PRACTITIONER TRAINING · INFORMATION SECURITY

Information Security and Data Privacy for BPO Team Leads and Compliance Staff

Self-paced online training (video) · 13 modules · about 3 hours of video, plus practice exercises · about 5.5 hours in total · English, with captions

Run the security and privacy controls of a BPO floor, from identity checks and access reviews to card and medical data, incidents, the evidence clients expect and SOC and ISO audits.

WHO IT IS FOR

Team leads, QA analysts, workforce and IT support staff, compliance officers and data protection officers in BPOs and contact centres that serve clients in the US, UK, EU and Australia and face client audits.

WHAT YOU WILL LEARN

- Design identity verification and social engineering defences for calls, chats and help desk requests
- Run floor, access and home-working controls, with the records that prove they work
- Control card payment, bank and collections data, and protected health information, as clients and rules require
- Handle incidents from the agent's first report to the client notification on time
- Map client requirements across PCI DSS, HIPAA, GDPR, GLBA, local privacy laws, ISO/IEC 27001 and ISO/IEC 42001 to one control set
- Prepare evidence for SOC 1 and SOC 2 audit periods, ISO certification audits and client security questionnaires

MODULES (13)

1. Why controls fail on a BPO floor
2. Personal and sensitive data, mapped by client
3. Identity verification and social engineering defence
4. The secure floor: desk, screens, phones, visitors
5. Access control: joiners, movers, leavers, reviews
6. Payment card and financial data
7. Medical data
8. Call recordings, chats and screenshots
9. Home working and devices
10. Responsible AI and the AI management system
11. Incidents and breach reporting
12. One control set, many clients
13. Client audits and your road map

PRICE

US$99 per learner

Per learner, by team size

1–10 learners	**US$99**
11–50 learners	**US$79**
51–200 learners	**US$69**

Excluding taxes.

DURATION

About 5.5 hours in total (3 hours of video)

MODULES

13

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