

IBAT College Dublin

2024

2024 Annual Quality Report (IBAT College Dublin)
CASE STUDIES RELATED to
Academic Year September 2022 –
August 2023

CASE STUDY 1

Title: How IBAT College Dublin is combating the rise in use of fraudulent letters

Theme: Using technology to combat fraud, quality assurance

Keywords (2-3 words): Fraud, GNIB, verification, process

Short Abstract (optional):

In this period there was a significant increase in fraudulent letters being purchased and presented by individuals when making their visa applications, resulting in more interactions between GNIB and IBAT College to verify such letters and if the person is a registered student at the college.

The integrity of the English language and higher education sector is undermined by such activity. Agents attribute such fraudulent activity as the main factor for reduced English language recruitment in this period declined.

This case study outlines how IBAT College Dublin proactively responded to this threat, creating an inhouse solution and sharing it with the sector, working with GNIB and the software provider of its English Language operating system.

Insert Case Study 1 below (in any format - QQI does not prescribe):

What we did internally

Higher education students are managed in our bespoke LMS, Pearlway. The Registrar and IT Director introduced 2-factor authentication on our letters for Higher Education students ONLY.

- Each unique document ID upon issuance. In addition, each letter will now display a QR code / link for verification purposes.
- Once you scan the QR code or click the link it will bring you onto another screen where you will need to enter the students date of birth, which you will find on the student letter.
- Once the date of birth is correct, the system will verify that the document is genuine.

Steps for verification are as follows:

In the appendix I have attached a sample letter to illustrate the process.

Step 1:

Please click on the QR code:

[Click here or scan QR code to verify](#)



Step 2:

Once you've clicked or scanned the QR code it will bring you to screen below. You will need to enter the students date of birth which you will find on the letter. Please type date of birth in the format of DDMMYYYY (no separators between numbers) and click submit, so the date of birth 01/01/1985 (1st January 1985) in the attached sample letter, would be entered as: **01011985**

Enter Password (DOB)

Please enter the students date of birth in the format: DDMMYYYY

Example date of birth: 07/12/2001, would be entered as: 07122001

The image shows a form with the title 'Enter Password (DOB)'. Below the title, it asks the user to enter the student's date of birth in the format DDMMYYYY. There is a text input field with a key icon and the placeholder text 'Enter Date of Birth'. Below the input field is a blue 'Submit' button. At the bottom, there is an example: 'Example date of birth: 07/12/2001, would be entered as: 07122001'.

Step 3:

When the date of birth has been entered it will bring you to the screen below. Once verification page is confirmed, you can check the relevant information shown below against the original document. This page will confirm if the letter is a genuine document.

The document is verified with the information below:

Please note, the genuine IBAT College document verification page always includes a URL that starts with services.ibat.ie. Please check the URL in the browser above, if different, then it's not a valid verification page.
If you suspect the verification page is not genuine or a document is not issued by IBAT College, then please contact the college immediately at: registrar@ibat.ie

Once the verification page is confirmed, you can check the relevant information shown below against the original document.

| | | |
|---------------------|---------------|---|
| Student Number | 2199999 | ✓ |
| Student Name | Joe Bloggs | ✓ |
| Date of Birth | 01/01/1985 | ✓ |
| Document ID | IBAT-20232168 | ✓ |
| Document Issue Date | 26/10/2023 | ✓ |

Genuine document

OR

Document cannot be verified from this URL

Error Code: 801

If you suspect a document is not genuine or not issued by IBAT College, then please contact the college immediately at: registrar@ibat.ie

Document is not verified

What we did externally*GNIB*

We appraised GNIB of the enhanced security features that are now imbedded in our letters. We provided them also with an update on our discussions with our software provider for English language student letter issuance.

Software Provider for our English Language School

For our English Language students' letters are produced on a different system. We liaised with Infospeed (the company that owns the CLASS system). We informed them of this matter affecting the whole sector. They liaised with other colleges that use their system. They requested a demo on what we did. In April 2024 they will release an update that will incorporate several enhanced features to facilitate verification of letters produced through the CLASS system. For now, the letters submitted by our English Language students will not change and will not display the QR code.

Sharing with the sector / agents

Mark Byrne, Managing Director and Diana Souza, Head of Sales attended a joint MEI / agent event to discuss measures on how to tackle the rise in fraudulent letters.

Mark presented to the sector on our approach on document verification.

Our view is very much that by assisting others we are safeguarding the integrity of the sector.

Conclusion:

The importance of authentic documentation and identity verification are not new concepts in our field. The ingenuity of fraudsters must be combatted as a strategic imperative to safeguard organisational, sectoral, and country reputations.

The protocols and processes now in place in IBAT College Dublin, its efficient and effective use of technology to address this concern is a deterrent. Sharing how we do it is collegiate and ensures confidence for all stakeholders in the sector.