

EXECUTIVE BRIEFING ON TCF FOR SENIOR MANAGERS

This half day briefing, in a workshop style, is essential for senior management who have responsibility for leading the controls and culture that will deliver the TCF outcomes for their firm. Examples of questions the FSA are likely to ask are provided and it is clear that what is conveyed to the FSA will be material in influencing the judgement the FSA make about the firms' success and any action they may take.

As we move toward the December deadline the critical role of senior managers in embedding TCF is becoming increasingly important. Some of the most common failings include:-

- Delegating the task to a project manager or compliance without taking an active involvement
- Not understanding or being able to explain what TCF means
- Not acting on the results of TCF MI
- Not demonstrating that fairness is being achieved
- Continuing to reward staff at all levels for purely financial results

“To meet the December deadline firms will have to demonstrate that senior management have instilled a culture within the firm whereby they understand what fair treatment to customers means.”

TCF: Progress update June 2008

The event is tailored so the content reflects your business and any specific issues you wish to address, for example, your own TCF policy and measures, how you have embedded TCF and how you will “articulate what TCF means to your firm.”

Benefits of this briefing

This workshop will enable delegates to grasp the fundamentals of the FSA's TCF standards in an environment of open debate and application to their own circumstances. In particular to: -

- Identify any shortfalls in your TCF culture
- Understand what the FSA mean by embedding TCF
- Know the sort of questions you will be asked on how you lead a TCF culture and how to respond
- Recognise the key actions you must take to satisfy the FSA that you can demonstrate fair treatment
- Gain an insight into how your firm compares to industry developments in your sector



What delegates have said

- *Presenter had a very practical approach, which highlighted key areas to help maintain awareness of best practice*
- *Confirmation of understanding; reinforcement of importance of ensuring TCF is taken very seriously*
- *For the first time I understand the thinking of the FSA and what they expect of me.*
- *Sound overview of process and requirements surrounding the TCF standards*
- *Practical Guidance on how the rules work*
- *Sane, reasonable approach*

Your Training Consultants

All of the Senior Training Consultants who lead these events have extensive knowledge of the FSA's expectations of Approved Persons and have been involved in training in house and open courses on the topic of TCF for the last 2 years.

They are able to draw upon that knowledge to bring this subject to life in a clear and practical way.

Briefing summary

The following is the standard content which can be tailored to address your particular concerns. The workshop runs for 3 hours and will accommodate up to 12 delegates.

Session	Aim	Content
Current position on TCF	To know the FSAs current expectation on TCF and the standard to be met by December 2008	<ul style="list-style-type: none">• Short history of the process• The FSAs expectations – Measurement and Culture• Good and bad practice in your industry• Insights from enforcement actions
Embedding a TCF Culture	To understand the FSA's analysis of a TCF Culture and check your current status	<ul style="list-style-type: none">• What embedding means to the FSA• The drivers of a TCF culture• Your actions in leading the culture• Syndicate exercise – Establish any contra indicators in your culture and how to address them
Your approach to TCF	To explain your policy and how you manage TCF to achieve the outcomes	<ul style="list-style-type: none">• Present key elements of the policy• Setting targets and achieving them• Syndicate exercise – explaining how your measures deliver fairness
Responding to questions from the FSA	To recognise and respond positively to FSA questions	<ul style="list-style-type: none">• The FSA approach to TCF on visits• Examples of questions to senior managers• Do's and Don'ts when answering questions• Plenary – questions to the audience and feedback

How to book

Please telephone Jayne Owen, on 01327 858292 to discuss your requirements.

Corporate Training Partnerships Ltd

The Management Training Centre
Whittlebury Hall, Whittlebury, Towcester, Northamptonshire, NN12 8QH
Tel: 01327 858292, Fax: 01327 858219 E mail: info@ctp.uk.com

Registered Office: Deer Park Lodge, Mannings Lane, Woolverstone, Ipswich, Suffolk, IP9 1AP
Registered in England number 04440798

