



EFFICIENCY

MANAGEMENT CONSULTING



Know Your Customer - Training

Our KYC training capabilities



Who we are:

- Efficiency Management Consulting is a consulting firm with a strong specialization in KYC - Know Your Customer
- We provide our customers with :
 - Management consulting advisory
 - Specialist training
 - KYC directors and managers individual coaching
 - Nearshore remediation teams

Our KYC training offering features:

- Specialist KYC – Customer Due Diligence training for KYC and Compliance professionals
- Eligibility in France to professional development funding (*fonds de la formation professionnelle*)*
- CPD credits through registration of training courses with the UK CPD Certification Service
- Standard or bespoke solutions



Our strengths:

- We combine expert domain knowledge with strong instructional design and seasoned tutors to provide outstanding learning outcomes and training experience
- Focused, cost-effective training programmes to meet the requirements of staff at all levels
- Training content benefits from constant regulatory and market practices watch from our consulting practice

(*) DataDock registration expected May 2018

Our offer - Training audience



■ We provide training solutions for three key audiences:

■ **KYC practitioners**

- KYC Analysts and Compliance Officers
- Middle office personnel with KYC duties
- Client facing staff with CDD responsibilities

At awareness and intermediate levels our courses are also suitable for individuals with regular interactions with KYC practitioners:

- Consultants, business analysts, project managers
- Client onboarding staff, case managers,
- Reference data analysts, Front Office assistants
- Internal auditors and operational risk managers

■ **KYC Managers and Leaders**

People and process management are key to a successful KYC operation, but management must also know their product and exhibit an adequate understanding of regulatory requirements, the risk-based approach, and core CDD disciplines

■ **Front Office personnel**

As the risk owners, relationship managers and sales people must demonstrate an adequate understanding of the outcomes and key risk factors of CDD, even when the detailed work is delegated to a support function.

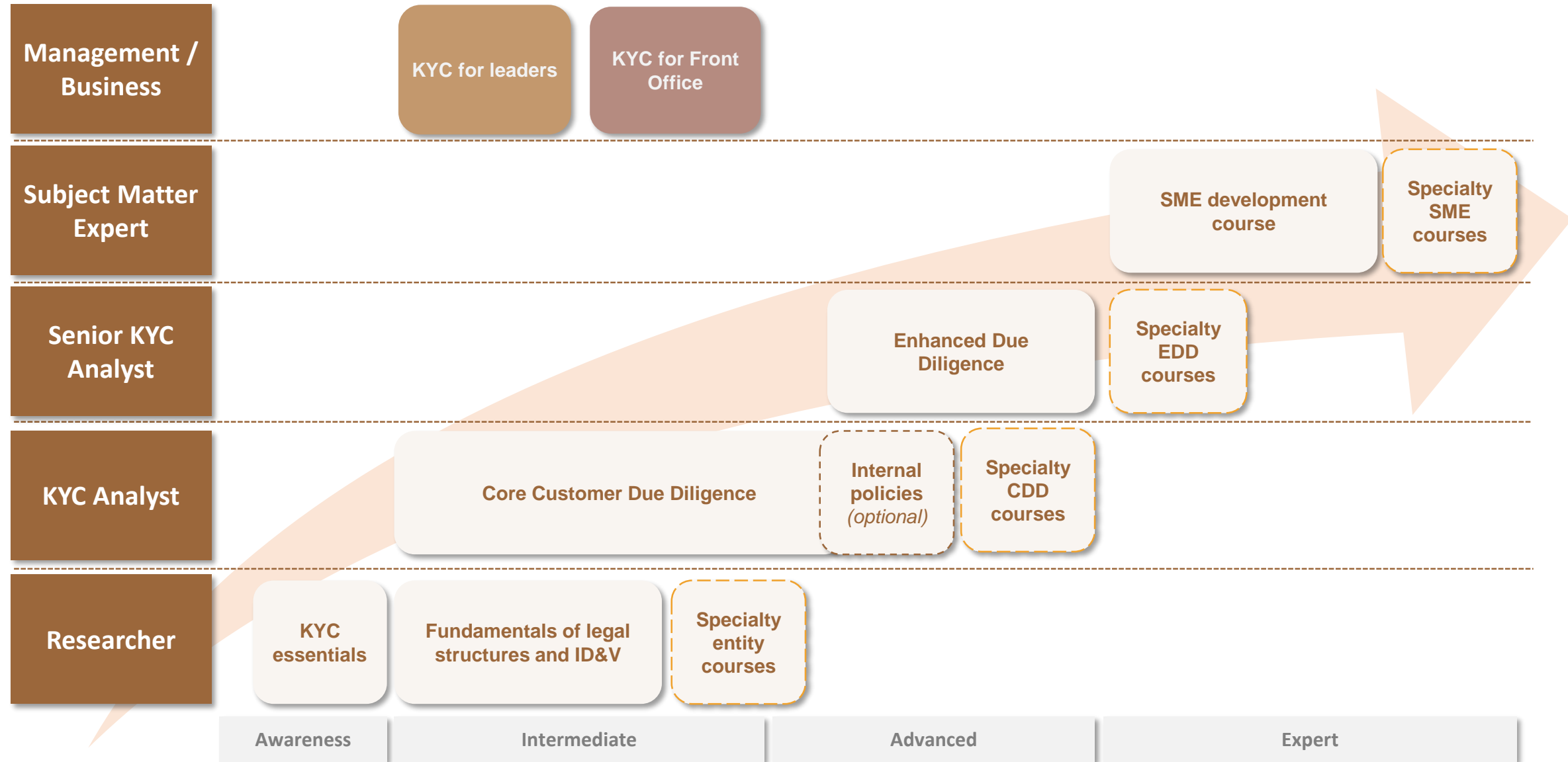
Our courses are suitable for individuals needing to consolidate their knowledge as well as those being readied for their next role. The course content is defined across 4 levels of proficiency:

- **Awareness:** for individuals with no or limited prior experience in KYC, or people in roles which do not require the acquisition of detailed technical knowledge
- **Intermediate:** working command / first level of contextual and technical knowledge allowing individuals to practice KYC at standard levels of risk or complexity
- **Advanced:** in-depth command / specialist level of technical proficiency enabling people to handle cases of higher risk and heightened complexity
- **Expert:** going beyond technical proficiency and allowing individuals to share and contribute their expertise across the organisation

Our offer - Training curriculum



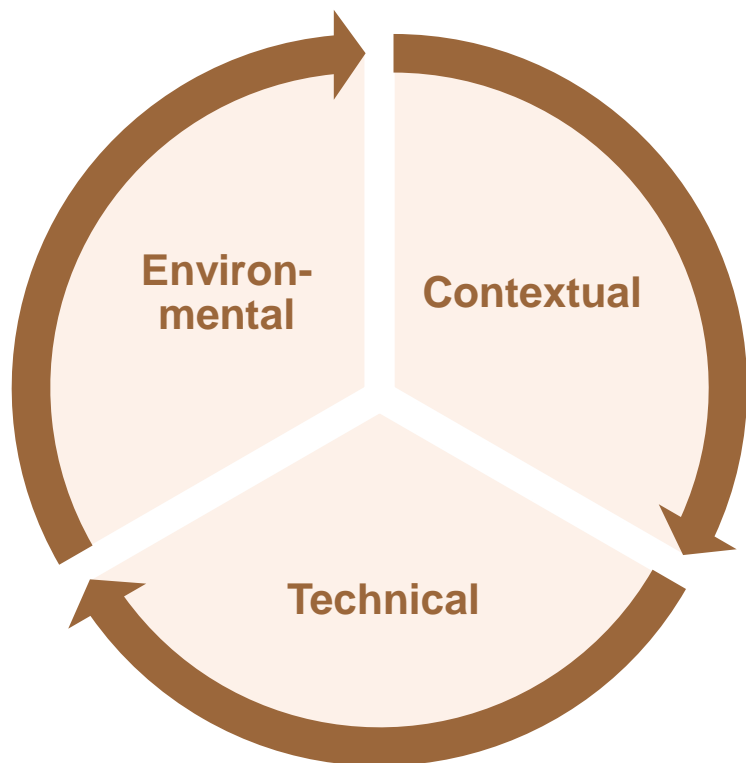
Our courses support effective learning for KYC Analysts at each stage of their development



Our offer - Training content (1/2)



- Our courses are designed to provide, at all levels of proficiency, the relevant range of learning outcomes for CDD and KYC:



Contextual

- The importance of CDD and the consequences of getting it wrong
- The legal and regulatory frameworks for CDD and their evolution
- Regulatory and industry reference material
- The regulators' perspective and expectations

Technical

- The CDD process and its key stakeholders
- The key components of a customer risk profile
- CDD risk factors and an effective risk-based approach to CDD
- The nature of CDD enquiries and their practical application
- Risk assessment, mitigation and acceptance

Environmental

- Core KYC frameworks, infrastructures and processes
- Governance and the 3 lines of defence
- Financial products and services; coverage models
- RegTech and technology enablers

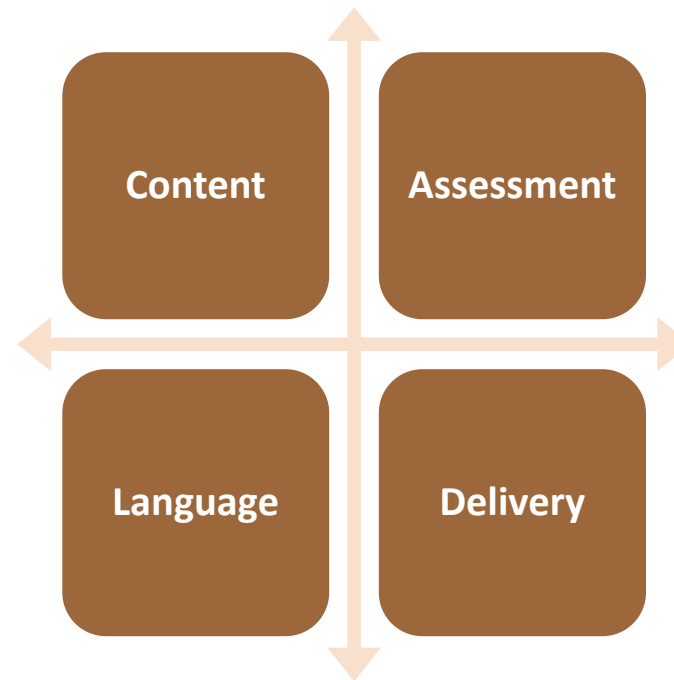
Our offer - Training content (2/2)



All our courses come with various options to meet your individual requirements

- The content of our courses can be customized to meet your specific requirements
- In particular, in-house clients can benefit from the integration in the syllabus of their own internal policies
- We offer a training needs analysis to help you define your requirement

- Our courses are written in English and can be delivered either in English or French as standard.
- Other delivery languages are available upon request.
- Written material in languages other than English as part of our bespoke offering.



- Our courses do not include an end-of course assessment as standard. Instead, brief knowledge checks are performed at the end of each session to ensure adequate understanding of the content by participants.
- End-of-course assessments can be produced as a bespoke offering.

- Our courses are centered on instructor-led, interactive workshops scheduled to match your operating rhythm and delivered either:
 - Face-to-face over the course of a half day up to four days depending on the course
 - In virtual classrooms scheduled as 2-hours online sessions

Information and registration



Training Catalogue

- Detailed training catalogue is available upon request

Schedule & Rates

- **In-house:** our courses are offered only on an in-house basis, at our client's convenience.
- Contact us for detailed information and terms & conditions
- As a matter of illustration :
 - Standard training courses are invoiced on a day-per-participant basis with a minimum of 10 participant per course
 - Bespoke courses are charged based on an estimated budget agreed in advance with the client

Our past engagements



Your contacts



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