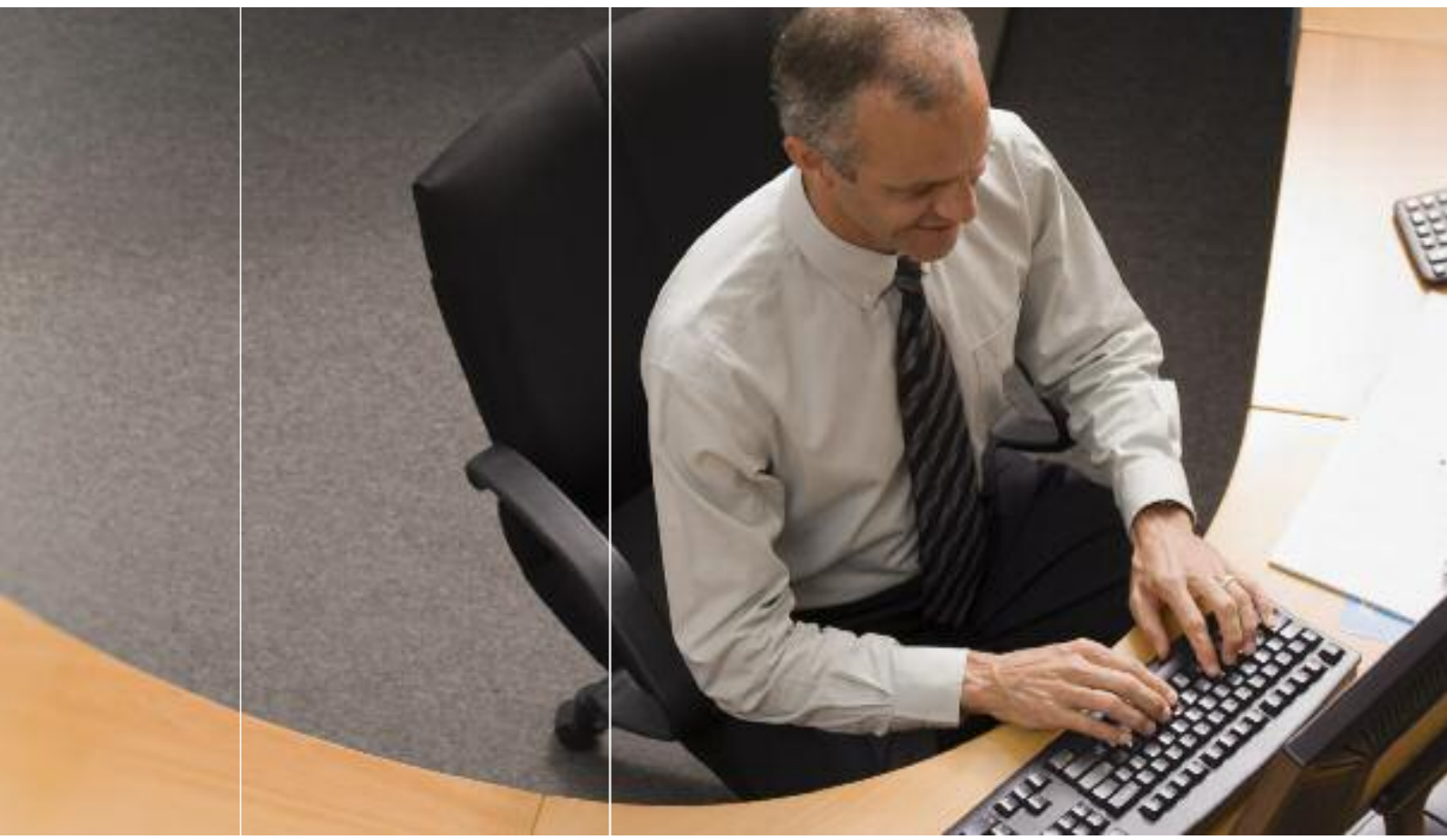


Wolters Kluwer Financial Services  
**eLearning course  
catalogue**



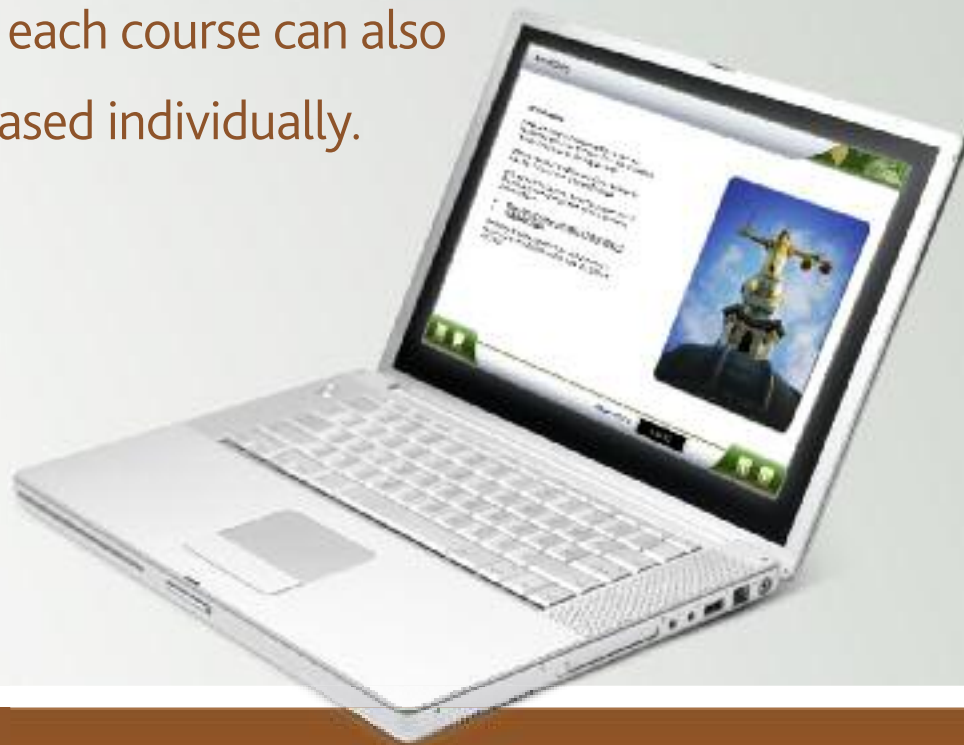


# Wolters Kluwer Financial Services eLearning course catalogue

*Wolters Kluwer in partnership with Unicorn Training Group, a leading provider of eLearning solutions, supports our clients with a suite of off-the-shelf online courses. Content is authored by leading industry and subject experts working closely with instructional designers, providing effective courses that are not only technically correct but also interactive and engaging.*

*We understand that the training requirements of two businesses are never quite the same. To address the broad range, the courses can have a link to your company's own internal policies and procedures. If you require a higher level of customisation, our bespoke creation services are available.*

Our *Essential* course packages have been designed to maximise employee training; however each course can also be purchased individually.



## Regulatory Essentials

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Specifically designed to promote a culture of compliance, reduce the risks of financial crime and give employees the most comprehensive training.

## Banking/Building Society Essentials

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A range of courses for banking and building society community including comprehensive coverage of combating financial crime, compliance and best practice.

## Business Essentials

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Our Business Essential package covers topics including: health and safety, managing stress and data protection.

## Soft Skills eBriefings

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A suite of eBriefings on subjects such as communication, time management and assertiveness. All designed around practical scenarios and examples.

## Financial Crime Essentials

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Course topics include Anti-money laundering, Bribery and Corruption, KYC, provide a company-wide best practice that complies with today's changing regulations.

## Mortgage Essentials

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Offered to compliment our Banking/Building Society Essentials, our mortgage courses provide deeper training on mortgage regulations, mortgage disclosures, and responsible lending.

## Microsoft Suite

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Courses are available for Desktop or IT user groups and cover the most popular business applications. Designed to provide practical hands-on learning through examples and case studies, these courses can help your employees work more efficiently using Microsoft.

## Regulatory Essentials

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- Approved Persons
- Appropriateness
- Best Execution
- Complaints
- Conflicts of Interest
- Conduct of Business Sourcebook - The Essentials
- Client Assets
- Client Categorisation
- Dealing and Managing
- Role of the FSA
- Senior Management Arrangements, Systems & Controls
- Suitability
- Data Protection
- Information Security
- Treating Customers Fairly
- Consumer Credit Act
- Whistleblowing at Work

## Financial Crime

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- Anti Money Laundering
- Combating Market Abuse
- Complying with Sanctions
- Countering Bribery and Corruption
- Financial Crime Awareness and Prevention
- Fighting Fraud
- MLRO
- Identity Crime

Variations of the anti money laundering courses are available for the retail and wholesale banking, building society, mortgage, legal and motor finance sectors.

## Financial Crime Essentials

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- Anti Money Laundering
- Combating Market Abuse
- Complying with Sanctions
- Countering Bribery and Corruption
- Financial Crime Awareness and Prevention
- Fighting Fraud
- Information Security
- MLRO
- Identity Crime

Variations of the anti money laundering courses are available for the retail and wholesale banking, building society, mortgage legal, and motor finance sectors.

## Banking/Building Society *Essentials*

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- Approved Persons
- Complaints
- Consumer Credit Act
- Data Protection
- Information Security
- Introduction to BCOBS and the PSRs
- Role of the FSA
- Senior Management Arrangements, Systems & Controls
- Treating Customers Fairly
- Whistleblowing at Work

## Direct Debit

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- Introduction to Direct Debit
- Introduction to Paperless Direct Debit
- Managing Direct Debit
- Working with Direct Debit

## Financial Crime

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- Anti Money Laundering
- Combating Market Abuse
- Complying with Sanctions
- Countering Bribery and Corruption
- Financial Crime Awareness and Prevention
- Fighting Fraud
- MLRO
- Identity Crime

Variations of the anti money laundering courses are available for the retail and wholesale banking, building society, mortgage, legal, accountancy and motor finance sectors.




## Mortgage *Essentials*

### All courses within Banking Essentials plus:

- Mortgage Regulation (MCOB)
  - Introduction
  - Application and Purpose
  - General Business Standards
  - Financial Promotion
  - Advising on and Selling Regulated Mortgages
  - Product Disclosure: Pre Application
  - Product Disclosure: Offer Stage
- Product Disclosure: Start of the Contract and After Sale
- Lifetime Mortgages: Advising on and Selling
- Lifetime Mortgages: Product Disclosure
- Annual Percentage Rate
- Responsible Lending
- Charges
- Arrears and Repossessions (MCOB 13)

## Business *Essentials*

- Data Protection
- Data Protection and Employment Records
- Disciplinary Investigations and Hearings
- Display Screen Equipment
- Environment Awareness
- Equality and Diversity - A Managers Guide
- Equality and Diversity - All Staff
- Fire Safety Awareness
- Information Security
- Managing Safety
- Managing Stress at Work
- Manual Handling Awareness
- Office Safety
- Recruitment: for Managers
- Whistleblowing at Work



Create a specialised advance training curriculum or bundle multiple courses together to build a culture of continuing education.

## Microsoft Suite

Our suite of Microsoft courses includes 2003, 2007 and the soon to be released 2010. Beginner, intermediate, advanced and IT User versions are available.

Desktop		IT User Series Level 1	Level 2
■ Word	■ Project	■ Computer Hardware and Software	■ Word
■ Excel	■ Visio	■ IT Security	■ Excel
■ PowerPoint	■ Publisher	■ Health Safety Legal	■ PowerPoint
■ Access	■ Windows Vista, XP and 7	■ Hardware Security Health Legal	■ Access
■ Outlook	■ Windows Mail v6	■ Windows XP, Vista and 7	
	■ Internet Explorer v7 and v8	■ Internet Explorer v7 and v8	

## Soft Skills eBriefings

- |  |  |
|--|--|
| ■ Introduction to Assertiveness                                | ■ Introduction to Leadership                     |
| ■ Communicating  | ■ Controlling Absence                            |
| ■ Cost Behaviour   | ■ Conflict Management within Teams               |
| ■ Creative Problem Solving                                     | ■ Coaching for Success                           |
| ■ Dealing with Difficult People and Situations                 | ■ Ethics In Business                             |
| ■ Delegation   | ■ Essential Time Management                      |
| ■ Developing The Team  | ■ Mentoring                                      |
| ■ Diversity and Institutional Discrimination                   | ■ Owning Your Own Development                    |
| ■ Effective Influencing Skills                                 | ■ Performance Management - The Basics Motivation |
| ■ Giving Constructive and Receiving Critical Feedback          | ■ Presentation Skills                            |
| ■ Handling Complaints - The Techniques                         | ■ Report Writing                                 |
| ■ High Performing Teams  | ■ Setting Objectives                             |
| ■ Leadership   | ■ Time & Priority - the Right Thing              |
| ■ Making Decisions   |  |
| ■ Recruitment and Selection Interviewing Skills and Approaches |  |

## Contact Us

To learn more about our *eLearning solutions*:

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Wolters Kluwer Financial Services provides best-in-class compliance, content, and technology solutions and services that help financial organisations manage risk and improve efficiency and effectiveness across their enterprise. Wolters Kluwer Financial Services is part of Wolters Kluwer, a market-leading global information services company focused on professionals with annual revenues (2009) of €3.4 billion (\$4.8 billion), approximately 19,300 employees worldwide and operations in over 40 countries across Europe, North America, Asia Pacific, and Latin America. Visit our website, <http://www.wolterskluwer.com>, YouTube, <http://www.youtube.com/user/WoltersKluwerComms> or follow @Wolters\_Kluwer on Twitter, <http://www.twitter.com/WoltersKluwerComms> for more information about our market positions, customers, brands, and organisation.

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