

**Insight** for Training & Competence (T&C) is an optional module of Redland's Insight, the Enterprise Wide Sales Support Solution designed to aid the distribution of regulated Life and Pension, Mortgage, and Insurance products.

### Do you live in fear of your next FSA visit?

Regulatory compliance is an unavoidable aspect of business in the Financial Services industry. The FSA has promised tough penalties if you fail to develop appropriate systems to ensure and evidence compliance.

**Insight** for T&C implements your T&C scheme electronically ensuring your systems are complete and efficient.

With **Insight** for T&C, you can demonstrate that staff are competent and appropriately trained to give financial advice.

### Do you have problems with:

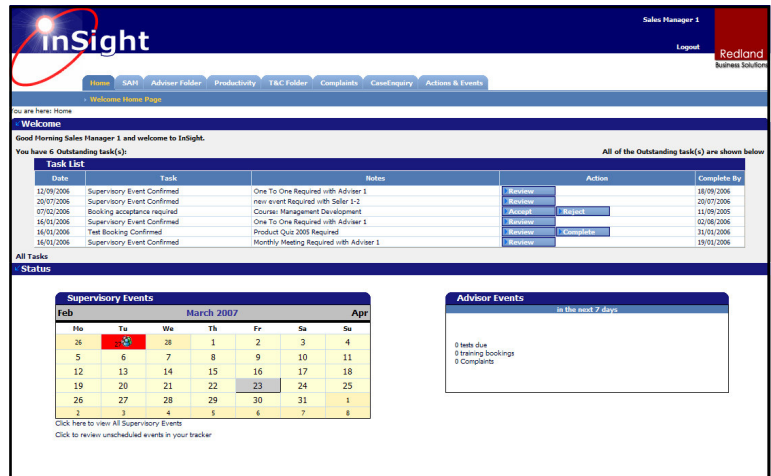
- Too much paper
- Lost records and files
- Outstanding actions
- Missed deadlines
- Access to individual and team records

**Insight** for T&C removes paper and keeps you in control.

### Would you like to:

- Increase the 'spans of control' of your supervisors?
- Reduce the levels of risk across all of the advisers?
- Improve the advice given to your clients?

**Insight** for T&C supports vital regulated activities such as observations, one-to-ones and assessments. It gives clear indicators for 'span of control' across the whole of your sales force. This enables you to maximise the use of your resource based on the rules contained in your individual T&C scheme.



### Key benefits

#### • Reduced costs

Automated quality checks, pro-formas and validation, provide a disciplined way to prevent errors, minimise 'hand offs' and eliminate rework. These provide more efficient ways of working and contribute to cost reduction.

Electronic files are available to all staff that need access and provide the basis to support the T&C process. No more wasting time chasing paper files.

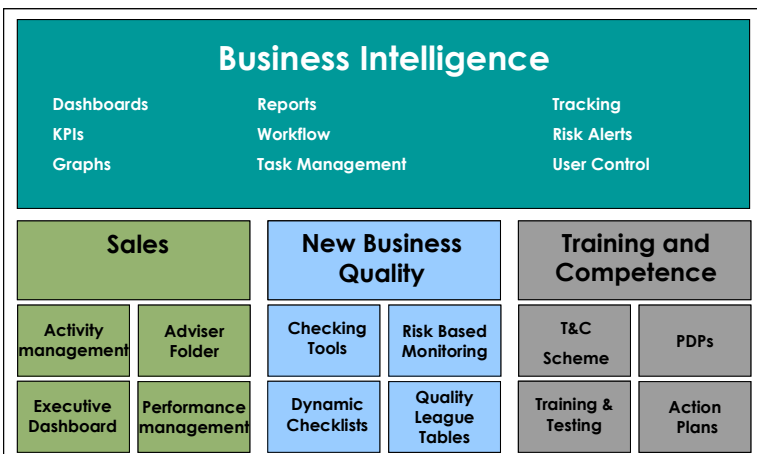
#### • Reduce risk

**Insight** for T&C implements and manages your T&C scheme across your whole business in a consistent and highly cost effective way, ensuring risks are managed and reduced.

Implementing your scheme electronically enables potential issues to be highlighted before they become real risk issues and identifies trends.

#### • Treat customers fairly

Align processes with FSA TCF principles and evidence the actions undertaken and results achieved.



# Insight for Training & Competence

## Key Functionality

### Supervisor management tools

- Team events calendar
- Meeting and assessment log
- Update and monitor objectives
- Automatic scheduling of mandatory events
- Overdue meeting and events warnings
- PIN controlled, date stamped meeting sign off process
- Access to consolidated and individual level MI

### Personal T&C log

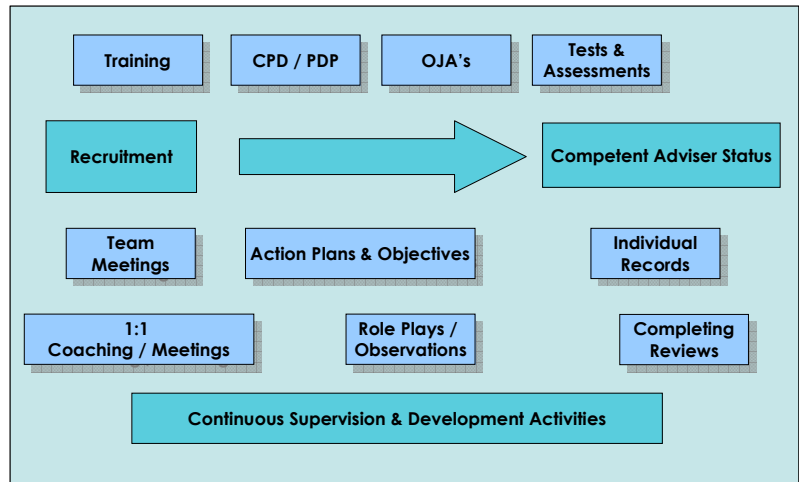
- Induction process records
- Individual development history
- Records of 1:1's, observations etc
- Record and maintain competence levels
- Qualifications logs
- Action plans
- Personal development plans

### Training events

- Design and set up of events
- Distribution of course materials and pre work
- On line nomination submissions
- Links action plans to personal T&C log
- Company wide training log
- Training resource management

### Testing

- Test creation
- Question bank integration
- Test marking – automatic or referral for manual marking
- Results audit trail
- Test results storage and on line distribution
- Test results analysis – to highlight trends and risks



## Insight

Redland's **Insight** product is an enterprise wide software solution for medium to large distributors of financial services products that supports the entire range of their activities, including:

- Training & Competence
- Online Testing
- Treating Customers Fairly
- Sales
- New Business Quality
- New Business Tracking
- Business Intelligence

Insight components can be deployed as a complete integrated packaged solution or as individual standalone products that are capable of being integrated into existing client solutions.

## About Redland Business Solutions

Redland Business Solutions is a provider of specialised services, expertise and solutions to the financial services and mortgage industries. We are passionate about working with our clients to achieve real benefits in their organisations by delivering practical, value for money solutions.