group. Again I would like to draw your attention to the following types and content of the training on offer:

**Accreditation Training** This is a CD ROM based training package which is specifically designed to equip new entrants into the Industry with a basic understanding of how the various aspects of the Industry operate paying particular attention to fraud and fraud related skills. Since this qualification was introduced some 566 members have received the CD Training Package and of these 388 have sat the examination with 247 now being fully qualified. This package has proved to be an ideal addition to both probationary periods of employment as well as updating those members who are "a little rusty". It has also proved to be an ideal launching point for further study.





**Vocational Qualification** Following on from the success of the Accreditation the Training Group introduced a higher level of training in the form of a Vocational Qualification which, since its introduction in 2006, has seen some 34 members register for this training with 6 of them having completed the training to achieve VQ status. This type of training is particularly suited for the junior to middle management as it involves a number of compulsory workshops dealing with Fraud Department organisation, Legislation, Data Protection and Information Sharing. In addition it calls for a research project which is often used to examine and research a fraud specific subject from which everyone can benefit.

**Themed Annual Training Days** Each year TUFF organise a number of training days at which specific themes or skill sets are addressed. Recent training days under this programme have seen Analysts, Investigators as well as Junior Managers benefit from being briefed and participating with their peers in this very important pillar of training.



## Levels of Membership



	<b>Bronze Level</b> (Individual/Private Membership) Open to Individuals not resident in UK and also to private individuals not directly employed or associated with the UK telecommunications industry or related industries.	£85 per annum
	<b>Silver Level</b> (SME's Membership) Open to Small and Medium Enterprises (SME's with less than £5 million pounds sterling turnover per year).	£900 Half yearly fee/£1700 per annum
	<b>Gold Level</b> (Industry Related Company Membership) Open to companies who service the Telco sector within the UK as well as companies based overseas	£1,400 Half yearly fee/£2750 per annum
	<b>Platinum Level</b> (Telco Company Membership) Restricted to UK Based Telecommunication Companies.	£2600 half yearly fee/£5000 per annum

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# THE TELECOMMUNICATIONS UNITED KINGDOM FRAUD FORUM LIMITED

## MEMBERSHIP SERVICES

THE TELECOMMUNICATIONS UNITED KINGDOM FRAUD FORUM



The first Student to Attain the TUFF Vocational Qualification - June 2008

TUFF

The Forum of Trust

Company No : 4018260

TUFF is an Anti - Fraud Specified Organisation as described in section 68-72 Of The Serious Crime Act 2007

# Information Sharing



There are many clear and distinct advantages of being a member of TUFF and I would particularly like to draw your attention to the following

## Information Sharing Protocols

TUFF operates a number of specific information sharing protocols that are designed to enable the right level of sharing of information to take place between the various membership groups. These range for the sharing of very sensitive information which is normally only shared between those members companies who have the intelligence and investigative resources to be able to put such information to use to a more widely sharing protocol which is designed to enable all members to share information for the better good of the industry. 4 particular sharing protocols I would like to draw your attention to are:

## Specified Anti Fraud Organisation

(Section 68 of the Serious Crime Act 2007) [http://www.England-legislation.hmso.gov.uk/si/si2008/uksi\\_20082353\\_en\\_1](http://www.England-legislation.hmso.gov.uk/si/si2008/uksi_20082353_en_1) under this legislation TUFF is 1 of only 7 organisations within the United Kingdom to be given the status of a SAFO. This status extends to members of TUFF in their dealings with public bodies. Section 68 of the Serious Crime Act 2007 provides a power for a public authority to disclose information as a member of a specified anti-fraud organisation or otherwise in accordance with arrangements made by such an organisation, for the purposes of preventing fraud or a particular kind of fraud. An anti-fraud organisation is any unincorporated association, body corporate or other person which enables or facilitates any sharing of information to prevent

# Information Sharing

fraud or a particular kind of fraud or which has any of these functions as its purpose or one of its purposes.

## TUFF Information on Ex Employees Database (TIED)

TUFF operate a database on which staff who have been dismissed for reasons of theft or fraud can be recorded and subsequently this can be used in the recruiting process to ensure that the applicant does not have previous history of fraud or theft within the Industry. This database is DPA compliant and had been approved as being such by the Information Commissioners Office.

## TUFF Information Exchange

TUFF operate an information exchange protocol based on Section 29 of the DPA which is open to all members to enable them to seek information from other members by asking the question. If the question is in respect to a person then this protocol is reinforced by the addition of a Privacy Impact Statement which ensures again that this is DPA compliant.

## TUFF Hot Number Exchange

TUFF facilitate the exchange between members of telephone numbers that are known to be directly associated with fraudulent activity on networks. This enables member companies to condition their fraud management systems so as to be aware of the increased risks associated with such numbers. TUFF also input to and distributes hot numbers from the **GSM A** database which gives members an insight to numbers identified globally.



# Representation in National Organisations

Due to its unique position TUFF is able to represent member's views in a number of national bodies. Additionally, when a specific issue relating to telecommunications fraud is identified, TUFF is able to progress this with the appropriate national body so as to ensure that action is taken at the highest level.

TUFF also can and does act as a single touch point for the Industry so as to enable other organisations to communicate with member companies on matters which are not only cross industry but are also cross boundary. Examples of where TUFF carries out this role are:

**National Fraud Authority** – TUFF is a member of a number of working groups who meet under the auspices of the NFA as well as attending a number of NFA sponsored SOCA working groups.

**ACPO Data Communications Group** TUFF facilitates meetings of this working group as well as providing the Industry Chair of the group. The Group has a pivotal role to play in the area of communications data disclosure to listed authorities under the Regulation of Investigatory Powers Act as well as the Social Security Fraud Act. Additionally, due to its unique position TUFF is often able to provide advice to telcos on how to ensure data release meets with the requirements of the various legislative requirements.

## TUFF as a Facilitator

One of the often overlooked values of TUFF is its ability to facilitate the bringing together of interested parties to discuss, debate and if necessary resolve issues which face more than just one member. Examples of recent activity in this area is “Compulsory registration of pre pay customers”, “Implementation and Use of Codes of Practice for RIPA”, “Dealing with SSFA Enquiries”, “Equipping Industry personnel to be able to give evidence in Court” and “Briefing Communication Service Providers on the dangers of Dial Through Fraud”

