



# Warsaw Institute of Banking



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9001:2000

Warsaw  
Institute  
of Banking



# COMPETENCE-BASED CERTIFICATE IN COMPLIANCE FOR FINANCIAL SERVICES IN EUROPE



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Brussels, December 12, 2008

# Key points

- Teamwork: partners, relay points, national reference centres, EBTN members
- The process of validation:
  - Competence grid
  - Assessment process
- CERTIFIED Certificate in Compliance

# Teamwork

- Broad consultations and good communication
- All feedback integrated
- The deliverable beyond CERTIFIED partnership
- Joint effort: WIB as a mere facilitator
- The final say by EBTN members and the clients

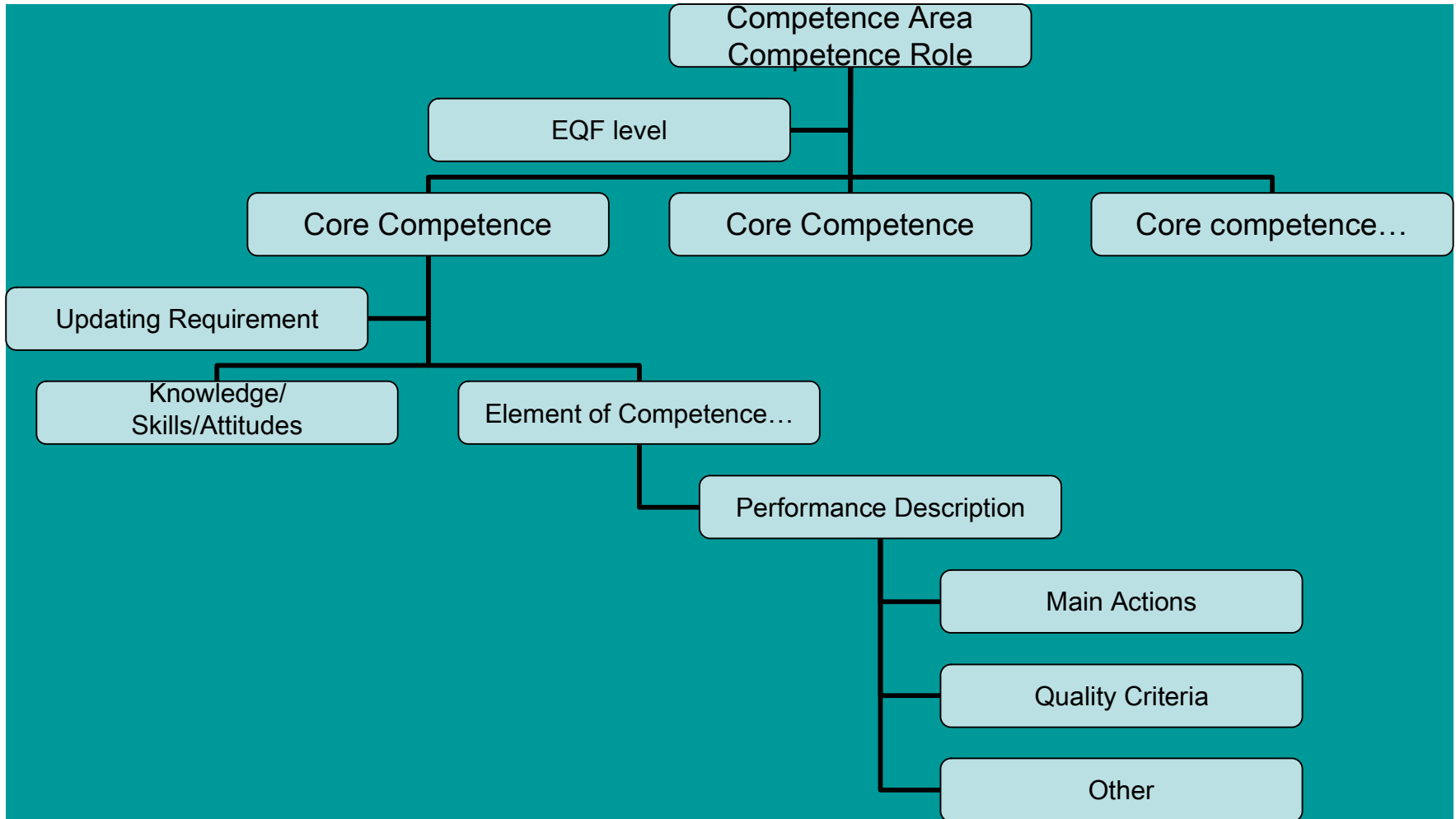
# The process of validation

- Core competences
- Underlying activities
- Profile for compliance process:
  - Role, place of work, functional areas, goal of the process, process description, key activities, knowledge, skills, attitudes, overall profile
- Competence model, framework, profile
- Final approach: after partners' meeting

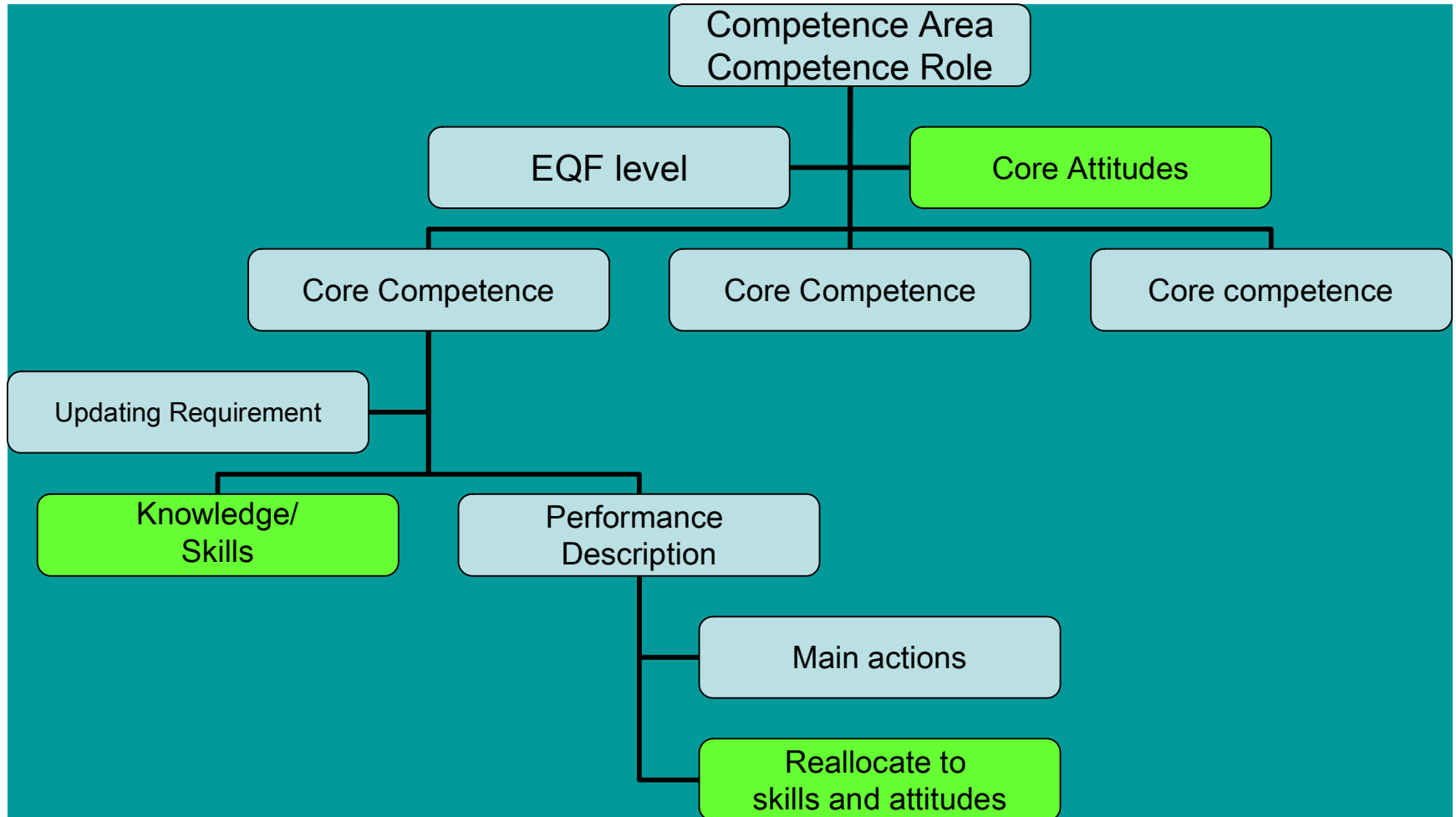
# Certificate in Compliance: Polish focus group

- June 19, 2008
- 9 experienced experts
- Diversified profile: compliance officers, HR & Training managers, banking association rep., banking institutes experts
- Engaged and actively participating
- Overall: very positive feedback
- Opted for simpler solutions

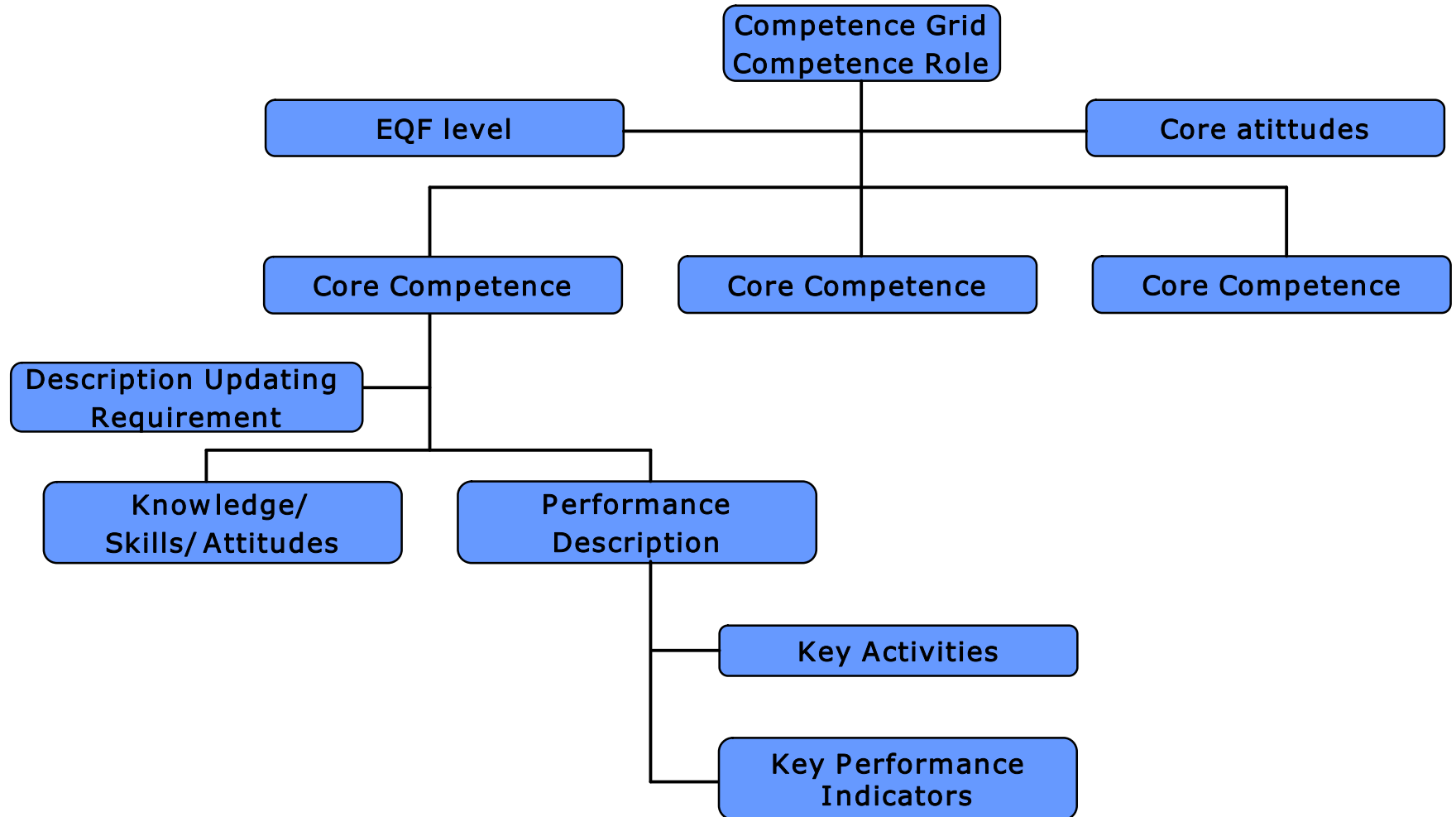
# Competence Grid



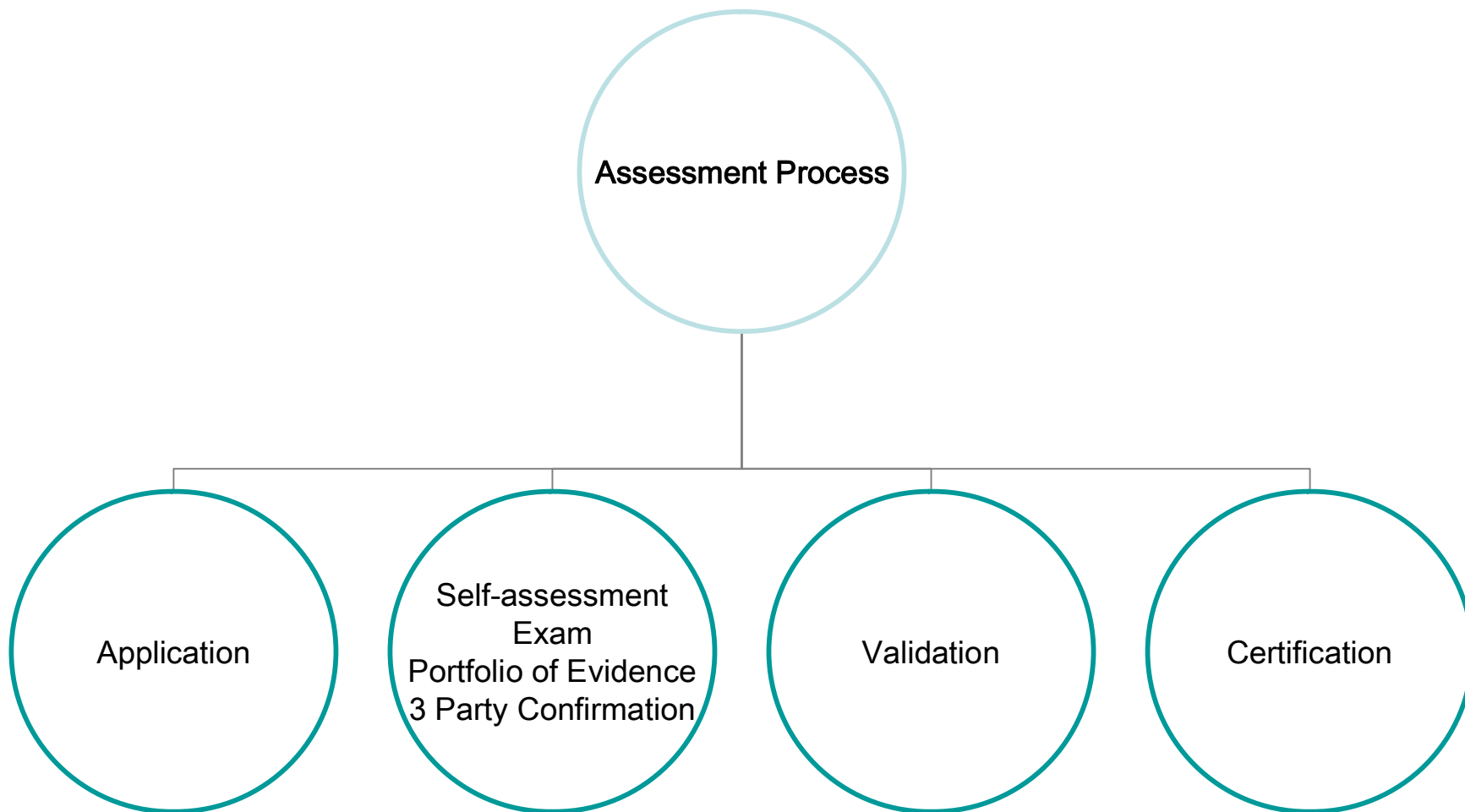
# Competence Grid after validation



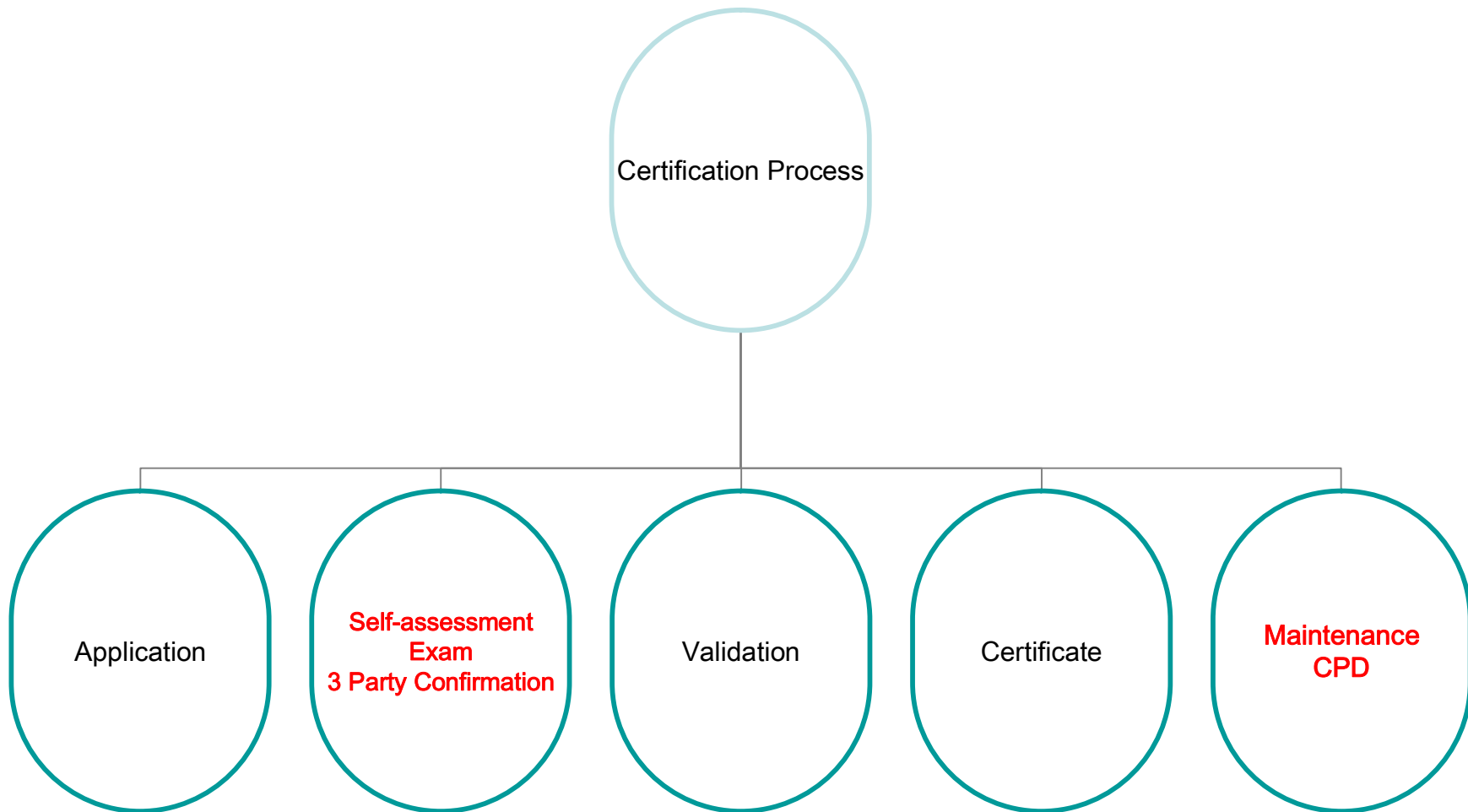
# Final Competence Grid



# Assessment Process



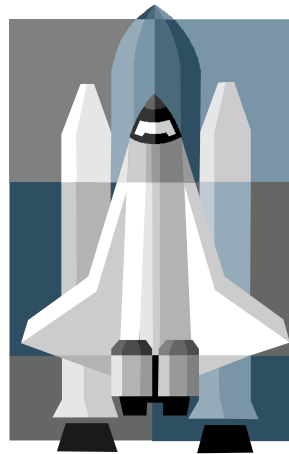
# Assessment Process after validation



# Certification process: key recommendations

- Exams should include case studies, project work etc. to capture skills
- Portfolio of evidence: difficult to collect, difficult to set adequacy criteria, protection of client information, corporate restrictions
- 3rd party confirmation: employer, sectoral professional bodies
- CPD requirement: 2 years, 20-36 hrs a year

# THE THING



- Not a bicycle, not a car, not even a plane
- It is a spaceship of a certificate😊 for financial services

# CERTIFIED Certificate in Compliance

## COMPETENCE GRID FOR COMPLIANCE PROCESS

PROFESSIONAL ROLE: COMPLIANCE OFFICER (EQF Level 4)

### CORE COMPETENCES:

A competent Compliance Officer is able to:

1. Identify compliance implications of rules, regulations and legislature for the business
2. Manage compliance risk effectively in the organisation
3. Identify and resolve non-compliant activities
4. Develop guidelines and recommendations to improve compliance risk management
5. Assure organisational compliance vis a vis all regulatory requirements
6. Assure adequate competence level of employees in compliance issues
7. Build a compliance focused culture
8. Build a perception of a compliant organisation among key external stakeholders

# Certificate in Compliance

## CORE ATTITUDES:

- Integrity
- Accountability
- Autonomy
- Transparency
- Inclusiveness
- Initiative
- Service orientation
- Non-conformism
- Holistic Approach

# Certificate in Compliance

## Competence 1: Identify compliance implications of rules, regulations and legislature for the business

### PERFORMANCE DESCRIPTION

| The candidate is able to         | Key activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Key Performance Indicators                                                                                                                                                                                                                                                                                                                  |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | <ul style="list-style-type: none"> <li>• Identify all sources of current information about all relevant laws, regulations and rules</li> <li>• Identify all laws, regulations and rules relevant for the business of your organisation, including the adopted Code of Ethics and corporate culture</li> <li>• Monitor the regulatory environment: monitor upcoming new rules and legislature, both at European and national level, that might be relevant for the business of your organisation</li> <li>• Identify the implications of regulation and legislation for the business</li> <li>• Advise on the regulatory implications of business strategies</li> </ul> | <ul style="list-style-type: none"> <li>– Is the point of reference of compliance related rules, regulations and legislature in the organisation</li> <li>– Knows where to find needed information quickly</li> <li>– Has a good grasp of the goals and mechanics of the business</li> <li>– Refers to expert advice where needed</li> </ul> |
| Description updating requirement | Every year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                             |

# Certificate in Compliance

| Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Skills                                                                                                                                                                                                                                      | Attitudes                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>- European and national current and upcoming regulations relevant for financial services and the organisation</li><li>- The Organisation's own rules, procedures and codes of conducts, including Code of Ethics</li><li>- The business strategies, policies and models of the organisation</li><li>- Products and services offered by the organisation</li><li>- Internal control systems and processes;</li></ul> | <ul style="list-style-type: none"><li>- Data finding skills</li><li>- Presentation skills</li><li>- Analytical skills</li><li>- Computer skills</li><li>- Report writing skills</li><li>- Ability to synthesize based on analysis</li></ul> | <ul style="list-style-type: none"><li>- Integrity</li><li>- Accountability</li><li>- Autonomy</li><li>- Transparency</li><li>- Inclusiveness</li><li>- Initiative</li><li>- Service orientation</li><li>- Self direction</li><li>- Inquisitiveness</li><li>- Paying attention to details</li><li>- Self discipline</li></ul> |

# CERTIFIED: the way forward



EBTN can make the spaceship fly!

# Thank you.

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