



Supervisor Accreditation Courses

Prestigious venues:
Reebok Stadium (Bolton)
9th - 10th May

Ricoh Arena (Coventry)
23rd - 24th May

Madejski Stadium (Reading)
19th - 20th June

*Brand new for 2012:
public courses*

*Facilitated by Ian Patterson
renowned trainer and author of the
CII's J07 study text - Supervision in a
Regulated Environment*

**People management skills,
assessment and
developing competence**

- Preparing for RDR;
- Existing supervisors - benchmark your skills, learn best practice and demonstrate your ongoing competence - attend day 1 only;
- New or inexperienced supervisors - cover the full supervisor skills - attend both day 1 and day 2;
- Pre-course reading included;
- FSA required skills independently assessed;
- Record of achievement and post-course development report provided;
- Maximum of 12 delegates per course.



The FSA requirements.....

Under FSA guidance, **all advisors who carry out regulated activities must be appropriately supervised.** In addition, supervisors of investment advisers not assessed as competent must:

'have the necessary coaching and assessment skills as well as technical knowledge to act as a competent supervisor and assessor.' (TC 2.1.4G)

For **existing supervisors**, they must be able to show that competence has been maintained (TC 2.1.12R)

To quote the FSA:
'For the avoidance of doubt: a file check is not supervision.'

What about other regulatory areas....?

Of course, within other regulated activities such as mortgages and general insurance, there are no specific supervisor requirements. However, supervisors within these activities are still expected to be competent and should be able to demonstrate coaching and assessment skills.

Other regulatory pressures....?

There are other regulatory pressures to take into account as well – ranging from the need to have adequate systems and controls, to Treating Customers Fairly (TCF). These too can place a premium on having first-rate supervisory skills. For example:

- How do you monitor the discussions your advisers have with customers?
- How do you ensure the advice given to clients is correct?
- How do you develop an adviser's client-facing skills?

“..all of us found the day interesting, informative and effective. The facilitation of the day was refreshingly straight and detailed feedback was excellent.”

Richard Mahon, T&C Officer
Compliance, Aon Consulting Limited

“I certainly feel more confident... the pace was good, Ian's style is very easy to listen to and it felt as if we were getting a real insight....”

Course Delegate

The challenges.....

How do you show that **new supervisors** can demonstrate their competence before acting in this role? How do you do it in a way that supports the business?

How do you ensure **existing supervisors** develop their skills? As a minimum, could you demonstrate they have maintained their competence?

Last but not least, how can you do all of this in a way that develops your business?

Our approach to supervisor training....

Any T&C scheme is only as good as its supervisors. More than this, we believe that good supervision is an essential business driver. High performing businesses have great people managers and a client-centric approach. It's not just about monitoring and record keeping; lasting value comes from the development of skills and confidence.

Our solution.....

Supervisor Accreditation Course

Target Audience

Both new and experienced supervisors.

Learning Aims

- To develop and demonstrate the key skills required by the FSA to supervise and develop staff performance.
- To independently assess and develop key skills and benchmark these against industry best practice.

Day 1 - New and Experienced Supervisors

Content
Explain current FSA topics/supervisory issues. e.g. risk-based supervision, TCF, RDR
Assess skills accurately using an observation aid
Prioritise the adviser's development needs
Conduct constructive feedback meetings with the adviser to develop areas of weakness and build on strengths
Conduct effective role-play simulations
Benchmark skills and exchange experiences

What will be assessed?
1. Assessment skills using an observation form
2. Feedback skills
3. Underpinning knowledge (based on pre-course reading)

Day 2 - New Supervisors

Content
Assess competence using KPIs
Identify development needs and CPD in preparation for RDR
Draw up suitable development plans to address both knowledge and skills
Practice developmental business coaching
Understand how to treat people differently, i.e. apply 'different strokes for different folks'

What will be assessed?
1. Assessment using KPIs
2. Writing development plans
3. Underpinning knowledge (based on pre-course reading)

Timings for each day:
9.45 to 4.15

Learning process

Pre-course reading to cover knowledge requirements

↓

1 or 2 day workshop (with assessments)

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Record of assessments and development plan

Qualifies for 5½ hours CPD per day



Also available in-house

Our credentials.....

Experience

Ian Patterson will run these courses. He has trained several thousand supervisors in all regulatory areas since T&C rules were introduced in 1993. This has involved working with a wide range of prestigious organisations. He was formerly a T&C officer for a major insurer.

J07 / AF6

Ian Patterson is the author of the CII's J07 study text: Supervision in a Regulated Environment. He is a senior examiner and author of the forthcoming CII study text AF6-Senior Management and Supervision.

“Excellent. Ian needs a medal for putting up with us. How does he do it? Only course I have ever enjoyed.”

SW
Stratford-Upon- Avon

Qualifications

Regulatory training involves assessments and the documentation of this. Ian Patterson is a D32/D33 qualified assessor as well as being a Chartered Insurance Practitioner, qualified coach, and a prestigious CII Accredited Trainer.

Email info@pstgroup.co.uk or visit our website for further details at www.pstgroup.co.uk



Taking the next step.....

Booking form

Venue (please tick)

Reebok Stadium - 9th May and 10th May
Ricoh Stadium - 23rd May and 24th May
Madejski Stadium - 19th June and 20th June

Price: £225 per day + VAT (£270 inc) per delegate
Both days: £450 + VAT (£540 inc) per delegate

Delegate details:

Name _____ Job Title _____

Email address _____

Business name _____

Business address _____

_____ Post code _____

Daytime telephone number _____

please photocopy to register more than one delegate

Payment details

Cheque. Please make cheques payable to The Patterson Group Ltd. Send this and a copy of this form to: **The Patterson Group, 31 Clifton Drive, Lytham, Lancashire FY8 5QY** *An invoice will be issued on receipt.*

BACs. Please send booking form to **The Patterson Group** and we will confirm payment details.

Please note we are unable to take credit card payments.

Terms and conditions. No refunds are allowed within 30 calendar days before the course. Substitutes may be allowed and subject to availability, delegates may switch venues at the discretion of The Patterson Group. For full terms and conditions, see our website.