

Fraud Prevention Policy

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Contents

Summary	3
Pre-enrolment.....	3
Enrolment	4
Learning Management System (LMS)	4
Certificate of Completion.....	4
Integrity.....	5

Eductive has implemented policy and procedures in place to minimise the potential fraudulent activities in accordance to the NSW Fair Trading conditions of approval for CPD providers.

The procedures ensure that a participant who registers for a compulsory topic is the person who also completes the course and receives confirmation of completion. This will be achieved at 5 areas:

1. Pre-enrolment (Marketing)
2. Enrolment
3. Learning Management System (LMS)
4. Certificate of Completion
5. Integrity

Summary

- Learners will be advised the fraud prevention policy and procedures prior to their enrolment.
- Learners are required to provide their full name, contact details, and licence number during the enrolment of the course.
- Learner's name and licence detail fields will be locked after the enrolment and can only be changed by Edutive upon verification of the learner's identification.
- Edutive will complete the verification process within 1 business day.
- Edutive's Online Learning Platform is a login-based platform. Each learner is provided with a unique student account, and login is required to access the course content online.
- The student account is generated by the system automatically for each learner during the enrolment process. Learners are required to setup their own password and keep it in a safe place.
- Learners can retrieve their password via the Online Learning Platform if they forget it. Learners are required to provide their unique username or email in order to retrieve their password. The system will verify this information automatically and email the learners a secure link to reset their password.
- Learner's IP address will be captured by the Online Learning System automatically every time a learner logs in to the system.
- Edutive will monitor all learning activities and flag when the IP address is suspicious.
- Learner's Certificate of Completion will not be issued until their licence information is verified by Edutive.
- Edutive's Online Learning Platform is secured with the Secure Socket Layer (SSL) technology to ensure safe transmission of information. Learner's Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure. For more information, please visit our [Privacy Policy](#).

Pre-enrolment

Eductive's Fraud prevention policy and procedures is accessible at its website publicly. Learners are provided with access to this policy prior to their enrolment. Learners are required to confirm that they agree to the procedures before enrolling to an Edutive CPD course.

Learners are advised the minimum timeframe required to complete the CPD course prior to their enrolment, this includes the hours of their study commitment and the timeframe for the licence verification process.

Enrolment

Learners are required to provide their full name, email, mobile, licence class and licence number during the enrolment. Edutive requires learners to provide exact same information as shown at Service NSW website

<https://www.onegov.nsw.gov.au/publicregister/#/publicregister/search/Property>.

Learner's name and licence detail fields will be locked after the enrolment and can only be changed by Edutive upon verification of the learner's identification. This verification process will be conducted manually within 1 business day. Learners can start their CPD course without their enrolment information has been verified, however, their Certificate of Completion will NOT be issued until the verification has been completed.

Edutive will complete the verification within 1 business day, but we aim to complete as soon as possible. Where learners require their Certificate of Completion to be issued urgently, they are required to contact Edutive to request.

Learning Management System (LMS)

Edutive uses Moodle as the online learning management system (LMS). It is a login-based platform. Each learner is provided with a unique student account, and login is required to access the course content online. The student account is generated by the system automatically for each learner during their enrolment process. Learners are required to setup their own password and keep it in a safe place.

Learners can retrieve their password via the Online Learning Platform if they forget it. Learners are required to provide their unique username or email in order to retrieve their password. The system will verify this information automatically and email the learners a secure link to reset their password.

Learner's IP address will be captured by the LMS automatically every time a learner logs in to the system. Edutive will monitor all learning activities and flag when the IP address is suspicious.

This LMS is secured with the Secure Socket Layer (SSL) technology to ensure safe transmission of information. Learner's Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure. For more information, please visit our [Privacy Policy](#).

Certificate of Completion

Edutive will provide each learner a Certificate of Completion demonstrating their completion of the CPD course including their name as shown on their licence, licence number, email address and phone number. This information will be verified by Edutive manually.

Edutive will manually verify each learner's personal information and their licence details. This verification process will be completed within 1 business day. Learners will be advised about this timeframe prior their enrolment and again at the beginning of their course.

Learner's student detail fields will be locked after their enrolment so that these can only be changed by Edutive upon verification of the learner's identification.

Where minor differences are identified, for example, without middle name or short version of first name, etc., Edutive will update learner's personal details as same as shown on Service NSW on behalf of the learner.

Where major differences are identified, for example, incorrect licence number, Edutive will contact the learner to seek clarification.

A Certificate of Completion will only be issued once the verification has been ticked off by Edutive.

Integrity

Integrity is about the honest presentation of the assessment work. It means acknowledging the work of others while developing learner's own insights, knowledge, and ideas.

Learners are required to:

- Undertake studies and research responsibly and with honesty and integrity.
- Ensure that assessment work is in no way falsified.
- Seek permission to use the work of others, where required.
- Acknowledge the work of others appropriately.
- Make a declaration before submitting their assessments.
- Take reasonable steps to ensure other students cannot copy or misuse their work.

In addition, Edutive has procedures in place to prevent the completion of any required assessment by persons other than the learner. This includes:

- Learner's IP address will be captured by the LMS automatically every time a learner logs in to the system.
- Edutive will monitor all learning activities and flag when the IP address is suspicious or exact same free text answers are given to assessment questions by different learners.
- Learners will be 'locked-out' after failing a set number of attempts at the assessment.
- Learners will be contacted directly by Edutive if required.
- Edutive will report to Fair Trading immediately for any suspicious activity by trainers or students undertaking the course.