



ACCREDITED TRAINING PROVIDER

Managing Operational Risk in Financial Institutions

Managing operational risk is an often high-profile core activity practiced by banks, insurers, asset management- and fund management houses as well as pension funds in their day-to-day business. Financial institutions are subject to demonstrating compliance to operational risk management regulations set by national legislation and international agreement.

This 3-day intensive course covers the business drivers, regulation, best practise and practical techniques needed to be able to investigate an operational risk incident, manage operational risk in the long term, how to 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

Participants will gain a practical knowledge led by a Risk practitioner using real-life case studies to upskill enabling analysis, evaluation, calculation and application of data and behaviours within the areas of

- Business Models and Associated Business Risks in Financial Institution
- Financial Risk in Financial Institutions
- Operational Risk in Financial Institutions
- Organisational Considerations in Operational Risk Management
- Management of Operational Risk in Financial Institutions
- The application of the Risk Management Process
- Operational Risk Incidents: An Investigation
- Regulation of Operational Risk
- Supporting Operational Risk Management in the Workplace

Who should attend?

- Risk Controllers
- Risk Managers
- Risk Modellers
- CISI Candidates to the Diploma in Investment Operations

Our unique 3 day classroom training course features:

- Content-rich study materials
- Up-to-date and industry relevant case studies
- In-depth analysis of course topics
- Smaller class sizes which focus more on personal attention & expert-delegate interaction
- An experienced, expert practitioner-trainer with real industry track-record & available for delegate Q&A for up to 90 days to help in exam preparation following the course.

Methodology

The expert trainer will use slides, case studies, exercises and lead workshop-style group discussion to engage the delegates in practical learning and understanding. The trainer remains available to delegates for Q&A related to the course topic for 90 days following the course dates.

Advanced Preparation: *None, however a familiarity with financial concepts and terminology would be advantageous.*

Training Type: *Live, in-person, classroom*

Learning Level 4: *Intermediate*

Field of Study: *Risk management, Operations management*

This training course is scheduled for:

London UK, 3 days

February 18 – 20, 2019

September 30 – October 2, 2019

The price per delegate for this 3-day programme is £3,745.00

(+ 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.

www.riskrewardlimited.com

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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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RISK REWARD
GLOBAL BANKING & FINANCIAL SERVICES EXPERTS

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 18 - 20, 2019

September 30 - October 2, 2019

Course Fee (per person):

GBP £3,745 (+ 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

CISI Certificate & Diploma Candidates

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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

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