

Sector-savvy learning for Financial Services

Looking for something industry-tailored? Explore fresh, relevant and clear-cut content on tomorrow's must-have skills in the world you operate in. Our Sector-specific suites are complete with all the titles you need to equip your entire workforce with the knowledge to grow and evolve.

Equip your financial institution with creative content that highlights codes of conduct, consumer duty and common reporting standards to put your learners at the forefront of the finance industry.

Explore the Sector Suite for Financial Services



Full list of available topics & modules

Anti-Money Laundering

- Anti-Money Laundering
- Anti-Money Laundering assessment questions
- Anti-Money Laundering key takeaways
- Money Laundering Breaches
- PEPs
- Suspicious transactions
- Verifying a customer

Client Assets Sourcebook

- CASS
- CASS Assessment Questions

Complaints

- Complaints overview
- Handling regulated complaints
- Complaints key takeaways
- Complaints Record Template
- Complaints refresher
- Complaints Assessment Questions

Conduct Rules

- Conduct Rules Overview
- The Conduct Rules
- Conduct Rules Assessment Questions

Conflicts of Interest

- Conflicts of Interest
- Conflicts of Interest Assessment Questions
- Conflicts of Interest Key Takeaways

Consumer duty

- Consumer Duty overview
- Consumer Duty Assessment Questions
- Consumer Duty Key Takeaways
- Consumer Duty Refresher

Corporate governance

- Anti Bribery & Corruption - Dealing & Managing
- Anti Bribery & Corruption - Overview
- Anti Bribery & Corruption Assessment Questions
- Competition law
- Helping to prevent fraud
- Sanctions
- UK Freedom of Information Act
- Whistleblowing
- UK Criminal Finances Act
- What is corporate governance?

Customer excellence

- Achieving customer excellence
- Customer excellence: setting yourself up for success
- Harnessing the power of empathy in customer relationships
- The art of avoiding challenging customer relationships

Customer service

- Brand awareness & other interesting elements
- Creating customer advocates for financial services
- Customer service essentials
- Dealing with complaints
- Dealing with emotions
- Dealing with questions
- Emotional bank account
- Handling aggressive customers
- Handling difficult customers
- Politeness in customer service
- Serving disabled customers
- Trust in customer service
- Understanding customer needs
- What to say to an angry customer

Cyber & information security

- 2FA
- Cyber incident response
- Cyber incident response checklist
- Cyber resilience key takeaways
- Cyber risk management
- Cyber security & resilience module
- Cyber security & resilience quiz
- Cybercrime impacts
- Hospital cyber attack story
- Password power-up
- Reporting a breach
- The Role of the Data Protection Officer

Disability awareness

- Ableism
- Blindness in the workplace
- Cerebral palsy awareness
- Fibromyalgia awareness
- Inclusive language
- Inclusive & accessible job interviews
- Inclusive & accessible recruitment
- Learning disabilities poster
- Managing people of all abilities
- What are reasonable adjustments?

Equality & diversity

- Anti-Discrimination
- Sexual harassment
- Anti-Discrimination Assessment Questions

Financial Regulations & Compliance

- A roadmap for using financial KPIs
- Budgeting for managers
- Financial forecasting
- Financial statements overview
- Increasing a company's bottom line
- Reading a profit & loss (P&L) statement
- Regulation essentials
- SARS
- Using cost-volume-profit analysis to make impactful decisions
- Types of financial costs
- Advising & selling
- An introduction to operational risk management PDF
- Bank secrecy act
- Codes of Conduct
- Codes of Conduct Assessment Questions
- CRS Common Reporting Standards
- Customer facing
- FATCA
- Financial promotions
- Funnel accounts
- Identifying beneficial ownership
- MiFID II
- Senior Managers & Certification Regime (SMCR)
- Transaction Reporting

GDPR

- UK GDPR
- GDPR: Breaches & Consequences
- UK GDPR key takeaways
- The Role of the Data Protection Officer (DPO)
- GDPR Assessment Questions
- GDPR Key Takeaways
- Data management

Health & safety

- A health & safety state of mind
- Asbestos awareness
- Asbestos emergency procedure: Quick guide
- COSHH basics
- Fire safety
- First aid emergency response
- Fire warden training
- First aid minor injuries
- Fitness for work
- HAVs awareness
- Lone working
- Manual handling
- Noise
- Personal protection equipment
- Near miss reporting
- Risk assessment awareness
- Slips, trips, falls & ladders
- Site security awareness - Access cards & ID
- Site security awareness - Authorised access only
- Site security awareness - Know your stuff
- Site security awareness - Lock up
- Site security awareness - Visitor process
- Slips, trips & falls
- Working at height
- Working when seated
- World Day for Safety & Health at Work

Insurance

- Conduct risk
- Insurance Distribution Directive
- The claims process
- The insurance process
- The regulatory landscape for insurance
- Types of insurance

Market abuse

- An introduction to market abuse
- Insider trading
- Market abuse for senior managers
- Preventing market abuse

Project management

- Benefits of prototyping
- Documentation
- Demystifying Lean, Six Sigma & Lean Six Sigma
- Design brief template
- Gaining stakeholder trust
- How to scope a project
- Managing difficult stakeholders
- Process improvement
- Project reviews
- Project Status Report Checklist
- The Stakeholder Circus
- SOW template
- Time to get agile
- Stakeholder communication plan
- Stakeholder template
- The stakeholder matrix

Safeguarding

- Anti-social behaviour
- Safeguarding adults

Sales

- A needs driven approach to sales
- Behavioural styles in sales
- Building product value
- Building rapport in sales
- Handling sales objections
- Know your sales questions
- Localisation for sales
- Power of listening in sales
- Trial closing

Successful onboarding

- Benefits of successful onboarding
- Effective inductions
- First impressions
- Roles within a successful induction
- Successful onboarding
- Tips for new hires

Vulnerable customers

- Vulnerable customers
 - Monty’s story
 - Suki’s story
- Vulnerable Assessment Questions
 - Vulnerable customers refresher

Working together

- Brainstorming
 - Conflict
 - Giving & receiving feedback
- Respect at work
 - Teamwork
 - Working together to achieve more

Workplace 101

- Active listening
 - Corporate jargon buster
- Workplace etiquette