

Senior Compliance/Risk Specialist.

Level 6 Apprenticeship

As part of the programme, you will be expected to meet the Knowledge, Skills and Behaviours outcomes detailed below.

Your Line Manager will need to demonstrate how you will meet these outcomes during your programme, by completing a form during the application process.

Core Knowledge	Learning Outcomes
Risk and Compliance Framework	Deep understanding of the Financial Services legal and regulatory framework, the role of the different regulators (if appropriate), objectives and primary functions, and the inter-relationships between them. Can clearly articulate the implications of non-compliance for the organisation.
Industry and company understanding	Deep understanding of the structure of the Financial Services industry and in particular the role your sector and organisation plays; the purpose of the function in which you work; how your function relates to the wider business. Deep understanding of the impact the external environment has on Financial Services and your role, together with relevant best practice. Understand the organisation's 'Values' and professional standards, and how these are evidenced through your role. Clearly understand the purpose of the different areas of the organisation you need to work with in your role, and how you support them.
Customers and Products	Sound understanding of the customer segments that the organisation delivers to, and the approach to delivering fair customer outcomes across the business - particularly for your role. Broad understanding of the products and services provided to customers by your organisation. Deep understanding of the products and services that you support, particularly as it relates to your role e.g. inherent risks that need to be managed.
Systems and Processes	Understand the systems, tools and processes used in the role, together with the standards to be met, including IT tools.

Options*	Learning Outcomes
Specialist Risk	Working knowledge of relevant risk frameworks/methodologies in Financial Services e.g. risk appetite, thresholds, key risk indicators. Deep understanding of the methodologies, tools/techniques used in your organisation for managing the specific area(s) of risk covered by your role. Examples of risk areas are: operational, conduct, credit, market, liquidity, capital, people.
Financial Crime	Deep understanding of legal, Financial Conduct Authority (FCA) and other rules/regulations relevant to your role, together with how these are applied within your organisation; typical risks and controls; current best practice. This may include financial crime, anti-money laundering, terrorist financing.
Compliance	Deep understanding of legal, FCA, Prudential Regulation Authority and other rules/regulations relevant to your role, together with how these are applied within your organisation; typical risks and controls; current best practice. This may include: know your customer, training and competence, approved persons, relevant conduct of business, data security.
Compliance/ Risk (for smaller organisations)	Sound understanding of the range of risk/compliance requirements for your role e.g. operational risk, financial crime, know your customer, training and competence, approved persons, conduct risk, complaints, data security. This should include both the actual legal/regulatory requirements e.g. FCA Handbook and the policies/procedures used by the organisation to implement these requirements.

*The apprentice must complete one of the four knowledge options listed above.

Skills and Behaviours	Learning Outcomes
Strategy and Planning	Contribute to the development of strategy and operational plans for your area. Manage and report on progress of specific elements of this in your area of responsibility. Proactively plan and organise your work, clearly identifying priorities, to meet commitments / KPIs, including regulator deadlines.
Delivering Services	Provide support and guidance, and challenge the business, where necessary, in your area of expertise. Carry out all required activities, using agreed systems and processes, to ensure that the relevant policies of the organisation for your area of specialisation are met. Work with the business to build your expertise and understanding of your responsibilities through e.g. coaching, training. Take the initiative to meet challenging individual and team performance measures in line with company policy, Values, standards and regulatory requirements. Deliver projects as required.
Analysis and Problem solving	Analyse and interpret a wide range of complex business information, legal and regulatory information. Produce a range of outputs that may include recommendations, management reports, draft guidance, policies, procedures for internal or external use. This may involve complex modelling using appropriate tools. Work on specific and often complex problems and issues with the business, carrying out analysis, recommending solutions.
Teamwork	Build and maintain strong positive working relationships with customers, colleagues, suppliers and regulators as appropriate. Consistently support colleagues and collaborate to achieve results. Be aware of your role within team, how your team fits within the business, and how the team's decisions impact on others. Take a leadership role in the team when appropriate.
Continuous improvement	Identify opportunities to drive higher performance and improve service delivered. Take ownership and lead development of specific changes through to implementation – this may include projects wider than your role.
Developing self and others	Keep up to date with relevant legal and regulatory changes, and alert others to the implications where necessary. Seek feedback and act on it to improve your performance. Build your own capability through ownership of your own development, working with your manager. Act as a role model and support others in their development as appropriate.
Honesty and Integrity	Be truthful, sincere and trustworthy in your actions. Show integrity by doing the right thing. Maintain appropriate confidentiality at all times. Be visible role model and coach others where appropriate.
Flexibility	Adapt positively to changing work priorities and patterns when new tasks need to be done or business requirements change.
Resilience	Display energy and enthusiasm in the way you go about your role, dealing positively with setbacks when they occur. Stay positive under pressure, taking others with you.