



insight training and competence

Insight T&C is an innovative Training and Competence system that provides support for a number of key business areas using a single, integrated solution. As well as improving the efficiency of an organisation, it provides a consistent approach to the management of Training and Competence across disciplines and business units. It also provides an auditable process, demonstrating to the employees, management, the FSA and importantly clients that fair, compliant processes are in place. In doing so, Insight provides a valuable set of tools that enable an organisation to manage the potential risks to its business reputation and help mitigate the risks of regulatory sanction and financial penalty that could interrupt the businesses operation.

Insight is available with a number of modules that can be purchased as a combined solution or as individual products. These modules include:

insight administration

This is the central control function of the system that facilitates the set up and management of users and the supervisory controls to be established and maintained. It supports multiple levels of hierarchies allowing any structure of roles, agency and organisation to be easily modelled. The module also manages security, registration and access controls to the wider system modules.

insight learning and development

Within this module, the organisation sets up the core learning and development tracks, complete with all regulated events that advisers and supervisors must follow to achieve and maintain competency. Action plans are created and an event list is then generated for each user that guides and helps them to manage their Training and Competence responsibilities, as well as wider developmental tasks. CPD activity can also be monitored and recorded.

a product from



insight risk management

This module enables the organisation to monitor the key performance indicators for their employees including both advisers and supervisors. It enables a business to set up their own KPIs, monitor performance against them and ultimately provide automatic risk assessments and quality reviews.

insight online testing

Online testing provides the ability to check on advisers' knowledge and to help them prepare for exams. Based on the Financial Services Skills Councils learning outcomes the tests are focused and relevant to the needs of the industry.

insight training management

This module deals with the management of training logistics and helps to improve the effectiveness of managing, scheduling and resourcing training – especially important across organisations with diverse locations and users. This module is integrated with the learning and supervision module to ensure all training activity is logged against the relevant users.

insight case checking

A module designed to automate the checking of new business for quality and compliance. It employs a risk based checking process, using some user defined key 'Reason for Checking' rules, to drastically speed up checking, reduce costs, bring relevant cases into focus quicker and enable identification of quality trends and issues.

insight complaints management

This module creates and customises automatic workflows that ensure the effective administration of complaints from their receipt, through the handling of the complaint, right up to the submission of complaints data to the FSA.