

## Plan and deliver compliance training for your organisation

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### Overview

This standard is about planning and delivering compliance training for your organisation. You must be able to identify the knowledge and competences your organisation needs to meet compliance requirements and to identify any priority areas for training. You must consider different ways of delivering training, including the resources needed, and identify systems to review and monitor the training.

If external trainers are going to be used, you must give them clear and accurate information about the compliance requirements of your organisation and agree with them the learning objectives to be covered.

A risk-based approach must be used to identify the training requirements of different levels of staff within your organisation, and you must ensure that regulatory requirements on training are met and complied with.

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### Performance criteria

*You must be able to:*

1. identify the purpose and necessary outcomes of compliance training, focused on the abilities and competences which the organisation needs to meet its compliance requirements
2. collect information on the existing levels of compliance knowledge and experience of those working for the organisation
3. determine the training requirements of different levels of staff in your organisation using a risk-based approach
4. produce specific aims and objectives for compliance training sessions identifying the resources needed and any regulatory obligations on training
5. give trainers clear and accurate information about the compliance requirements of your organisation and agree with them the learning objectives to be covered
6. identify any priority areas for compliance training across the organisation
7. consider different ways of structuring and delivering compliance training, including technology-based delivery and support
8. maintain relevant records of training and competence for all employees for the required length of time
9. evaluate feedback from all stakeholders on the effectiveness of the training provided, and adjust future training programmes accordingly
10. maintain continuing professional development on compliance requirements

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### Knowledge and understanding

*You need to know and understand:*

1. how to identify a range of possible compliance training outcomes that support the organisation's strategy
2. need to collect information on the levels of compliance knowledge within your organisation
3. how to determine and prioritise staff training requirements using a risk-based approach, and the need to monitor ongoing training requirements when staff members move into new roles
4. different ways of delivering training and their relevance to the needs of the organisation and individuals
5. various technology and e-learning methods available, and their relevance to compliance training
6. what resources are needed to deliver training programmes and from where to obtain them
7. information trainers will need, and how and when to provide it
8. why it is important to encourage and obtain feedback and to respond positively to this feedback
9. why it is important to record training and competence of employees
10. how to measure the effectiveness of training
11. the importance of maintaining continuing professional development on compliance requirements
12. the legal and regulatory requirements applicable to your organisation

## Glossary

### **Regulatory bodies**

This term should be extended (where appropriate) to any authority, body or person having, or who has had, responsibility for the supervision or regulation of any regulated activities or other financial services, whether in the United Kingdom or overseas.

### **Regulations**

This term encompasses (where appropriate) the range of obligations including rules, principles, codes and guidance plus all primary and secondary legislation, as well as supervision to which your organisation is accountable.

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