

- ✓ New design
- ✓ Mobile-optimised
- ✓ Enriched content

# Professional Refresher

Professional Refresher is an online learning system which allows self-administered testing on a variety of topics, including modules on the latest regulatory changes. There is a wide range of modules available with new and topical modules being added on a regular basis.

Financial Planning

Wealth Management

Operations

Retail

Wholesale

Compliance

Risk

[cisi.org/refresher](http://cisi.org/refresher)

Self-testing elearning modules to:  
refresh your knowledge | meet regulatory and firm requirements | earn CPD hours

# Professional Refresher

## Latest Modules

Top  
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### Integrity & Ethics

- High-Level View
- Ethical Behaviour
- An Ethical Approach
- Compliance vs Ethics

### Anti-Money Laundering

- Introduction to Money Laundering
- UK Legislation and Regulation
- Money Laundering Regulations 2017
- Proceeds of Crime Act 2002
- Terrorist Financing
- Suspicious Activity Reporting
- Money Laundering Reporting Officer
- Sanctions

### General Data Protection Regulation (GDPR)

- Understanding the Terminology
- The Six Data Protection Principles
- Data Subject Rights
- Technical and Organisational Measures

### Information Security and Data Protection

- Cyber-Security
- The Regulators

### UK Bribery Act

- Background to the Act
- The Offences
- What the Offences Cover
- When Has an Offence Been Committed?
- The Defences Against Charges of Bribery
- The Penalties

### Common Reporting Standard (CRS)

- What is the CRS?
- Implementation and Compliance
- Practical Issues
- The Global Perspective

### Cryptocurrencies

- Bitcoin
- Altcoins
- Central Bank Digital Currency and Cryptofiat
- Trading Cryptocurrencies
- The Impact of Cryptocurrencies

### Insurance Distribution Directive (IDD)

- The IDD Requirements
- The Knowledge and Ability Requirements

### Managing Student Debt

- Student Life
- After University

### Mindfulness

- What is Mindfulness?
- Reactions to Stress
- Practicing Mindfulness
- The Long-Term Benefits

### Transaction Reporting

- History Within the EEA
- Firms' Current Obligations
- Role of the Regulators
- Reducing the Risks

## Operations

### Best Execution

- What Is Best Execution?
- Achieving Best Execution
- Order Execution Policies
- Information to Clients & Client Consent
- Monitoring, the Rules, and Instructions
- Best Execution for Specific Types of Firms

### Approved Persons Regime

- The Basis of the Regime
- Fitness and Propriety
- The Controlled Functions
- Principles for Approved Persons
- The Code of Practice for Approved Persons

### Corporate Actions

- Corporate Structure and Finance
- Life Cycle of an Event
- Mandatory Events
- Voluntary Events

## Wealth

### Client Assets and Client Money

- Protecting Client Assets and Client Money
- Segregation and Holding
- Due Diligence of Custodians and Banks
- Reconciliations
- Records and Accounts
- CASS Oversight

### Investment Principles and Risk

- Diversification
- Factfind and Risk Profiling
- Investment Management
- Modern Portfolio Theory and Investing Styles
- Direct and Indirect Investments
- Socially Responsible Investment
- Collective Investments
- Investment Trusts
- Dealing in Debt Securities and Equities

### Banking Standards

- Introduction and Background
- Strengthening Individual Accountability
- Reforming Corporate Governance
- Securing Better Outcomes for Consumers
- Enhancing Financial Stability

### Suitability of Client Investments

- Assessing Suitability
- Risk Profiling
- Establishing Risk Appetite
- Obtaining Customer Information
- Suitable Questions and Answers
- Making Suitable Investment Selections
- Guidance, Reports and Record Keeping

## International

### Foreign Account Tax Compliance Act (FATCA)

- Foreign Financial Institutions
- Due Diligence Requirements
- Reporting
- Compliance

### MiFID II

- The Organisations Covered by MiFID II
- The Products Subject to MiFID II
- The Origins of MiFID II
- The Impact of MiFID II
- The Products Covered by MiFID II
- Cross-Border Business Under MiFID II

### UCITS

- The Original UCITS Directive
- UCITS III
- UCITS IV
- Non-UCITS Funds
- Latest Developments

## Further Modules

### Alternative Investment Fund Managers Directive

- The Directive
- The Requirements
- Valuations
- Remuneration
- Conclusion

### Blockchains

- Characteristics and Structure
- Value Drivers and Areas of Impact

### Capital Gains Tax (CGT) Essentials

- CGT on a Main Residence
- CGT on Investments and Assets
- CGT on Personal Possessions
- CGT Rates, Losses and Reliefs

### Certification - What it means for you

- Background
- What the Requirements mean for you

### Change Management

- Types of Change
- Change Theories
- The Complexities of Change
- Leading Change
- Key Skills and Competencies

### Client Categories

- Applying the Rules
- What is a Client?
- Types of Clients
- How Clients are Treated
- Reclassification of Clients

### Conduct Risk

- What is Conduct Risk?
- Managing Conduct Risk
- The Product Lifecycle
- Behavioural Aspects and Implications

### Conduct Rules

- Application and Overview
- Individual Conduct Rules – FCA & PRA
- Senior Management Conduct Rules
- Obligations on Firms

### Conduct Rules for All Staff

- Who is in Scope, Now and in the Future?
- The Rules and Code vs Approved Persons Provisions
- The Individual Conduct Rules
- Senior Management Conduct Rules
- What Everyone Needs to Know
- Breaches, Reporting and Obligations
- Conclusion & Future Developments

### Conflicts of Interest

- Examples of Conflicts of Interest and Enforcement Action
- Policies and Procedures
- Tools to Manage Conflicts of Interest
- Conflict Management Process
- Good Practice

### Corporate Governance

- FCA Rules Overview
- UK Corporate Governance Code
- Controlled Functions
- The Walker Review and NEDs
- Regulatory Developments

### Cross-Border Investment Services

- The UK System
- Overseas Regulation
- Applicability
- Face-to-Face Meetings
- Distance Communications
- Brexit Implications
- Gifts and Entertainment
- Tax Evasion, Money Laundering, and Terrorist Financing

### Customer Complaints Procedures

- Who are Eligible Complainants?
- The Timescales
- Record Keeping and Reporting
- Referral to the FOS
- Compulsory & Voluntary Jurisdictions

### Cybercrime

- Relevant Legislation
- Types of Cybercrime
- Hacking
- Malware and Botnets
- Distributed Denial of Service Attacks
- New Technologies and Security Concerns

### Derivatives

- Definition and Purpose of Derivatives
- Underlying Assets
- Trading
- Regulatory Requirements and Developments

### ESMA Knowledge and Competence Guidance

- Setting the Scene
- The Guidelines
- Firm Impact

### Financial Crime

- What Is Financial Crime?
- Insider Dealing and Market Abuse Introduction, Legislation, Offences and Rules
- Money Laundering Legislation, Regulations, Financial Sanctions and Reporting Requirements
- Money Laundering and the Role of the MLRO

### Financial Ombudsman Service

- Background and Jurisdiction
- Approaching the FOS
- The Cases that the FOS can and can't deal with
- Timeframes and Decisions of the FOS
- FOS Funding and the Awards it Makes

### Financial Planning

- Related Activities
- The Financial Plan
- Cash Flow Planning and Modelling
- Behavioural Finance and Financial Planning
- Risk
- The Regulatory Framework
- The Future Landscape

### Financial Risk

- Key Risk Categories
- Risk Management Process
- Risk Appetite
- Business Continuity

### Fintech

- History and Innovations
- Sectors and Products
- Fintech and the Wider World
- What's Next?

### Hedge Funds

- Definition and Background
- Different Types of Hedge Fund Strategy
- The Inherent Risks of Hedge Funds
- Why and How Investors Use Hedge Funds
- Future Developments

### Individual Savings Accounts (ISAs) Essentials

- The ISA Wrapper
- The Types of ISAs Available
- Providers, Transfers and Schemes

### Introduction to Financial Services

- The Key Organisations and Concepts
- The Role of the Markets
- The Participants
- Global Perspective
- The Future of the Sector

### Investment Planning

- The Economy
- Asset Classes
- Main Investment Theories
- Risk

### Market Abuse

- Market Abuse – The Offences
- Penalties for Market Abuse
- Market Abuse Offences Under Other Laws
- Practical Impact on Firms and Individuals

### Pensions and Provision

- State Provisions
- Occupational Pension Schemes
- Tax Relief
- Retirement Planning
- Pension Regulation

### Regulatory Update

- General Regulatory Changes
- Sector Changes

### Retail Investment Advice in the UK

- Background and Overview
- Personal Recommendations
- Suitability – An Overview
- Appropriateness – An Overview
- Alternative Distribution Models
- Implications and Conclusion

### Senior Managers and Certification Regime

- Definitions
- Obligations
- Certification
- Conduct Rules
- Scope of the Regime
- Future Developments

### Speak Up

- Obstacles to Speaking Up
- Legislation
- Best Practice
- Regulation

### Taxation

- The Main Types of Tax
- Residence and Domicile
- Confidentiality and Disclosure
- Key Principles of Investment Tax Planning

### Treating Customers Fairly

- The Coverage
- The Outcomes
- Management Information
- Life Cycle of the Product
- Enforcing TCF

### UK Regulatory Structure

- Principles of Good Regulation
- Principles for Businesses
- The Treasury
- The Bank of England
- The Financial Ombudsman Service

## Also available:

Behavioural Finance  
Bonds Essentials  
Business Protection  
Central Clearing  
Client Assets and Client Money Essentials  
Commodities and Energy Markets  
Crowdfunding  
Dodd-Frank Act  
Inducements and Dealing Commissions  
Estate Planning  
European Market Infrastructure Regulation (EMIR)  
Exchange Traded Funds  
Financial Promotions  
Financial Transaction Tax  
Funding Long-Term Care  
Human Trafficking  
Influencing Teams  
Inheritance Tax Essentials  
Insolvency & Bankruptcy  
Insurance  
Investment Business on the Internet  
Investment Taxation  
Islamic Banking  
Managing Charity Portfolios  
Managing in the Regulatory Environment  
New UK Regulatory Environment  
Non-Executive Directors' Roles  
Offshore Fund Administration (Crown Dependencies)  
Paraplanning  
Pensions Advice  
Permissions Regime  
Presentation Skills  
Price Stabilisation  
Principles of RDR Review  
RDR Adviser  
RDR Independence  
RDR Professionalism  
Regulation and Ethics  
Regulation of Platforms  
Remuneration Code  
Retail Investment Products  
Retirement Planning  
Robo-Advice  
Sanctions and Global Markets  
Securities Financing  
Share Essentials  
Sovereign Wealth Funds  
Structured Investment Products  
Structuring Wealth  
T&C Supervision Essentials  
Training and Competence Trusts  
UCISs & NMPIs  
VCTs & EISs  
Vulnerable Clients

## Benefits to firms

- ✓ Learning and tests can form part of a business T&C programme
- ✓ Learning and tests kept up to date and accurate by the CISI
- ✓ Relevant and useful - devised by financial services practitioners
- ✓ Access to individual results available as part of management overview facility, 'Super User'
- ✓ Records of staff training can be produced for internal use and external audits
- ✓ Cost effective – no additional charge for CISI members
- ✓ Available to non-members

## Benefits to individuals

- ✓ Comprehensive selection of topics across financial services sectors
- ✓ Modules are frequently reviewed and updated by financial services experts
- ✓ New topics introduced regularly
- ✓ Free for members
- ✓ Successfully passed modules are recorded in your CPD log as Active learning
- ✓ Counts as Structured learning for RDR purposes
- ✓ On completion of a module, a certificate can be printed out for your own records

The full suite of Professional Refresher modules is free to CISI members or £250 for non-members. Modules are also available individually.

To view the full list of modules visit [cisi.org/refresher](https://www.cisi.org/refresher)

If you or your firm would like to find out more about Professional Refresher, contact the Client Relationship Management team

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