

# 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