

Core Details

9.30am — 5.00pm
City of London

 6 CPD Hours

To Book

Call
0203 178 4230
Email
stuart.bull@fstp.co.uk
Online
fstp.co.uk

Your Consultant

Richard Galley

Richard worked for Bupa for over 20 years until 2011, where his career spanned a diverse range of senior management roles covering customer service, business operations, commercial strategy/policy development, risk management and regulatory compliance – alongside the ‘day-job’ he was also heavily involved in leadership development, coaching and mentoring. From early 2011 to May 2018 Richard was a freelance consultant specialising in the areas of regulatory compliance and learning and development before joining FSTP, as Director of Learning, in June 2018.

FSTP is the trading name of Financial Services Training Partners LLP.
Registered No OC372081

Managing T&C in a Changing Regulated Environment To Meet SMCR Requirements

What would the regulator think about your firm’s training and competence policies? This course helps you meet and maintain expected standards

Compliance failures are often put down to staff competence, or a lack of it. High profile cases have uncovered chief execs operating with no knowledge of the latest regulation. The FCA has sharpened its focus on training and competence (T&C) as a result.

You must be able to prove (to an intrusive regulator) that your T&C policies mitigate risk and promote professionalism.

This is about more than just compliance, it’s about genuinely improving business standards. A good T&C programme helps your firm retain its best staff and attract new talent. A poor one can expose your business to accusations of misconduct and financial penalties.

With limited guidance from the regulator, establishing a robust framework is a challenge. **This one-day course will help you develop the policies and processes you need to ensure your people reach and maintain competence:**

- Understand the regulator’s mind-set and the practical applications of T&C
- Learn how to assess and maintain competence on a continuous basis
- Recognise the role of the regulated supervisor and apply it to senior managers and directors
- Integrate compliance best practice into your business strategy

Gain confidence in your T&C framework

Protect your workforce – Employees rarely set out to break the rules. More often than not, compliance issues occur because individuals are simply unaware of the latest regulation. A well-structured training regime will help keep them up-to-speed with the rules and safe from compliance failures.

Drive up standards of professionalism – A successful T&C regime is one that’s easily interpreted by both the workforce and the regulator. Introducing measurable targets will promote self-assessment among your staff, encouraging them to raise their game.

Attract and retain the best staff – Personal development is a key incentive to high-performing individuals, so a competitive training programme helps attract new talent. And a formal T&C regime will embed a culture of learning, helping you protect and retain your best people.

Prove you put customers first – Ethics and standards of behaviour are one of the regulator’s top priorities. Your firm needs to demonstrate that customers are at the heart of its strategy, so a watertight approach to staff assessment and monitoring is essential.

85 Gresham Street, London, EC2V 7NQ
+
Acorn House, 393 Midsummer Boulevard, Milton Keynes, MK9 3HP

0203 178 4230
+
01908 395243

Managing T&C in a Changing Regulated Environment To Meet SMCR Requirements

Cost

£595 / person + VAT £714

A discount of 10% per person is available when booking for 2 or more delegates on the same course in a single booking.

To Book

Call

0203 178 4230

Email

stuart.bull@fstp.co.uk

Online

fstp.co.uk

In-house Course?

This course works well as an in-house event, contact us to discuss your needs on 0203 178 4230 or email info@fstp.co.uk



FSTPcouk



FSTP LLP



ACCREDITED
TRAINING
PROVIDER

The CPD Standards Office
CPD PROVIDER: 21020
2016 - 2018
www.cpdstandards.com



Agenda

Session	Details
The impact of higher standards of professionalism	<ul style="list-style-type: none"> How standards affect advisers, supervisors, SIFs and information givers Evidencing competence and improving ethics Setting standards for continuing professional development (CPD)
Demonstrating competence in a changing regulatory environment	<ul style="list-style-type: none"> Understanding competence in a post RDR world Identifying the key elements for an effective T&C framework Investing in skills development
Reviewing policies and identifying improvements	<ul style="list-style-type: none"> Which elements of your T&C regime need to change? Are current key performance indicators fit for purpose? Exercise – Self assessment of your T&C regime.
Ensuring competent supervision	<ul style="list-style-type: none"> Understanding the regulator's expectations What "good" looks like in practice Competence requirements for supervisors How to assess a supervisor's competence Case study – Supervisor competency assessment
New CPD requirements: rising to the challenge	<ul style="list-style-type: none"> Establishing a CPD policy and allocating responsibility Top tips for aligning CPD with your business strategy Exercise – Understanding what counts towards CPD hours
Statements of Professional Standing (SPS)	<ul style="list-style-type: none"> An overview of accredited bodies Obtaining and renewing SPS on a continuous basis Recognising eligibility criteria The repercussions of failure to obtain SPS
Understanding the FCA's approach to T&C	<ul style="list-style-type: none"> An intensive approach to training and competence Looking for clues in the Risk Outlook