

In your reflective activity, you should have covered the points below.

- You are making a mistake by telephoning the number on the website to check if the website is genuine. A fraudster could put any number they wish there and tell you whatever they think you need to hear when you call them for more information.
- The right thing to do would have been to ask Derek how he had found the website and about what checks, if any, he has already carried out. When in doubt about the legitimacy of a company or website, you should make further enquiries through trusted sources. Do not rely on information provided on the website itself.
- You need to do more learning to develop a better understanding of how previous training can be forgotten or become outdated. The online safety and security training opportunity offered an opportunity to refresh existing knowledge and introduce important information about new online threats and how to protect against them.
- You need to make sure your team attend online safety and security training regularly. The advice provided by such training evolves and adapts to the threats we face and what was best practice several years ago can be dangerous today.
- When online safety and security training was offered, the right thing to do was accept the invitation.