CISI
CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT

Platforms, Wealth Management and Service Providers

A unit of the Investment Operations Certificate (IOC)

What is the Platforms, Wealth Management and Service Providers?

Platforms, Wealth Management and Service Providers is a unit available as part of the globally-recognised Investment Operations Certificate (IOC) which has more than 12,000 exams taken annually worldwide. It will give those developing a career in this area the expertise and knowledge they need to provide the best support to their firm and their clients.

Who should study for the qualification?

This unit is designed to provide professionals with the technical knowledge necessary to succeed in this fast-growing area. It has been developed to suit the following:

- Staff and management involved in the investor administration of operations/services offered by Platforms, Wealth Managers and Outsource Service Providers
- Anyone involved in delegating/outsourcing such operations including those who have oversight responsibilities, system and service development
- Business Analysts, Software Developers and Project Managers involved in such operations
- Regulators, Consultants and related suppliers
- Platform providers

Why should study for the qualification?

This is a rapidly growing area of financial services. The unit has been developed and designed by industry practitioners to meet the growing demand from the market. Both the exam and related training materials are focused to meet the needs of the industry, including meeting the knowledge element of the training and competency requirements in this area.

Studying for Platforms, Wealth Management and Service Providers

We recommend 80 hours of study time for the unit. You can selfstudy for the exam using the CISI workbook and accompanying elearning.

The CISI's workbook policy requires, where available, the most up-to-date CISI workbook to be purchased when booking an exam. This applies to all candidates sitting CISI exams in the UK (includes Northern Ireland, Guernsey, Jersey and Isle of Man). Candidates sitting exams outside of the UK will receive the most up-to-date workbook for that subject in PDF format and this is included in the international exam price.

Candidates who are not currently CISI members receive one year's free CISI student membership and enjoy access to an extensive range of professional benefits. Visit cisi.org/membership to learn more.

"Completion of the IOC enables our employees to achieve valuable external recognition and accreditation. Through this course of study they develop their industry, product and regulatory knowledge, equipping them to better serve our clients. Completion supports career progression and employee retention, providing a broad understanding of the business as a whole and not just how to perform a function."

Steve Hayes-Allen, Manchester Site Executive and Regional Head, Northern UK, BNY Mellon

Assessment

A one-hour, 50 multiple choice question exam taken by computer based testing (CBT). A worldwide network of test centres is available. Visit **cisi.org/cbt** to find your nearest venue.

What is the IOC?

The IOC is one of the CISI's longest established qualifications and is taken by practitioners globally to enhance their knowledge and skills of the administration and operations areas of the financial services industry. It is the first step in the CISI's operations qualification pathway and is achieved by passing any three units from an offering of 17 introductory, regulatory and technical units, providing you with great flexibility.

The IOC is increasingly used as a benchmarking tool by major banks and investment firms to ensure that staff possess practical knowledge which can be immediately applied to business activities.

Summary Syllabus

Element 1: Introduction to Platforms

1.1 Background
1.2 Distribution
1.3 Aggregation
1.4 Services
1.5 Charges & Revenue

Element 2: Wrappers and Assets

2.1 Wrappers
2.2 Assets

Element 3: Intermediation and Relationships

3.1 Relationships

Element 4: Regulatory Environment

4.1 FCA Regulations
4.2 Disclosure
4.3 Client Types
4.4 Regulatory Reporting
4.5 Treating Customers Fairly
4.6 Data Protection
4.7 Key risks, asset and cash reconciliations
4.8 Key controls – 3 lines of defence

Element 5: Custody, Transaction Processing and Record Keeping

5.1 Nominee Services
5.2 Custody, Institutional v Retail
5.3 Handling investor transactions including aggregation and dis-aggregation
5.4 Registration and Settlement
5.5 Corporate Actions
5.6 Distribution of income, statements, sub tax vouchers
5.7 Fund closure, suspension and deferral
5.8 Investment Valuation
5.9 Investor Protection

Element 6: Value-add tools and Services

6.1 Investors and their Advisers – choice of platform
6.2 Platform Dealing Tools
6.3 Value-Add Services
6.4 Model portfolio tools
6.5 Complaints
6.6 Reporting for investors
6.7 Marketing, Financial promotions

Element 7: Taxation

7.1 Key taxation aspects
7.2 Tax implications for wrapped accounts
7.3 Reporting to Tax Authorities – HMRC, European Savings Directive, FATCA

How to register

Online: cisi.org/ioc

By phone: +44 20 7645 0777

Via email: customersupport@cisi.org

Visit cisi.org/prices for current prices.