

**Insurance Distribution - FCA Required  
Knowledge and Competency Foundation Training  
11-12 November 2021**



All firms must ensure that all their staff, at any level who are engaged in any insurance distribution activity, have the specified knowledge and competency for general insurance distribution as set out in the FCA Handbook at SYSC 28.

This specified knowledge and competency must be supported by at least 15 hrs of training (courses, online and mentoring).

The FCA Required Knowledge and Competency Foundation Training Course is aimed at ensuring that all your staff, from CEO to the most junior, have a full oversight and understanding of the specified knowledge and competency requirements – The Course also covers the knowledge which staff will require shortly under the extended SM&CR.

**Course Fees:**

Members Price: £465 + VAT

Non-Member Price : £625 + VAT

**To book online click the link below**

**[Insurance Distribution](#)**

# Insurance Distribution - FCA Required Knowledge and Competency Foundation Training 11-12 November 2021



## **By the end of the workshop delegates will:**

- Have a thorough understanding of the law and regulation governing their handling of general insurance products
- Understand the requirements for targeting products to meet customer need and to deliver good outcomes for customers
- Be fully informed as to the expectations of the FCA about the culture of, and ethical behaviour, in the general insurance market
- Have a good grounding in key financial issues regarding the protection of client money (risk transfer)
- Have a thorough understanding of the key requirements of claims and complaints handling as regulated by the FCA.

## **Who should attend?**

Anyone working for a firm involved in general insurance distribution where they are:

- directly involved in the carrying on of the firm's insurance distribution activities
- within the management structure responsible for the firm's insurance distribution activities
- responsible for the supervision of the above.

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## Programme Overview

**Timings: Day One 9.30 - 12.50 and Day Two 9.00 - 13.45**

### Day One

**9.30 – Introductory Session - Training and Competency and the SM&CR:** The what, why and how of the requirement for staff to undertake CPD; including an understanding of the IDD and SM&CR T&C requirements. Followed by an outline of the Course objectives and outcomes.

**10.15 - The purposes and structure the regulation of financial services:** The structure of the insurance market, the development of regulation via FISMA (and the impact of PPI), what the FCA is there to do, how the regulatory regime is structured and how and why that affects firms and their employees.

**11.45 - Key Regulatory Issues for Insurance Intermediaries;** FCA attitudes and issues relating to particular issues presented by Add-on Insurance, and modes of distribution. Rules-based and Principles-based regulation and the introduction of individual Conduct Rules. A full explanation of the FCA plans, expectations and requirements relating to culture and value in general insurance markets.

**12.50 – Discussion and Q & A**

### Day Two

**9.00 - Regulation of Products and Product Reviews;** The movement towards product regulation including a detailed explanation of Product Governance and Oversight requirements and the requirements for Product Reviews and how to integrate these into conduct of business.

**10.40 - Regulation of Selling;** A detailed coverage of the ICOBS rules (including placing the Customer Best Interests and the Appropriate Information Rules within the broader context of Principles-based regulation and TCF Outcomes).

**12.15 - Regulation of Complaints and Claims;** providing a detailed understanding of the DISP complaints handling requirements and of how complaints and claims information must be integrated within operations to provide comprehensive product governance and oversight.

**13.45 - Discussion and Q & A**