

Is Training and Competency considered a burden to your business?

Powered by Insight, your TC scheme can develop your greatest asset

If you are a business involved in the provision of financial services or products, then your staff are your biggest asset. Your people are your greatest investment, your most significant risk and your opportunity to be better than the rest. The organisation's reputation, current results and future potential lay in the hands of these staff, particularly those who advise and service your customers.

So, how good are they at what they do, collectively and as individuals? How much better could they be and are they improving? What successes and failures do they have and what risks do they pose? Are they competent in the eyes of the regulator, your customers and in terms of contributing to your bottom line?

In order to run a successful and highly regulated business, organisations need to be able to demonstrate the answers to these questions. Setting out clear processes and competency standards, training staff to these standards and ensuring their adherence is essential both from a perspective of meeting the requirements of the FCA but more importantly, to align and drive your business towards the goals you set.

Insight is a web based technology solution that supports all aspects of managing staff within an FS organisation – staff records, training, competency assessment and development. Driving these processes from within a single system enables key data to be shared across the different areas of a business and across multiple geographic locations. This allows for efficient and consistent policies and processes that enable management to monitor and develop staff and improve the performance of the business.

As well as improving the efficiency of an organisation, Insight provides a consistent approach to the management of Risk, Performance and Business Quality across disciplines. Insight's valuable set of tools enable an organisation to manage the potential risks to its business reputation and so avoid the threat of regulatory sanction and financial penalty that could interrupt the operation of the business and damage their brand.

As well as TC, Insight Modules cover Risk Based Checking, Recruitment, Complaints, Training Management and Financial Promotions. Insight provides an auditable process, demonstrating to the employees, management, the FCA and most importantly, an intermediary's clients that fair, compliant processes are in place to serve and protect their interests. Give your staff the support and guidance they need to be the best representatives of your business and to deliver an excellent service to your customers.

Organisational Benefits

Achieve efficiency savings

Drive performance

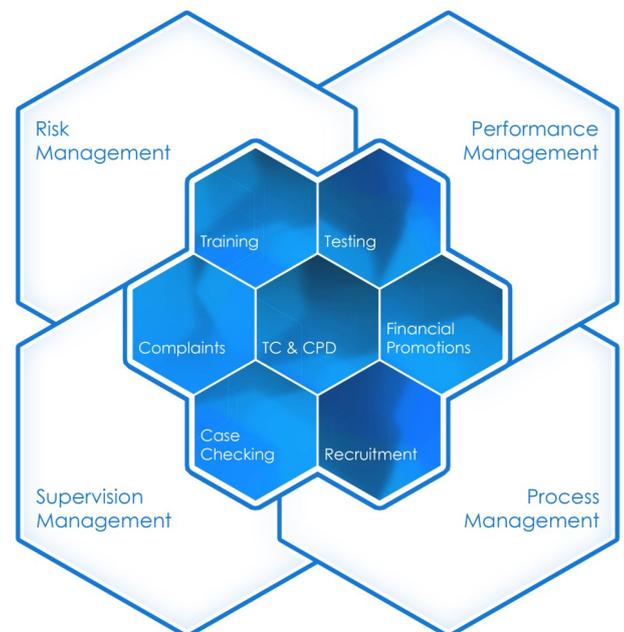
Manage and mitigate risk

Ensure competency

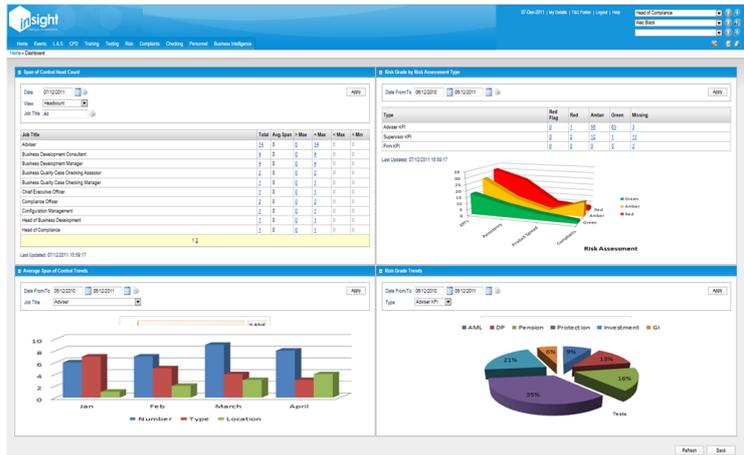
Develop staff

Improve quality

Measure and manage performance



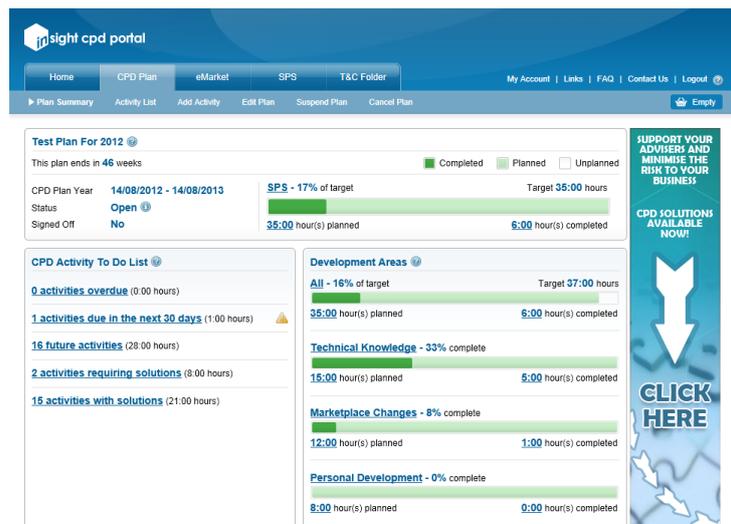
The Insight set of tools coupled with an extensive ability to configure processes and business rules provides a single platform that can meet all of your organisational needs in a fully integrated manner. Insight can be configured to perfectly fit your operational and management requirements and support significant improvements in efficiencies and effectiveness. For example, as new training courses are completed and online tests passed, new competency levels and qualifications are logged and internal product licences can be automatically renewed. Any issues or deficiencies identified in the Learning & Supervision, Complaints Management or Case Checking modules are quickly flagged for attention which can drive new items and actions in the development plans for advisers and supervisors.



Risk Dashboard

Why Insight?

Insight is more than a simple off-the shelf TC and Testing solution – it is a single, out of the box, solution dedicated to supporting customer requirements via customisation and configuration, underpinned by a powerful workflow engine and rules based hierarchical model.



CPD Plan Summary

Key Features

- Extensive support for CPD Planning & Recording and SPS Management, including Adviser CPD Portal
- Web deployed, browser based solution
- Hosting options—fully managed Service offering, SAAS
- Ability to brand to fully meet customer requirements
- Role and competency based compliance and learning solution
- Ability to configure user journey using workflow and task management with alerts notification
- Fully configurable and customisable support for ongoing maintenance self sufficiency if required
- Graphical and detailed MI and business intelligence dashboards with ability to drill down—sophisticated reporting capability
- Support for eLearning, testing and document management

Key Benefits

- Maximising the potential of the advisers
- Helping advisers to monitor and adhere to their development goals
- Helping develop advisers to meet the increasing professional standards demanded now and in the future
- Increasing the potential span of control for the supervisors
- Keeping a consistent approach to training and competence across all advisers and all supervisors
- Keeping an audit trail of the training and competence plans
- Demonstrating to the FCA the seriousness that the organisation is placing on Training & Competence