



ACCREDITED TRAINING PROVIDER

Managing Operational Risk in Financial Institutions

Managing Operational Risk in Financial Institutions is a higher-level pathway for risk professionals who may have achieved Operational Risk as part of the Investment Operations Certificate (IOC) or for practitioners who are looking to increase their knowledge in the discipline. The Certificate will equip you with the knowledge and practical techniques to be able to investigate an operational risk incident, manage operational risk in the long term, model appropriate behaviours to support operational risk management in the workplace, and effectively recommend and contribute to measures to enhance the operational risk culture and operational risk management in the workplace

Course Objectives

The purpose of this three day course is to equip delegates with the necessary knowledge and exam techniques to prepare them for the exam for this qualification.

Who should attend?

The qualification is appropriate for practitioners in risk, compliance and investment risk control, including Risk Controller, Risk Manager and Risk Modeller.

Our unique 3 day classroom led training course features:

- Content rich PowerPoint slides
- Up-to-date and relevant case studies
- Smaller class sizes which focus more on teacher/student interactions
- An expert trainer with practical industry experience

Progressive study pathways and prerequisites:

- It is not mandatory that candidates first take the Level 3 Operational Risk qualification before taking this Level 4 qualification but it is strongly advised.
- To achieve the **Level 6 Diploma in Investment Operations** combine Level 3 Operational Risk with this Level 4 qualification and Global Operations Management.



Course Director: Dennis Cox is a leading financial services risk management

specialist serving banks, regulators and financial institutions globally, with a career encompassing HSBC, Prudential Portfolio Managers, Ernst & Young, BDO Binder Hamlyn and Arthur Young.

Dennis has in-depth knowledge, expertise and practical know-how of Risk management, Bank Internal Audit, Compliance & Financial Crime/Cyber Security in addition to Wealth Investment Management, Financial Markets (Bonds, Securities), Asset & Fund Management, and UK, USA & international Regulation.

He sees risk management as a driver for organizational change in banking, and provides senior level risk advice to major financial institutions globally. His published works on Risk Management, Audit and Financial Crime Deterrence are considered industry standards.

Advanced Preparation: Yes
Training Type: Classroom
Learning Level: Intermediate
Field of Study: Risk Mgt

This training course is scheduled for:

London UK, 3 days
February 19 - 21, 2018
September 5 - 7, 2018

The price per delegate for this 3-day programme is £1,995
(+ UK VAT when applicable)

1:1 training courses available at 2x per delegate price!

For an in-house training option, alternative dates and locations are available.
We are happy to add extra content to the programme to meet additional requirements from your company. Please contact us for further information.

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Managing Operational Risk in Financial Institutions

Detailed Course Outline

Session 1: Fundamentals of Business Models and Associated Business Risks in Financial Institutions

- General business models of key financial institutions

Session 2: Fundamentals of Financial Risk in Financial Institutions

- Balance sheet analysis
- Risks of off-balance sheet activity
- Characteristics of specified risks applied to the balance sheet

Session 3: Operational Risk in Financial Institutions

- Understanding operational risk
- Roles and responsibilities within financial institutions
- Interrelationship between operational risk and financial risks
- Regulatory compliance
- Effect of mergers and acquisitions and/or corporate restructuring on business operations
- Effect of technology
- Consumer demand
- Risk of counterparty failure and the importance of recovery and resolution
- Business benefits for the management of operational risk
- Operational risk consequences

Session 4: Organisational Considerations in Operational Risk Management

- Importance of governance infrastructure
- Effect of organisational culture on operational risk management
- Role of organisational structures in operational risk management
- Role of key personnel in operational risk management
- Importance of a corporate governance framework to operational risk management
- Roles and responsibilities of the support and control functions

- Importance of communication in fostering an operational risk aware culture

Session 5: Management of Operational Risk in Financial Institutions

- Key aims of operational risk management
- Policy principles, application and limitations
- Importance of business objectives to risk appetite
- Interdependencies in the risk management process
- Operational risk impact
- Relationship between cause, consequence and impact
- Operational risk planning

Session 6: The application of the Risk Management Process

- Influence of governance, policy, process and framework on risk culture
- Techniques to embed a risk framework in an organisation
- Practical constraints of operational risk framework implementation
- Consequences of ineffective implementation of the operational risk framework on operational risk culture
- Techniques employed in identifying operational risk
- Techniques to assess and measure operational risk
- Treatment approaches for operational risk 6.8
- Techniques to monitor and report on operational risk

Session 7: Operational Risk Incidents: An Investigation

- Importance of risk escalation and reporting to incident management
- Importance of risk indicators to incident investigation
- Steps in root cause analysis
- Internal control failures
- Importance of implementation of remedial action plans
- Frequency and impact as essential to swift recovery
- The role of action plans



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- The role of communication in cross-pollinating remedial controls
- The importance of internal and external loss data
- Regulatory breaches

Session 8: Regulation of Operational Risk

- Importance of regulating financial institutions
- Principles of lead UK regulators
- Importance of recovery and resolution plans to treat risk of counterparty failure
- Risk modelling and regulatory compliance
- Drivers and impact of development of operational risk standards
- Application of legislation and regulation relevant to the operational risk environment
- Regulatory compliance in the creation of an operational risk culture

Session 9: Supporting Operational Risk Management in the Workplace

- Importance of training and education in operational risk management
- Importance of workforce planning
- Methods of personal communication within a financial services institution
- Importance of commitment from all employees to the operational risk management framework
- Importance of whistle blowing within the financial services environment
- Role of business line risk in the escalation, detection and prevention of operational risk

Course schedule:

Full day classroom training
09:30 – 17:00



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Managing Operational Risk in Financial Institutions (London)

Registration & Payment details

Please mark **X** in the box and complete the form with BLOCK LETTERS

Dates:

February 19 - 21, 2018

September 5 - 7, 2018

Course Fee (per person):

GBP £1,995 (+ UK VAT hen applicable)

Email* _____

First name* _____

Last name* _____

Job title / Position _____

Department _____

Company Name _____

Company Address _____

City _____

Postcode _____

Country* _____

Telephone (direct)* _____

Telephone (main) _____

Approving Manager _____

Training Manager _____

Please tick that box if you don't want to be subscribing to the Global Risk Update magazine.

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Terms and Conditions All cancellations must be received in writing 20 working days prior to the start of the course with acknowledgement from Risk Reward. Course fees must therefore be paid in full if a cancellation occurs within 20 working days of the start of the course. We are always happy to welcome a replacement onto the course. Kindly send us written notification of your replacement by email, fax or telephone. Written cancellations received 20 working days or more before the start date of the course receive a full refund less a charge of 20%. For any written cancellation requests that reach us less than 20 working days before the event, no refunds will be given. Risk Reward reserves the right to the final decision if any dispute arises.

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Signature

Date

Examination policy:
You will need to book their examination and register for their membership directly through the CISI.

Candidates who are attending the training are advised to purchase the workbook from CISI.