



<u>TCF Sample training plan</u>	Does this apply to your business? Yes or No	
The following sample training plan can be used and adapted to suit your type of business		
<p style="text-align: center;">1. Develop introduction to TCF for all staff</p> <p>There is no prescribed format for this as it will depend upon the size and nature of your organisation. Key elements to the session could be:</p> <ul style="list-style-type: none"> • A summary of what is TCF and how it applies to different stages of the product life cycle • What TCF means for your organisation. Use your TCF sample objectives statement • An overview of the current position of your organisation relative to TCF • An overview of your plans to close any gaps between current practices and where you want to be to meet TCF within your organisation. • A TCF handout summarising the key points of the session. 		
<p style="text-align: center;">2. Create individual TCF learning plans for each staff member</p> <p>By consulting each member of staff, you can draw up individual TCF learning plans to include training that will enable them to implement TCF within the business. This would need to be regularly reviewed to monitor its effectiveness</p>		
<p style="text-align: center;">3. Enrol staff for external TCF / other training courses</p> <p>As well as specific TCF courses, other courses on key competencies and knowledge could help to embed the TCF requirements in the day-to-day work of staff.</p>		
<p style="text-align: center;">4. Develop area specific TCF in house training</p> <p>Suggested areas where more specific TCF training that could take place include:</p> <ul style="list-style-type: none"> • Complaints • Financial promotions • MI • Advise and selling • TCF for small firms 		
<p style="text-align: center;">5. Maintain staff training records</p> <p>The FSA expects firms to be able to demonstrate that TCF is being implemented. Maintenance of staff training records will provide the hard evidence for this. It could either be developed separately or maintained as part of the firm's T&C scheme.</p>		



<u>TCF Sample training plan (continued)</u>	Does this apply to your business? Yes or No	
<p>6. Measure learning outcomes (evaluate and validate training)</p> <p>The effectiveness of any training can either be measured separately as part of a training review or perhaps incorporated into the staff appraisal system.</p> <p>Suggested areas of the review could be:</p> <ul style="list-style-type: none">• Assess the training covered in the last period• Review individual and team performance against TCF objectives set in the area of staff activity• Offer rewards / incentives for performance or new ideas that have helped to improve the TCF culture in the area of staff activity or organisation as a whole• Set new objectives where appropriate. <p>Records of training reviews should also be kept as tangible evidence to the regulator of your implementation of the TCF initiative.</p>		