



Training & Competency

Excellence for people and
businesses in financial
services

The Star Training & Competency (T&C) solution helps financial services firms embed an evidential system of training and competence within their business, develop their staff, deliver better outcomes, and protect their reputation.

With Star T&C, firms can drive professionalism across their business, support a culture of compliance, and develop their most valuable asset: their people. Our market-leading technology solution provides:



A complete overview of competency-related activities



Modern, robust and flexible systems, controls and processes



Consistent assessment and maintenance of training and competency needs

Award-Winning Competency

A central tenet of the FCA's Training and Competence sourcebook is ensuring people are competent to carry out their role – this is crucial for embedding good culture and conduct within an organisation. With Star T&C, firms gain powerful process management, record keeping and employee oversight capabilities to ensure a firm's systems and controls fully support the management of competency and professionalism.

Star T&C delivers:

- Complete T&C support to all roles
- Continuous tracking of competency
- Bespoke assessments
- Online competency testing management for specific testing regimes
- A 'licence to operate' framework to ensure no unauthorised sales are made
- Integration with eLearning and testing materials
- A solution to deliver a single view of certification requirements for SMCR
- Statement of Professional Standing (SPS)
- Continuing Professional Development (CPD)

Promote Professional Development

The expansion of T&C regulation across market sectors means firms must have clear systems, processes and controls in place to achieve sustained competency management, ensuring that all employees maintain the required level of competence to deliver the most suitable customer outcomes.

Star T&C puts you one step ahead by providing the tools to monitor and improve the quality of people and processes; check if fair customer outcomes have been delivered; and provide effective oversight of business quality benchmarks.

"We are able to show proper, auditable processes to regulators, which lessens any kind of regulatory risk or fine and mitigates the risk of PR issues."

Head of HR Service Delivery

Anonymised international banking and asset management group

Features

Training and Competency Management

- Map competencies in a drag-and-drop matrix, set assessments and distribute relevant policies
- Create action plans with objectives, target dates and actions
- Document learning outcomes and tests, and auto-direct to areas needing review

Workflow Management

- Automate training and competency workflows and escalations in configurable process dashboards
- Gain proactive oversight with visibility of emerging risks
- Achieve comprehensive version and process control

Smartforms

- Automated approval and sign-off process
- Configurable electronic forms
- Create your own forms with dynamic sections

Rich User Experience

- Complete, configurable and flexible homepage
- Create a pervasive audit trail
- Apply consistent, accessible processes
- Create a single source of truth in a central system

KPIs and Dashboards

- Configure KPIs with many data sources
- Use 'traffic light' dashboards to evaluate performance and risk
- Trigger automatic escalation when tolerance levels are breached

Administrative Control

- Automate training and competency workflows and escalations in configurable process dashboards
- Gain proactive oversight with visibility of emerging risks
- Achieve comprehensive version and process control

Built-In eLearning

- Host your own content in a rich interactive environment
- Leverage SCORM and AICC-supported content
- Link policies to multiple-choice tests

Quality Assurance

Star T&C provides the tools to monitor and improve the quality of people and processes, and provides effective oversight of key customer outcomes and business quality benchmarks.

- People-specific KPIs and business-defined 'RAG' rated risk assessments
- Integration with existing systems and data for a single picture of your people's performance, compliance, risk, conduct, and competency
- Comprehensive, risk-based quality and case checking

Manage related processes:

- Complaints process management and reporting
- Generic Case Management to support existing business processes

Solution Benefits



Risk reduction & assurance



Evidence record-keeping & audit



Time & cost savings



Efficiency & transparency



Improved culture of compliance



Streamlined business processes



Proactive governance & oversight



Adherence to the highest professional standards

About StarCompliance

StarCompliance is a leading provider of compliance technology solutions. Trusted globally by enterprise financial institutions, the user-friendly STAR Platform empowers organisations to achieve regulatory compliance while safeguarding their integrity and business reputations.

-  Founded in 1999
-  Dual US & UK headquarters
-  Software complies with SEC, FINRA, FCPA, FCA, UK Bribery Act and MiFID
-  Software deployed in over 89 countries