



# Our business is training you to improve your business.

We offer world-class management training for a variety of urgent corporate governance and compliance issues in today's competitive world. Our instruction is provided by published authors, noted speakers, and recognized industry experts.

Since 1999, Certified Information Security has been helping board members, officers, and management gain the critical new knowledge and skills they need to meet internal and external expectations for prudent corporate governance.

Our business training advocates and facilitates a risk-based approach to corporate governance that ensures:

- Precise and appropriate internal controls investment – fulfilling, but not exceeding, all critical organizational business objectives including those related to business process efficiency, performance, availability, and compliance with laws and regulations;
- A structured approach to internal controls deployment, management, and monitoring according to ISO/IEC best practices;
- Effective prevention, detection, investigation, and containment of costly internal fraud and abuse;
- More efficient strategy-driven ISO standard conforming enterprise risk management, information security, and business continuity and disaster recovery management; and
- Fully optimized procurement and supply management according to the practices advocated by the Chartered Institute of Purchasing & Supply (CIPS).

At Certified Information Security, we understand and respect that our training is ultimately judged by the return your organization realizes from its corresponding investment. Each of our custom-designed workshop-oriented seminars prove their value by providing explicit and tangible recommended actions for achieving early and measurable improvement and savings. Our customers leave our seminars with a clear action plan for moving forward.

Our president and lead seminar facilitator, Allen Keele, is accredited as an ISO 31000 Certified Internal Controls Risk Analyst, ISO 22301 Certified Business Continuity Manager, ISO 27001 Certified Internal Controls Architect, Certified Fraud Control Manager, Certified Fraud Examiner, Certified Information Security Manager, a Certified Information Systems Auditor, a Certified Information Systems Security Professional, and has over 20 other professional and technical accreditations. Mr. Keele shares over eighteen years of experience in information security and risk management, including thirteen years of conducting professional advanced business lectures and seminars across the United States, the United Kingdom, Asia, and Caribbean. He has spoken many times on behalf of the Institute for Internal Auditors (IIA) and for the Information Systems Audit and Control Association (ISACA). He was a featured speaker for ISACA at its North American conference, CACS. Mr. Keele is also a published author with six texts currently available. His sixth title, *CISA: Certified Information Systems Auditor Study Guide 4th Edition*, was released in March 2016.



**Allen Keele, President & CEO**



## Our customers include:



ABN AMRO  
AIG  
American Express  
Bayer Healthcare  
Brink's Incorporated  
British Gas  
British Telecom  
Cable & Wireless Telecommunications  
Comcast  
CUNA Mutual  
Deloitte Touche  
Duke Energy  
Eastern Caribbean Central Bank  
Ernst & Young  
Financial Guaranty Insurance Company (FGIC)  
Fujitsu  
General Dynamics  
Guardian Life  
Hewlett-Packard  
IBM  
ING  
Intuit  
J.P. Morgan Chase Bank  
Janus Associates  
Johnson and Johnson  
Mayo Clinic  
Northrop Grumman  
Protiviti  
Research in Motion (Blackberry)  
Rometelcom  
United States Department of Defense National Security Agency  
Raytheon  
Royal Caribbean  
Towers Perrin  
United States Marine Corps  
United States Department of Treasury

## Our Caribbean customers include:



Angostura Distillers Ltd.  
Anguilla Government  
Aqualectra  
Aruba Ministry of Finance  
Atlantic LNG  
Bahamas Development Bank  
Bank of Jamaica  
Barbados Department of Treasury  
Barbados Light & Power Company  
Republic Bank Barbados (Former BNB)  
Barbados National Insurance Office  
British Gas Group Trinidad  
British Petroleum Trinidad  
Butterfield Bank Limited  
Cable & Wireless Caribbean Region  
Cayman Islands Government  
Cayman National Bank  
Central Bank of Aruba  
Central Bank of Barbados  
Central Bank of Curaçao and Sint Maarten  
Central Bank of Trinidad & Tobago  
Civil Aviation Authority of Jamaica  
Deloitte & Touche  
Digicel  
Eastern Caribbean Central Bank (ECCB)  
Eastern Caribbean Financial Holding Co.  
EOG Resources Limited  
Ernst & Young  
eTeck  
Fidelity Bank  
First Caribbean International Bank  
First Citizen's Bank  
GraceKennedy Ltd.  
Jamaica Cooperative Credit Union League  
Jamaica Deposit Insurance Corporation  
Jamaica Ministry of Finance  
Jamaica Financial Services Commission  
Jamaica Ministry of Commerce and Tech.  
Jamaica Ministry of Industry  
Jamaica National Building Society  
KPMG  
Methanol Holding Company  
Montserrat Ministry of Finance  
National Bank of Anguilla Ltd.  
National Bank of Barbados  
National Bank of Dominica  
National Commercial Bank (NCB)  
National Gas Company of T&T  
ORCO Bank  
Office of Utilities Regulation (Jamaica)  
PCS Nitrogen  
Petrojam Limited  
PLIPDECO  
PowerGen of Trinidad & Tobago  
PriceWaterhouseCoopers  
Royal Bank of Canada (RBC)  
Republic Bank  
Royal Bank of Canada  
Royal Montserrat Police Force  
Sagicor  
Scotia Bank  
Sandy Lane Resort  
St. Lucia Electric Company  
St. Lucia Ministry of Finance & EA  
St. Vincent Electricity Services, LTD.  
Telem St. Maarten  
Trinidad & Tobago Unit Trust  
T&T Ministry of Public Administration  
TSTT  
United Telecommunication Services (UTS)  
WASA  
Wray & Nephew Distillers (Campari Group)

One of your primary responsibilities is protecting the organization from suffering losses and business disruption resulting from internal occupational fraud and abuse. Your experience in the field is an important component of your value to an employer. As a designated leader of fraud prevention, detection, and investigation processes, your employer counts on you to mitigate fraud risk throughout the enterprise. But experience just isn't enough. Employers need something quantifiable and verifiable to show them you have the expertise they need, and you want to establish occupational identity with a respected certification in internal fraud risk prevention and mitigation. Earning the CFCM<sup>™</sup> certification will give you the credential and proof of expertise today's employers require.

Upon completion of this training and certificate program, you will:

- be equipped with knowledge and skills required to prevent, detect, and investigate potential occupational fraud and abuse;
- expand your fraud control competency;
- to increase your credibility through gaining international recognition; and
- improve your résumé and help to increase your earning potential.

The CFCM<sup>™</sup> certification is available to qualified candidates who:

1. **Are a member of CIS in good standing.** If you are not already an associate member of the CIS certification student body, you must first become a member to pursue the CFCM credential. Please see [www.certifiedinfosec.com/about/becoming-a-member](http://www.certifiedinfosec.com/about/becoming-a-member) for further details.
2. **Attend the required CIS approved curriculum courses.** Seminars may be attended at **live instructor-led sessions, online**, or a combination of both.
  - Corporate Fraud Prevention and Detection
  - Advanced Interview Techniques for Investigating Fraud and Abuse
3. **Pass the CFCM Exams.**  
For CFCM certification by CIS, candidates must pass CIS online exams FC101 and FC102. CIS exams are administered online and can be taken at your convenience at your home or work through the CIS Learning Center, where your progress and score are monitored and recorded centrally. Your exam results are provided to you automatically upon completion of your exam.

# Becoming a Certified Fraud Control Manager

Start here.

- Become a CIS member.

Get your training.

- Corporate Fraud Prevention and Detection
- Advanced Interview Techniques for Investigating Fraud and Abuse

Take your exams.

- CFCM Exam FC101
- CFCM Exam FC102

Submit your endorsements.

**Certified!**

**CERTIFIED  
FRAUD CONTROL**  

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**Manager**<sup>TM</sup>

3-Day Seminar

Recommended Pre-Requisite Training: *None*

Continuing Professional Education Credit Hours: **24**

For currently scheduled seminars please see [www.certifiedinfosec.com](http://www.certifiedinfosec.com)  
+1 (888) 547-3481 (USA)  
+1 (904) 406-4311

## CORPORATE FRAUD PREVENTION & DETECTION

### Step 1: Establish and manage a better anti-fraud function

Discover what should be done to better protect your company from fraud. Learn what you need to do to build a fraud control function - **complete with proper fraud function policies, ethics policies, and acceptable conduct guidelines**. This course will take you further into leading techniques to manage the risk of fraud and cut its ongoing cost for all types of organizations. You and your decision-making executives will leave with a clear understanding of what business processes need to be created or improved, as well as what roles, responsibilities, and authorization need to be in place.

Get a broad understanding of the field of fraud examination — from what fraud is, to how it is committed, detected, and deterred. Coverage begins with an explanation of fraud examination methodology, followed by detailed examination of the most prevalent fraud schemes used by employees, owners, managers, and executives.

### Step 2: Train the right people to prevent and detect fraud

Based upon courseware endorsed by the Association of Certified Fraud Examiners and presented by a fully accredited Certified Fraud Examiner, this seminar provides the understanding and the tools you need to prevent and detect internal (occupational) fraud within your organization.

Modules explain the major schemes and provide relevant statistics on cost and frequency, as well as the perpetrators and victims of these crimes. Each scheme is illustrated with several real-life cases. The course clearly outlines prevention, detection and investigation strategies. Essential terms, questions, and discussion issues help students understand and retain the material. Not to be confused with forensic accounting instruction, this course is designed for a broad corporate management audience.

1. Skimming
2. Cash Larceny
3. Billing Schemes
4. Check Tampering
5. Expense Reimbursement Schemes
6. Register Theft Disbursement Schemes
7. Theft of Non-Cash Assets
8. Corruption and Collusion
9. Common Accounting and Transaction Fraud
10. Fraudulent Financial Statement Schemes
11. Interviewing Witnesses Overview \*

To ensure that your organization will achieve early success in detecting internal fraud and abuse, attendees will receive information on **178 proactive computerized audit queries** that can be performed to help uncover potential problems. Attendees will also analyze and retain **18 case studies** to help them get a better real-life exposure to fraud in the work-place.

*\* For more information on this topic, "Interviewing Witnesses", we recommend Advanced Interview Techniques for Investigating Internal Fraud and Abuse as a subsequent follow on to this course.*

### Who should attend

- Internal fraud investigators / examiners
- Executive officers (CEO/CFO/COO...)
- Financial auditors / examiners
- Operations auditors
- Systems auditors
- Human resource managers
- Accountants
- Payroll administrators
- Accounts payable/receivable administrators
- Finance department managers
- Sales managers
- Security managers



## Prepare to be certified.

Attendance of this course is required to be eligible to take exam FC101 for CIS fraud control certification. Learn more about the Certified Fraud Control Associate (CFCA), Certified Fraud Control Professional (CFCP), and Certified Fraud Control Manager (CFCM) credentials at [www.certifiedinfosec.com](http://www.certifiedinfosec.com).

## Step 3: Once the right people have learned how to find evidence of fraud, train them to investigate and interview

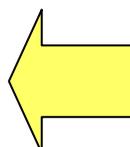
Even good employees sometimes do bad things. If your organization encounters an instance of employee abuse or fraud such as misuse of company resources, theft of assets, fraudulent disbursement, or other issues, investigation of the incident will require interviewing and interrogating employees. Such interviews require special preparation, documentation, and interviewing skills in order to resolve cases of internal fraud or abuse.

### Learning Objectives

What are people hiding from you? Criminals, clients, customers and even colleagues may each be hiding something from you. Learn how to be more effective in asking questions and evaluating responses so you can better detect lies and uncover the truth. By enhancing your interview techniques, you will get more information, more insight and less deception from everyone you interview. Even experienced professionals will improve their interviewing skills with this renowned course.



This two-day workshop will give you the knowledge and skills you need to effectively interview and interrogate witnesses, conspirators, and perpetrators potentially involved with incidents of fraud or abuse. Set into a practical workshop format, important concepts are reinforced through your **in-class analysis of real videotaped interviews** from actual investigations of two cases of internal employee fraud. Concepts are further reinforced through **14 workshop case studies** you will help solve in class along with other attendees.



- ◇ **Know your boundaries: Legal considerations for investigating and interviewing employees**
  - Do you know your legal authority for conducting interviews?
  - Can you use deception in interviews?
  - How do you avoid breaching the employees' rights under law?
  - How do you avoid employee claims of breach of privacy, emotional distress, defamation, false imprisonment, or assault and battery?
  - What about trade union protection?
- ◇ **Understand the science of communication**
  - What are communication facilitators and inhibitors?
  - What is the employee really saying with word choice, tone, and syntax?
  - What is the employee really saying with body language from the head, face, nose, mouth, eyes, arms, shoulders, elbows, hands, legs, feet, and posture?
  - What is the employee really saying with anger, boredom, frustration, and body movements?
- ◇ **Learn how to prepare for the interview**
  - How do you prepare for the investigation? Who should participate in your investigative team?
  - How do you develop evidence? How do you organize, handle, and preserve it?
  - How do you properly establish the foundation for your investigation?
  - What is the best venue and physical environment for interviewing?
  - How should you plan the interview for witnesses, conspirators, and perpetrators?
- ◇ **Learn how to conduct the interview**
  - What are 13 verbal clues of deception you need to recognize?
  - What are 10 non-verbal clues of deception you need to recognize?
  - What is the proper interviewing sequence and use of questioning? How do you open the interview, get good information, resolve contradictions or deceit, and close the interview?
  - What is the best approach to obtaining an admission of guilt? How do you help the employee rationalize what he or she did and tell you what truly happened?
- ◇ **Know how to report your findings**
  - How should your findings be presented to company insiders, attorneys, defendants & witnesses, the press, or juries?
  - What is a good report structure for presenting your findings?

### Prerequisite requirement

This workshop is an advanced course especially designed to help attendees investigate incidents of internal fraud or abuse, which are taught in this course's prerequisite **Corporate Fraud Prevention & Detection**.

## Prepare to be certified.

Attendance of this course is required to be eligible to take exam FC102 for CIS fraud control certification.



2-Day Seminar

Recommended Pre-Requisite Training:  
**Corporate Fraud Prevention and Detection**

Continuing Professional Education Credit Hours: **16**

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