Preventing Qualification Fraud – Centre Responsibilities

As one of our approved centres, you play a vital role in upholding the integrity of our qualifications and protecting learners, employers, and the wider public from the risks of qualification fraud. In line with our obligations under **Ofqual's Condition A6**, we require all delivery partners to adopt robust, proportionate measures to prevent and detect fraud across all areas of qualification delivery.

Fraud can take many forms – from falsified assessments and impersonation, to misuse of certificates or learner identities. Our approach draws on national fraud prevention advice such as the **Metropolitan Police's *Little Book of Big Scams***, and we expect all centres to maintain awareness of emerging risks.

What Centres Must Do

Depending on the nature and risk level of the qualification, your responsibilities may include:

Learner Verification

- Conduct a **clear onboarding process**, ensuring that learners are eligible, supported, and ready to undertake the qualification.
- For high-risk qualifications, support us by completing a **mandatory ID check** and ensure the learner presents their ID again during any proctored exam.

Assessment Security

- Follow our procedures for **controlled assessments** and/or **secure exam delivery**.
- Report any suspicions of malpractice, impersonation, or third-party interference.

Certification Integrity

- Ensure accurate and honest claims for certification.
- Remind employers and learners that **every certificate we issue is independently verifiable** via:
    - An embedded **QR code** linking to our secure verification platform.
    - A **public certificate number checker** available on our website with no login required.

Training and Awareness

- Familiarise your delivery team with common fraud tactics, such as:
    - **Social engineering** – manipulating staff to release information or grant access.
    - **Phishing emails or spoofing** – appearing to come from legitimate sources.
    - **Certificate scams** – where fraudulent documents are sold or reused.

We recommend centres share advice from national awareness campaigns like **Take Five**:
Stop – Challenge – Protect
Always question unusual requests or behaviour, and don't be pressured into rushed decisions.

How We Handle Suspected Fraud – The Fraud Investigation Model (FIM)

We apply the **Fraud Investigation Model (FIM)** when reviewing any concerns about potential fraud. Centres may be involved in any of the three stages:

- **Know** – We gather and review intelligence from delivery activity, audits, exam systems, and reports.
- **Test** – We assess the risk and credibility of the information, and decide whether further investigation is needed.
- **Enforce** – Where fraud or malpractice is confirmed, we may take appropriate action including:
    - Certificate withdrawal
    - Learner result invalidation
    - Centre suspension or removal from approval

Reporting and Support

If your staff identify or suspect any form of fraud, contact us immediately. You can report confidentially via helpdesk @ tlmorg.uk. Your information could prevent wider harm or support regulatory enforcement.

By working together, we can maintain the credibility and value of every qualification we award.