University of Alaska
Identity Theft Prevention Program
Objectives Training Levels 1-4

Level 1 - Basic Awareness and Proficiency – all employees (knowledge)

This is the first and essential level of training. An individual completing this level of training is able to:

- recall that the University has an identity theft prevention program and identify where to locate it
- identify the campus’ program administrator office
- answer questions on basic topics within the Program
- recall what is identifying information and ways to protect the information
- identify a minimum of two ways to prevent and mitigate problems
- identify where to go for more information

Level 2 - Working Knowledge & Proficiency – Employees with front-line or direct experience with potential events (comprehend & apply)

This is working knowledge and proficiency requires essential training with a deeper understanding and comprehension level. An individual completing this level of training is able to:

- recognize and detect red flags (test questions and potential events in University settings / discussion)
- gather and complete necessary documentation (example of packet or completed documentation)
- handle basic situations with confidence, tactfully interact with the customer (skills in dealing with difficult situations)
- handle most interactions, knowing when to request help from the supervisor in unfamiliar, complicated or difficult situations (authority level explained, concise & factual recount to supervisor)
- explain processes and reasons to customers, but not required to have a thorough command of the law, federal requirements and new case law (role-play)
Level 3 – Full Working & Professional Proficiency - Supervisors and Manager (analyze, synthesize & evaluate)

This is advanced knowledge and proficiency which requires essential training, a deeper understanding and comprehension level with critical thinking skills to analyze, synthesize, evaluate and involve others as needed to resolve issues. An individual completing this level of training is able to:

- assess the documentation and/or information determining information gaps
- differentiate the need for further information and the time to respond based upon the seriousness of the event
- escalate or to deescalate a situation
- illustrate and identify new situations outside standard training examples for level 2
- evaluate and direct or complete the follow-up on suspicious activity that is missed at level 2
- describe Red Flags requirements and campus processes to various audiences
- describe and summarize events and the analysis used to determine the fraudulent activity

Level 4 – Full Working, Professional & Administrative Proficiency - MAU Campus Program Administrator (analyze, synthesize, evaluate, implement & articulate)

This is advanced knowledge and proficiency which requires essential training, a deeper understanding and comprehension level with critical thinking and decision-making skills to analyze, synthesize, evaluate and implement, involving others as needed. An individual completing this level of training is able to:

- review the documentation, assess the situation, reach conclusions and identify or implement next steps
- describe and summarize events and the analysis used to determine the fraudulent or authentic activity
- identify employee development needs within and outside their span of control, demonstrating to or persuading leaders outside their span of control when training is needed
- describe Red Flags requirements, the University’s obligations, processes and responses taken to date
- communicate appropriately in legal proceedings
- evaluate strategic direction, identifying trends when new situations require modification of program or processes