

# Annual Competence Assessment and CPD

How do you prove to the regulator and your accredited body that your people are competent to do the job they have been employed to do?

What evidence has the firm got to prove your people have been effectively assessed as competent and they are actively maintaining their competence?

If this is proving difficult we could have the answer.

## CPD - Advice Matters

### Monthly Journal

“Advice Matters” is a monthly journal which equates to 1 hour of structured CPD per month. It provides interesting, factual bulletins that keep people, like yours, who provide investment advice and/or discretionary services, up to date on the technical and regulatory changes in the market place. Each issue contains learning objectives and maps across to the ApEX standards to ensure that your industry knowledge is kept up to date as aligned to the RDR requirements.

And as an added bonus there are direct links to all the regulatory papers should you wish to read more.

### Accredited by Awarding Body

Advice Matters is accredited by the London Institute of Banking and Finance (LIBF) so is automatically accepted by all awarding bodies as credible structured CPD and not just reading.

## CPD - Bite Size Technical Sessions



### Off the shelf technical CPD Sessions

FSTP have off the shelf technical CPD sessions designed for those that give Investment Advice. Feedback has been extremely positive with IMs and Advisers reporting that they have found the workshops very helpful in the different aspects of their role. For example the following

sessions proved valuable in their considerations for suitability;

- Taxation update - what IM's and FP's should be aware of
- Pensions update - what IMs and FP's should know about the pension freedoms when speaking to clients
- Offshore Bonds - the must know information when considering the use of offshore bonds
- SIPP's & SASS's - what are the considerations for IMs & FP's in portfolio construction.

### Delivered in your offices

Each of these 2 hour sessions and **more** are ready to be delivered to your people in the comfort of your offices, at a time to suit you.

All sessions are led by experienced tutors who know and understand all aspects of the investment market.

Validation questions can be provided for each of the technical CPD sessions should you wish to use them.

FSTP is a Premier Training Partner with CISI and all other awarding bodies are obliged to accept our CPD certificates.

## **Assessment centres**

### **Highly experienced at running assessment centres**

The partners and consultants at FSTP have been providing competency assessments for a number of years for regulated roles to a wide range of firms across financial services. We understand what is required and how to assess in the most efficient and effective way. We can undertake the facilitation and management of your process from start to finish.



### **Cost effective**

The most cost effective way of assessing competence is through an assessment centre using role plays and case studies. However if required we can assess live client facing situations. For those individuals who undertake dealing with advice we can listen to calls either on site or remotely given the customer technology. We can assess live client files at an individual's place of work. However in order to assess the competence of an individual to correctly transfer the information collected from the client into 'client files' it is better if a role-play is followed through with an assessment of the completion of the client file documentation and Portfolio construction if relevant.

By using FSTP to do this your supervisors (often managing and advising their own clients) are free to continue with day to day activities and only need review the evidence we collect as part of their ongoing competence assessments of the team.

### **Authentic clients**

We provide actors who play the part of clients. They are experienced at playing a cross section of financial services clients and have been doing this for many years so will react in exactly the way normal clients will do i.e. if you do not ask the question they will not supply you with the relevant information or if you use financial jargon that a normal customer wouldn't recognise they will question you or look confused.

### **Constructive feedback**

We give constructive feedback to everyone who is assessed.

### **Evidence of competence**

On completion you will be provided with:

- Completed observation forms (using your documentation\*) to evidence the outcome of the assessment of competence in the client fact finding/ KYC meeting and Dealing with Advice telephone call
- Completed Client file assessment forms to ensure correct completion of the file documentation and Portfolio construction
- We will include development points where required and a recommended course of action if necessary
- A recording of the role play so there is a clear record if there is any cause to question the assessment of competence can also be supplied.

**\*should you require FSTP to help design your internal process or observation documentation and aids this would be priced outside of the package prices outlined below.**