AWARENESS TRAINING · INFORMATION SECURITY

Information Security and Data Privacy Awareness for BPO Employees

Self-paced online training (video) · 11 modules · about 105 min of video · about 3 hours in total · English, with captions

Learn the everyday security and privacy practices of a BPO floor, from identity checks, card data on calls and medical data to home working, AI tools and reporting incidents within minutes.

WHO IT IS FOR

Agents, new hires and support staff in BPOs and contact centres in the Philippines, India and elsewhere that serve clients in the US, UK, EU and Australia, including card payment, collections, customer support and medical billing teams.

WHAT YOU WILL LEARN

- Recognise personal, sensitive, financial and medical data in your daily work
- Check identity before discussing an account, and resist vishing, fake supervisors and fake client IT
- Keep a clean desk, a clean screen and no personal phone on the production floor
- Handle card data on calls, bank and collections data, and patient billing data the right way
- Work safely from home, use only approved AI tools and report incidents within minutes
- Explain the laws, client contracts, ISO certifications and SOC reports behind each practice

MODULES (11)

1. Why security and privacy matter on a BPO floor
2. Personal and sensitive data in your work
3. Identity checks and social engineering
4. Clean desk, clean screen and personal phones
5. Access, passwords and multi-factor sign-in
6. Handling payment card and financial data
7. Handling medical data
8. Working from home, USB and devices
9. Using AI tools responsibly
10. Incidents and breach reporting
11. The rules behind the practices

PRICE

US$19 per learner

Per learner, by team size

1–10 learners	**US$19**
11–50 learners	**US$15**
51–200 learners	**US$13**

Excluding taxes.

DURATION

About 3 hours in total (104 minutes of video)

MODULES

11

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Completion

Scan for the course page, prices and enrolment