

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

- You are making a mistake by advising Derek the website is safe to order from. You cannot always determine the legitimacy of a website from a padlock in the web browser address bar. This can be easily obtained by any website owner – even a fraudster.
- The website Derek ordered from was fraudulent.
- The right thing to do now would be to contact your finance department/bank, inform them of what has happened and ask them to do everything they can to reverse the transaction.
- It is likely your service will suffer a financial loss. Your team and people who use your service are now at unnecessary risk due to a severe shortage of PPE.
- You need to do more learning to develop a better understanding of how previous training can be forgotten or become outdated.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. This could have protected both you and Derek from internet fraud.
- 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.