

Responsible Finance Continuing Professional Development Training Programme 2018

Responsible Finance offers an array of continuing professional development opportunities for our network. Courses are delivered by experts in the field and tailored to the needs of the responsible finance sector. All participants receive CPD hours for their participation.

Registration

The Responsible Finance training programme is good value for money compared to other courses on the market, we work hard to ensure they are tailored for the responsible finance sector.

To register for the courses below please [click here](#).

Please contact Theodora Hadjimichael with any questions.
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Pricing

	Members	Non-members
In person course	£250.00 + VAT	£400.00 + VAT
Webinar	£100.00 + VAT	£150.00 + VAT
Online compliance modules		
<5 Users	£130.00 + VAT	£175.00 + VAT
6-10 Users	£270.00 + VAT	£350.00 + VAT
11-20 Users	£480.00 + VAT	£650.00 + VAT
21-30 Users	£690.00 + VAT	£900.00 + VAT
31+ Users	£790.00 + VAT	£1,000.00 + VAT

Responsible Finance will send an invoice after the event takes place.

2018 Schedule

Date	Location	Topic
6th March 10:00-11:30	Webinar	Preventing financial crime
24th April 10:00-11:30	Webinar	Working with vulnerable customers
15th May 11:00-15:00	In person – London	Managing stakeholder relationships
12th June 11:00-15:00	In person – London	Assessing business loan applications
13th September 11:00-15:00	In person – London	Handling customer insolvency
October (TBD)	Webinar	Measuring customer satisfaction
21st November 11:00-15:00	In person – London	Culture and conduct
22nd November 11:00-15:00	In person – Manchester	

About the courses

Preventing financial crime – advanced (6th March) Webinar

Under its objective to ensure the integrity of the UK financial markets, the FCA requires all authorised firms to have robust governance, effective risk management procedures and adequate internal control mechanisms to manage their financial crime risk. There is increased scrutiny on how firms perform anti-money laundering, anti-fraud, and anti-bribery and corruption. This webinar will cover advanced topics on how responsible finance providers can monitor and protect against financial crime. In addition to hearing from anti money laundering experts on the latest EU rule and guidance, this is an opportunity to share best practice on systems and control with colleagues in the sector, and learn about building a strong internal anti-money laundering and anti-fraud function.

Working with vulnerable customers (24th April) Webinar

Responsible finance providers may work with customers that experience vulnerability, but vulnerability can be difficult to predict or identify. The FCA has published information on consumer vulnerability but it remains an area where there is little guidance for firms on how to identify customer vulnerability and apply TCF standards if a customer becomes vulnerable during the loan lifecycle. Given the sector's role in the market and the dearth of guidance, the responsible finance sector is an industry leader in this area. This webinar will offer bespoke guidance to responsible finance professionals on identifying early signs customer vulnerability and managing the pre-arrears and arrears process to ensure good customer outcomes. Responsible finance providers have developed internal processes in this area so it will also be a good opportunity to share best practices with peers and discuss approaches across the sector. Attending this webinar is an opportunity for frontline loan officers to maintain awareness of the vulnerability agenda and apply learnings to their day to day client interactions.

Managing stakeholder relationships (15th May) F2F

For responsible finance providers, initiating and maintaining stakeholder relationships is key to unlocking new funding, referral partners and local champions. It is important that responsible finance leaders are equipped with the right tools to identify, engage with and build fruitful stakeholder relationships, and how to respond if the relationship breaks down or does not yield its intended impact. This course will cover stakeholder mapping for responsible finance providers and explore multiple scenarios empowering responsible finance professionals with the skills and tools to use to build strong local partnerships.

Assessing business loan applications (12th June) F2F

Responsible finance providers lending to small businesses and social enterprises review a number of factors when making a lending decision. Some use risk weighting and some use subjective judgement. This course will review the various processes involved in assessing a loan application and discuss the effectiveness of these different decision tools for different risk appetites. For responsible finance providers who have established processes for assessing loan applications, this course is an opportunity to test current practice, learn about best practice in the wider sector, and explore ways to streamline systems.

Handling customer insolvency (13th September) F2F

Every responsible finance provider experiences customers, whether business or social enterprises, becoming insolvent. This course will cover the process for a creditor when a debtor becomes insolvent, including taking and enforcing different types of security, inter-creditor arrangements, corporate restructuring and working with insolvency practitioners. This course is an opportunity for responsible finance providers to refine current practices in order to maximise their recoveries.

Measuring customer satisfaction (October TBD) Webinar

Responsible finance providers are renowned for their fair treatment of customers, which materialises into very satisfied customers who refer on their friends and family. High customer satisfaction is one of the sector's unique selling points compared to many commercial and mainstream lenders. This course will cover methods to robustly measure and present customer satisfaction for both business and consumer customers, using the KPIs internally as a feedback loop into the customer journey, and using the data in bids for new funding and contact.

Culture and conduct (21st November; 22nd November) F2F

The FCA's regime is increasingly focusing on firm culture and accountability. This interactive session on culture and conduct will be an opportunity for responsible finance providers to work together to think about their conduct culture across a variety of functions:

- Treating customers fairly and working with vulnerable customers
- Handling complaints
- Risk management and conduct risk appetite
- Management information: what is reported and how is it used
- Conduct rules under the incoming Senior Managers and Certification Regime
- What the FCA would look for if they did a visit

Online compliance modules

In addition to the CPD courses Responsible Finance offers online compliance modules for all staff to be completed on their own time. The software used is offered through [Compliance Training Products](#). Courses included in this package are:

- Anti-money laundering
- Anti-bribery
- Data protection
- Equality and diversity

Users complete an online module and test for each course. Responsible finance providers can track progress within their own organisation and at the end of the year receive a summary report for their records. Registering all staff for these modules is a good way to demonstrate ongoing organisational compliance with financial crime and new data protection regulations.