

CIVICA



Agylia eLearning Library

Financial Services Collections

The financial services sector is facing greater regulatory scrutiny than ever before. Treating customers fairly by developing a compliant, competent and highly trusted industry is uppermost in senior managers' minds – but this can be a challenge in a diverse workforce.

The Financial Services Collections take the worry out of compliance and legislation-led learning in this important area.

CPD accreditation and certification for every lesson allows your organisation to make sure that all learning is compliant and reliable. The content is continuously refreshed to ensure learners are always up-to-date.

Collections are easily added to your Agylia Learning Management System (LMS) and are fully responsive, providing a great user experience across desktop, tablet and mobile devices. Whether learners are in the office, at home, travelling or working away, they'll have access to their eLearning.

CASS

The FCA's Client Assets Sourcebook (CASS) governs firms that perform certain investment, debt management and insurance-related activities with money and assets belonging to their clients. The main purpose is to protect those clients – for example, in case of business failure or when their assets are being mishandled. This collection has been designed as a guide to this sourcebook. It explores key regulatory requirements and demonstrates how to satisfy the FCA's expectations of handling client assets. Case studies and real-world examples are used to support on-the-job learning and practical training.

Lessons included:

- CASS: an overview
- CASS 1 and 1a – CASS application and CASS firm classification
- CASS 3
- CASS 5
- CASS 6 – Custody rules
- CASS 7 and 7A
- CASS 8 – Mandates
- CASS 9 – Information to clients
- CASS 10 – Resolution packs
- CASS 11 – Debt management client money.

Financial services FCA regulation

Each lesson in this collection has been designed and developed to provide your organisation with clear and concise regulatory training on FCA requirements. Case studies and real-world examples are used to support on-the-job learning and practical training.

Lessons include:

- An introduction to the Mortgage Credit Directive
- Approved Persons Regime training
- Banking: Conduct of Business Sourcebook (BCOBS)
- FCA Code of Conduct
- Conduct risk
- Contract certainty
- Conflicts of interest
- Criminal Finances Act 2017
- Customer vulnerability in financial services
- Financial markets
- Financial promotions
- Fraud awareness
- Handling customer complaints in a regulated environment
- Implementation of the Insurance Distribution Directive (IDD)
- Introduction to consumer credit regulation
- Introduction to FCA regulations
- Lending – an introduction
- Market abuse regulation
- Senior Managers and Certification Regime (SM&CR)
- Treating customers fairly.

Financial services specialist compliance

Compliance in any sector of financial services is a top priority for your organisation. This collection ensures a full understanding of the fundamental compliance needs. Case studies and real-world examples are used to support on-the-job learning and practical training.

Lessons include:

- Anti-competitive activity
- Anti-money laundering
- Combating bribery and corruption
- Cryptocurrencies
- Data protection

- Financial crime
- Financial sanctions
- Implementing GDPR
- Insider dealing
- Introduction to accounting
- MCOBs
- Payment service directive
- SYSC senior management arrangements, systems and controls
- Whistleblowing with confidence.

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