



## FACT SHEET

This document provides information about our training & competency support service.

The web-based system has been designed to cater for firms of all sizes and aims to address current regulatory issues of having a robust T&C regime, KPI analysis and planning for the RDR. To get the most

out of the system, we would recommend linking each person's T&C plan to their knowledge, skill and expertise requirements as detailed in their job description, which in turn should link to the firms' business plan.

Detailed below are the features of the service and system, together with details of the cost.

### STEP ONE

The starting point is to align individual job/role descriptions to the firm's business plan from which the knowledge, skill and expertise requirements for each role can be identified. Based on this, a training needs analysis is undertaken to identify knowledge, skill and expertise based training needs, together with role based key performance indicators.

Based on this information, the team at Enhance Support Solutions input the data onto the t&c:me system and work with you to create system-based T&C plans for all personnel, including senior management, support and advisory functions.

### STEP TWO

Having worked with you to create the system-based T&C plans for all personnel, we provide full training to your nominated T&C 'manager' in order that ongoing data can then be input and the system maintained by your firm. Based on the data input, the system will then do the following:

- Prompt and record T&C activities such as recruitment, attaining, maintaining competence and 'being managed';
- Allow these activities to be input as a 'set' of expected events or picked as individual events, enabling the system to reflect your own requirements;
- Enable events to be applied individually or to groups of people i.e. team meetings or updates can be applied to the team or all personnel as required with supporting documents attached;
- Record role specific KPIs and produce 'traffic light' risk rated analysis by individual, team or firm;
- Trigger follow-on events where required such as the next 1:1 meeting or fit & proper check;
- Create and prompt specific senior management events such as Board meetings and TCF analysis;
- Manage complaints data and follow-on activities;
- Capture exam, qualification and associated 'credits' data to allow 'at a glance' analysis of which personnel are likely to meet the RDR professional (Level 4) standards;
- Allow the T&C regime to be managed with prompts and reminders for all T&C events;

### STEP THREE

We support the maintenance and quality of the system by:

- Issuing regular regulatory updates covering FSA, data protection and combating financial crime issues, as well as corporate governance updates for senior management;
- Ensuring that where applicable, updates are delivered as a pack containing the update, presentation material, accompanying notes and validation questions to assess understanding, in order that the update can be delivered in team meetings;
- Every quarter, we will evaluate the data input into the system to ensure the quality is of a good standard and to ensure the system is being used to deliver maximum benefit to the firm;
- Working with users to ensure the system develops to meet user requirements and continues to produce maximum benefit;

### THE COST

The fee for the system, including the inputting of the initial data and ongoing regulatory updates, is £25 (excluding VAT) per person per month.

(If you require assistance with the initial training needs analysis, Enhance can support this subject to a consultancy fee, the amount of which will be based on the work required - please speak with us if you wish to discuss further.

For more information about our system-based T&C support service, please contact us to discuss your firm's requirements.

Enhance Support Solutions Limited, Tower 42, 25 Old Broad Street, London, EC2N 1HN

T: 0207 877 0206 E: [enquiries@enhancesolutions.co.uk](mailto:enquiries@enhancesolutions.co.uk) W: [www.enhancesolutions.co.uk](http://www.enhancesolutions.co.uk)