

GREAT CHATWELL
ACADEMY *of* LEARNING

**WHAT'S NEW
FROM GCAL**

www.greatchatwellacademy.com

Contents

Introduction

A personal thank you from our founder and managing director 3

More about us

Our leadership team, what we offer you and our services 4 - 5

What's new from GCAL

New learning and new online solutions 8 - 9

What our clients are saying

What our clients are saying 10 - 13

Training & Education

14 - 37

Anti money laundering (AML) awareness 18 - 19

Open Source Intelligence Investigation Training (OSINT) 20 - 21

Managing bribery & corruption risks 22 - 23

Managing sanctions 24 - 25

Managing fraud risk 26 - 27

Introduction to blockchain & virtual currency risk management 28 - 29

Managing tax evasion risks under the Criminal Finance Act 2017 30 - 31

Anti money laundering (AML) advanced 32 - 33

Trade based money laundering 34 - 35

Managing the risk of terrorist financing 36 - 37

Business Support

Outsourcing Risk Assessment & Risk Management Obligations 38 - 40

Senior Leadership and Board Support 41

Customer Risk Assessments 42

Past Business Remediation 43



A personal thank you from our founder and managing director

Hello and thank you for allowing us to share with you what we are doing to support the continued success and development of risk and compliance professionals, and regulated businesses to meet the changing demands of regulation and threats from criminals and financiers of terrorism and proliferation.

Our story began in July 2017 and over the past six years we have been fully engaged with more than 1,000 delegates and 100 UK and international firms, developing enhanced products and services to provide tailored, role-specific, practical learning and work-based solutions to support risk and compliance professionals to grow their confidence and effectiveness in managing financial crime risks.

What's coming in this year and beyond? Here are the headlines:

- We are now enrolling senior financial crime professionals onto a unique programme of continuing professional development that provides support for personal and technical growth, including improving the effectiveness of personal communication and influence, and that enables delegates to grow their awareness and confidence in leveraging technology to improve the effectiveness and efficiency of work-based compliance activities
- A new online and on-demand awareness level of learning is provided on the GCAL website. This low-cost programme is available for public enrolment and in-house use.
- GCAL is now supporting a range of regulated entities, including international banks, to deliver and manage training for employees. This includes a full LMS suite of management of information to oversee and monitor individual and group performance.
- We are proud to have been invited to support Schedule One Money Laundering Regulation Professional Body Supervisors to 'future proof' their framework of systems and controls. What this means is that GCAL is ideally placed to provide help to firms and professionals from non-financial sectors that include the legal sector and accounting professions.
- We continue to support newly regulated firms to assess and operationalise a risk-based programme of policies, controls and procedures to manage financial compliance risks. Our 'compliance in a box' solution includes providing tailor-made, firm-specific risk assessments and guidance during the procurement of technology that is required to support the scaling of controls.

And finally, take a look at our Newsdesk and compliance 'Resource' page on the GCAL website, where you will find helpful updates and resources that are provided without charge covering the latest news headlines on critical crime and regulatory developments from around the world.

We look forward to talking with you.



Lee Byrne

A handwritten signature in black ink that reads "L Byrne". The signature is fluid and cursive, written over a white background.

If we can help you or you would like to discuss any other support that we can provide for you and your team, please do not hesitate to contact me personally at lee.byrne@greatchatwellacademy.com or any other member of our team at: info@greatchatwellacademy.com



[More about us](#)

OUR LEADERSHIP TEAM

The Great Chatwell Academy of Learning (GCAL) was founded by Lee Byrne in 2017. Lee is a recognised expert and leading supporter of financial crime professionals at all levels, and continues to be retained to provide help and guidance to the boards of businesses and Schedule One Money Laundering Regulation Professional Body Supervisors to ‘future proof’ their framework of systems and controls.

In 2022 we welcomed new leadership and training support to the team, bringing new industry skills and insights that support the ongoing development of the 4ES Global Consultancy proposition. This was particularly important to support the introduction of the ‘full service’ support for clients, including credit and operational risk management consultancy, and to support the development of web-based technology that is being used by firms to perform risk assessments.

Holding things together is our back-office team of professionals, who are so important to us. This is overseen by Paula Thomas, who joined our team as Director of Technology and Service Delivery in 2020. A former Director of the Institute of Cyber Security and Risk Assessment at the University of Gloucestershire, Paula provides invaluable support for students and learners, and is tasked with managing the development of our innovative and technology-based products and solutions for our clients, including our new and exciting online learning.



WHAT WE OFFER YOU

Our aim is simple; we offer risk management support, guidance and education to regulated and non-regulated businesses to enhance personal and business performance.

By simplifying the complicated, providing interactive and inspiring certified training and education, we aim to make a difference in the fight against crime and terrorism and support the management of other risks, including conduct and culture in the workplace.

GCAL has grown to become a trusted resource for risk and compliance professionals around the world and financial services businesses large and small, regulated and unregulated.

We are committed to engaging, informing and inspiring those that we work with to become even more confident and competent in managing their risks and realising their personal and career ambitions.

OUR SERVICES

BESPOKE &
TAILORED
LEARNING



ONLINE AND
CLASSROOM
EDUCATION
SUPPORT



SUPPORT
FOR SENIOR
LEADERS



SYSTEMS AND
CONTROLS



“Great Chatwell... leaves a lasting positive legacy in the colleagues and teams they work with”

**WE CAN
SUPPORT
YOU TO
MANAGE
THESE
RISKS...**



- 
- CPD for senior FCC professionals
 - Open Source Intelligence investigation
 - Customer due diligence
 - Bribery & corruption
 - Conduct and culture
 - Money laundering
 - Terrorist financing
 - Data protection
 - Crypto assets
 - Tax evasion
 - Sanctions
 - Fraud

The foundation for the continued success of GCAL is our sincere desire to help and support those that we work with to be successful and to realise their personal and work-based dreams and ambitions. GCAL's defining unique selling point is its commitment to providing meaningful and memorable learning that informs and inspires those that we work with.

GCAL offers a blend of learning to support all levels of risk and compliance professionals, at all stages of their professional development. Our work is independently assured by the CPD Certification Service and may also be awarded in association with the University of Gloucestershire.

ADVANCED ACCREDITED LEARNING FOR RISK & COMPLIANCE PROFESSIONALS

If you are a risk and compliance professional who wants to grow their confidence and competence, who wants to accelerate their progression and who wants to move on, then GCAL's structured programmes of learning may just be the solution for you.

The programmes are structured to ensure that they deliver the right information at the right time in the right way. Course content is designed and updated to ensure that it is always up to date. Assessments support work-based learning outcomes, and at the end of the programme we are confident that you will reflect upon a journey that was challenging but rewarding.

If the risk and compliance subject that you want to explore is not listed below, contact us because we may just be developing what you need!

- Anti-Money Laundering (AML)
- Managing Fraud Risks
- Open Source Intelligence Investigation Training (OSINT)



CUSTOMISED ONLINE E-LEARNING

We now offer uncompromising quality in design and content for online learning programmes that ensure that the learning journey is interesting, inspiring and meaningful. Working with outstanding and creative designers, GCAL ensures that the tone and technical content are appropriately balanced to support a learning journey that is interactive and relevant to the workplace.

We use animated content, with audio and visual stimulation, while using the Kirkpatrick model of training evaluation because of its simplicity and relevance. Content is designed to be memorable and provides learners with outcomes-focused learning that will promote greater confidence and competence in managing risks.

Every programme is subject to review and approval by the Institute of Continuing Professional Development Certification Service (CPD).

GCAL can design a bespoke course for your business so contact us on info@greatchatwellacademy.com to find out more.



CASE STUDY ONE

The Course

Tailored Financial Crime
Compliance (FCC) Programme

The Client

A payment service provider

Their Needs

An FCA fully authorised E-Money institution with a diverse employee base invited us to take the time to understand their business model and create a training programme that would be engaging for every employee. They required defined work-based learning outcomes that included improving customer service through enhanced compliance awareness and efficiency.

Our Solution

We met with several employees to identify key learning needs and the resulting programme was tailored to ensure all levels across the firm, right up to the CEO, received the most appropriate training and education.

What the client said:

“(GCAL demonstrated the ability to) listen to our needs, interpret our internal documents and communications, resulting in a very tailored set of training models.”

“...the best training I have ever had.”

“...I can now do my job better because I understand financial crime that I can apply to my job.”





CASE STUDY TWO

The Course

Anti-Money Laundering Team
Annual Training and Certification

The Client

A Tier-Two regulated bank

Their Needs

To design and deliver a programme of anti-money laundering and financial crime compliance risk management using interactive learning for a team of more than 100 financial crime compliance risk management professionals.

Our Solution

Working with the client we were able to design and deliver a series of one day classroom workshops, within budget and much to the delight of a 'relieved' manager!

What the client said:

"This engaging manner and strong work ethic leads to a lasting positive legacy in the colleagues and teams they work with. I wouldn't hesitate to work with the team at Great Chatwell again..." - Head of Customer Service and Experience.



CASE STUDY THREE

The Course

Live online delivery to a network of UK Customer Due Diligence (CDD) risk management employees

The Client

A Tier-One bank

Their Needs

Prompted by regulatory changes and a revision to the firm's risk assessment, GCAL was engaged to design and deliver a one-hour live online webinar, within four weeks of instruction. The content provided its UK workforce with information on important changes that were required to be made to internal customer due diligence policies and procedures.

Our Solution

The delivery was designed to confirm the policy changes and also to reassert why CDD is important. The content included an update on emerging criminal threats and was designed to facilitate and invite feedback from colleagues and employees on how the regulatory changes would materially impact their roles and client relationships.

What the client said:

"There were plenty of questions that provided invaluable feedback that will be used by the bank to inform a helpful FAQ guidance document that is being developed to be used by all staff to manage policy changes."

THINK LIKE A CRIMINAL, BE MORE EFFECTIVE

GCAL supports businesses by delivering engaging and relevant financial crime compliance courses that can be accessed online anywhere in the world.

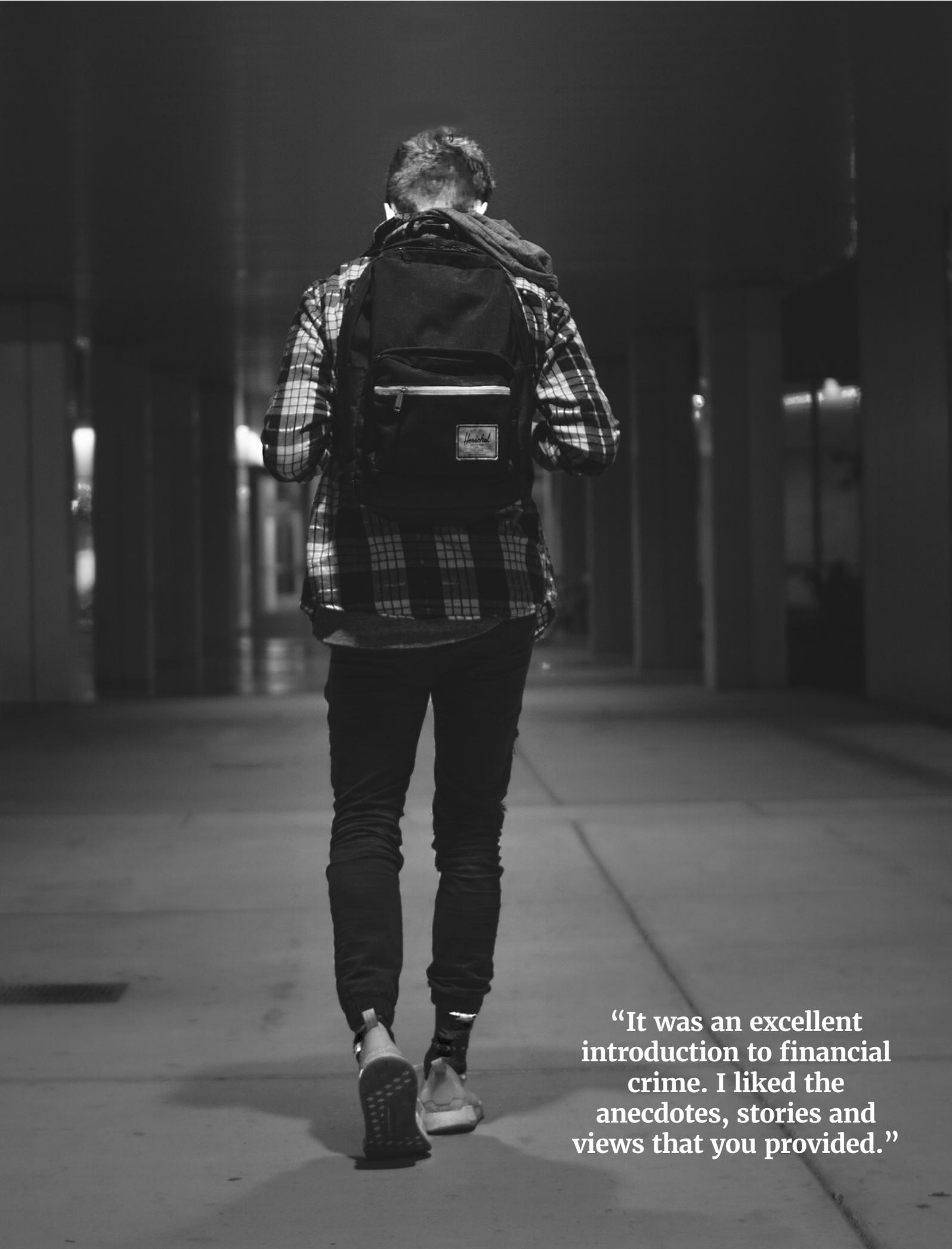
We put our learners in the shoes of a criminal. Our philosophy is that in order to be a more effective gamekeeper you have to think like a poacher!

Our courses are written by former money laundering officers and senior financial crime compliance leaders who provide outcomes-focussed learning and risk advisory support.

Bespoke courses can be delivered online and in the classroom as required.

Access our range of ready to use online solutions in the form of eLearning, videos and interactive playbooks.





“It was an excellent introduction to financial crime. I liked the anecdotes, stories and views that you provided.”

We work with you to identify the learning outcomes that will make a difference. Here are some examples:

- Describe the nature, size and scale of financial crime risks including the very latest emerging threats.
- Complete a risk based financial crime assessment to identify higher risks that are applicable to the firm.
- Define the framework of systems and controls that a firm must have in place to mitigate the risk that it will be used by criminals or the financiers of terrorism.
- List the UK and international financial crime laws, regulations and sources of best practices.
- Provide an assessment of future trends and emerging risks, including crypto assets.
- Confirm the personal and corporate responsibility to report suspicion and other concerns at work as defined under laws & regulations.

Participants will gain greater confidence in managing financial crime risks. Our aim is to support delegates to become more effective and also enjoy their role!

We aim to engage, inform and inspire those that we work with to make a real difference. We want those that we work with to feel more confident in their roles and to enjoy being more effective in fighting crime and terrorism.





ANTI-MONEY LAUNDERING (AML) AWARENESS

The continuing threat from international criminals, terrorists and money launderers who continue to take advantage of the products and services of the financial services sector, requires firms to ensure that the learning that is provided is effective and outcomes focused.

Our programmes offer learning for regulated and unregulated employees who are managing financial crime compliance risks and highlight the latest crime typologies whilst encouraging delegates to think like a criminal in order to be a more effective gamekeeper!

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including; number of delegates, length of delivery and the method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND





WHAT YOU WILL LEARN

- Crime awareness and the very latest emerging threats that are relevant to the company, including for example, fraud scams, transaction-based money laundering and trade based money laundering.
- Understanding of UK and international financial crime laws, regulations and sources of best practice, including the EU 5th and 6th MLD, US BSA and the UK Money Laundering Regulations 2017, as amended in 2019.
- How to manage a risk-based approach to managing money laundering risks, including enhanced due diligence and simplified due diligence client identification and verification procedures.
- Clarification of personal and corporate responsibilities under the Proceeds of Crime Act 2002 and Terrorism Act 2000 including reporting knowledge and suspicion and how to avoid prejudicing an investigation by tipping off.

OPEN SOURCE INTELLIGENCE INVESTIGATION TRAINING (OSINT)

Learn how to navigate the internet safely and effectively to perform enhanced customer due diligence investigation in this structured programme of expert-led online interactive skills-based training.

Conduct effective investigation and verification of client identity and risks is an essential skill for financial crime risk professionals in the modern digital age.

The course will be invaluable to learners who want to search and validate information for individuals, including PEPs and their close associates, as well as scrutinising company formation to identify undisclosed beneficial ownership and assets.

WHAT YOU WILL LEARN

There are two short courses in this series providing comprehensive practical personal development –

PART A

Open Source Intelligence Investigation (OSINT) Awareness Training

- An introduction to the internet and sources of digital identifier information providing guidance on how to use search engines effectively, safely and with anonymity.
- Demonstration of how to conduct forensic name searches to verify information and identity of natural persons and using digital information to verify location through images.
- Identify undisclosed identity verifier information for individuals and companies, including undisclosed beneficial ownership or influence, different family name associations and close business associates of PEPs.



PART B

Open Source Intelligence Investigation (OSINT) Advanced Training

- Perform enhanced due diligence checks and validation for non-face-to-face relationships using the internet to identify key information and risks relating to new and existing clients.
- Learn how to search with anonymity, using measures that can be employed to ensure your safety and privacy whilst online.
- Identify undisclosed data and information from social media activity to complete a customer risk assessment using data, images and geolocation validation.
- Learn how to perform an open source intelligence investigation and how to perform a risk assessment of a given individual or organisation.
- Perform instructor-led practical activities to develop a high level of comfort, confidence and competency.
- Complete an investigation of a 'target' and manage and record the investigation to support the presentation of a record of evidence.

DELIVERY FORMATS

The course pathway has two parts which provide comprehensive practical development of open source investigative skills.

- Part A - Open Source Intelligence Investigation (OSINT) Awareness Training (2 Hours).
- Part B - Open Source Intelligence Investigation (OSINT) Advanced Training (5 hours).

LIVE ONLINE
IN CLASSROOM
PRIVATE GROUPS
BLENDED LEARNING
ON DEMAND EBOOKS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

MANAGING BRIBERY & CORRUPTION RISKS

Bribery and corruption are illicit activities and these risks must be managed to ensure that firms avoid the risk of the Corporate Criminal Offence relating to the criminal conduct of employees and associates acting for and on behalf of firms.

Firms are required to have in place appropriate systems and controls to manage and mitigate issues arising from bribery and corruption. Learn more about personal and corporate responsibilities and how to identify internal and external risks relating to bribery offences.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND EBOOKS





WHAT YOU WILL LEARN

- Perform a firm-specific risk assessment including consideration of internal and external threats.
- Detailed analysis of the requirements of the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act 1977.
- The practical focus of this course will encourage delegates to develop an enhanced understanding of the nature, size and scale of bribery and corruption, and how to identify risks.
- How to manage the risks according to the six guiding principles to mitigate the risk of corporate prosecution.
- Analyse case enforcement action from UK and internationally.

MANAGING SANCTIONS

Sanctions evaders take steps to disguise their identity, control and ownership of assets just like money launderers, but sanctions evasion risks can look very different. In this programme delegates will receive a comprehensive update on the very latest developments concerning the sanctions laws and regulations as applied by the UN, USA, EU and UK.

A key focus will be to review how designated nationals attempt to evade sanctions when performing cross border transactions and international trade and finance.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND EBOOKS





WHAT YOU WILL LEARN

- What sanctions apply to business activity and why it is important to comply with these laws and regulations.
- Learn about the UK sanctions post-Brexit and how US sanctions apply to firms outside the USA.
- Conduct a risk assessment, identifying the key sanctions targets and evasion techniques that are being used.
- Identify systems and controls that are important to manage risks and avoid preventative breaches.
- Analyse case enforcement action from the UK and USA.

MANAGING FRAUD RISK

Learn how to manage a proactive, comprehensive approach to combating fraud to mitigate the risks of financial loss, consumer disadvantage, legal, regulatory, and reputational damage.

This course will look at the definition and basic mechanics of fraud, how fraud is performed against individuals, firms and the state and what the impact of these crimes is. Delegates will receive help and guidance in performing a risk assessment that includes consideration of internal and external threats.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND EBOOKS





WHAT YOU WILL LEARN

- Identification of the latest fraud vulnerabilities in services provided to retail and commercial banking customers.
- Perform a fraud risk threat assessment and develop a fraud management plan of action to deter, detect and prosecute fraud activity.
- List the key UK and European laws, regulations and guidance that must be understood to ensure that a firm-specific fraud management plan meets these requirements.
- Define the role of the fraud risk manager during the investigation and prosecution of a fraud event.

INTRODUCTION TO BLOCKCHAIN & VIRTUAL CURRENCY RISK MANAGEMENT

Don't get left behind and learn more about virtual currency (VC), more widely referred now to as cryptoassets, how blockchain and blockchain assets such as crypto currency work and how to manage the pseudo-anonymous risks that are presented.

This exciting and interesting online course demystifies the management of VC and will provide you with a working knowledge and glossary, that includes the FATF travel rule requirements.



“The course was a real eye-opener for me to learn other areas of AML that I don't normally get to experience”



WHAT YOU WILL LEARN

This certified online course of learning has been designed and developed with a crypto technology company to provide risk and compliance professionals with critical guidance on how to manage the financial crime risks associated with VC. This includes working examples of how to monitor use and track illicit proceeds relating to crime and terrorism.

- Explain the history of 'money' and how VC represents a natural technology-based evolution of the principles of exchange.
- Describe the sources of criminal revenue and how VC can be used to launder the proceeds of crimes.
- Complete a risk assessment of VC and consideration of the controls that can be applied to manage the risks of the misuse of VC, including technology that can track and trace the movement of VC.
- List some of the most important international laws and regulations including the latest from FATF and the travel rule. Analyse some of the key uses and adoption of VC.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND

“The quality of the training provided is the best I have seen during my career”

MANAGING TAX EVASION RISKS UNDER THE CRIMINAL FINANCE ACT 2017

Governments are now aggressively taking steps to identify tax non-compliance and firms are being increasingly scrutinised and challenged to ensure that they manage and mitigate the risks of facilitating tax evasion.

Firms are required to have in place appropriate systems and controls to manage and mitigate the risks of the Corporate Criminal Offence relating to the criminal conduct of employees and associates arising from tax evasion. Learn more about personal and corporate responsibilities and what 'reasonable' procedures mean as advised under the Six Guiding Principles.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND EBOOKS





WHAT YOU WILL LEARN

- Distinguish between tax planning, tax avoidance and tax evasion, and the offence of facilitating tax evasion.
- Review the latest international developments concerning tax compliance, including FATCA, CRS and the CFA 2017.
- Particular emphasis will be placed upon the provisions of the CFA 2017 and the new corporate offences relating to criminal facilitation of UK and Overseas tax evasion.
- Analyse the six guiding principles of how a corporate entity must manage and mitigate tax evasion risks.
- Conduct a risk assessment to identify risks by applying the workshop learning to firm-specific risks and activities.

ANTI-MONEY LAUNDERING (AML)

A comprehensive programme designed to provide senior financial crime risk and compliance professionals with the technical knowledge and practical guidance to manage an effective programme of financial crime compliance.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND ELEARNING AND EBOOKS

“The course was a real eye opener for me to learn other areas of AML where I wouldn’t normally get experience”





WHAT YOU WILL LEARN

Review the very latest crime trends and threats that must be considered as part of a firm's risk assessment.

- Analyse the very latest legal and regulatory rules and guidance developments including from the UN, FATF, Wolfsberg and the UK MLR 2017 as amended.
- Define the process of managing the risks of the customer lifecycle, including performing the risk-based approach to customer due diligence before and during the relationship.
- Understanding more about the role of the nominated officer and MLRO including managing the SAR process, supporting the investigation and recovery of assets with law enforcement and completing an MLRO report to the board.
- Describe examples of how to influence the culture of compliance and communicate change effectively.

TRADE BASED MONEY LAUNDERING

The significant and global flow of funds and goods between international trade partners offers lucrative opportunities for criminally collusive importers and exporters to move illicit value between themselves, hiding dirty money in both false and legitimate trade transactions. Explore the anti-money laundering and wider financial crime risks and counter terrorist financing risks that exist within international trade and finance.

This course will review trade based money laundering typologies including the misrepresentation of the price, quantity and quality of good and services, and include an update on risks such as dual-use goods and the very latest techniques used to evade sanctions.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND





WHAT YOU WILL LEARN

- More about trade and trade-based finance, and of the international laws and ICC rules that govern these activities.
- The very latest trends in trade-based money laundering techniques, and how terrorist financiers, tax evaders and fraudsters are using trade to disguise their illicit activities.
- Analyse the latest techniques that are being used by sanctions evaders, including sanctioned states such as Iran, Syria and North Korea.
- Review recent legal and regulatory case enforcement news and use real-life case studies to understand what systems and controls must be applied to manage risks in international trade and finance.

MANAGING THE RISK OF FINANCING AND PROLIFERATION

In this course delegates will look at the nature of terrorism, and will review how these threats have evolved in recent years to include the acts of 'the lone wolf'.

Delegates will develop an enhanced understanding of how the aims of each terrorist group can be analysed to identify likely financing methodology. Also, how the financiers of terrorism aim to disguise their activity, often working conclusively with other criminals, even engaging in apparently legitimate trade.

Combating the risks of financing terrorism requires much more than placing reliance on sanction lists alone! Delegates will learn how to perform a risk assessment, and how to use this knowledge, help design and implement a framework of systems and controls to deter, detect and manage the significant risk of terrorist financing, including the financing of proliferation and misuse of dual-use and military goods.

DELIVERY FORMATS

We work to your budget which means you can afford us! Price is based on several factors including number of delegates, length and method of delivery.

- LIVE ONLINE
- IN CLASSROOM
- PRIVATE GROUPS
- BLENDED LEARNING
- ON DEMAND





WHAT YOU WILL LEARN

- The course provides an introduction to terrorism and terrorist financing, including a brief history of terrorist activity up until the 21st century, and includes the very latest details and profiling of active international groups.
- You will learn more about the needs of a terrorist group and a 'lone wolf', and how these profiles influence the different monitoring techniques that must be employed to deter, detect and disrupt the financing of terrorist activity.
- A key learning outcome will be to be able to conduct a risk assessment, covering risks such as jurisdiction, sectors, transactions that can be used to support, inform and enhance firm-specific procedures.

OUTSOURCE YOUR IN-HOUSE RISK ACADEMY TO GCAL

GCAL now provides training design, delivery and ongoing management support for firms to deliver role-specific online and classroom learning. What this means is that our clients no longer have to rely on 'off the shelf' training solutions. And they don't apologise for the training that is provided!

Our LMS platform has been developed to provide a seamless learner journey, including online assessments, and for managers to oversee and monitor the progress of individual employees, departments and the firm.

We offer firms the technical expertise and responsive support that is required to provide tailored support and learning that makes a real difference to the operations.

"Training is current, pertinent and effective while solutions are efficient, practical and effectual."

"Training is current, pertinent and effective while solutions are efficient, practical and effectual."





RISK ASSESSMENT

Revising and refining your risk management systems and controls typically starts with a risk assessment. GCAL can support your business by performing a comprehensive assessment of your risks and procedures. The aim will be to achieve and improve allocation of resources and more effective outcomes.

We will draw on past work-based experience and leverage the benefits of continuing to work closely with leading risk and compliance professionals to offer genuine support and practical guidance.

If you require help and assistance to draft policies and procedures, you will not get an 'off-the-shelf' policy that is simply branded with your logo. We will work with you to provide tailored statements of policies, procedures and staff handbooks that tell your staff what they need to know in simple language. The documents that we create with you will reflect your actual operational risk and compliance needs, nothing more and nothing less.

RISK MANAGEMENT

GCAL is a full-service risk management services business that offers more than just training and education. Without effective communication, a culture of compliance and efficient supporting risk management systems and controls, any training that we provide may not be enough. You will find below a range of the ancillary services we provide.

- Risk assessment
- Senior leadership / board support
- Policies and procedures
- Past business remediation
- Conduct and culture
- Effective communication
- Managing diversity in the workplace
- Preparing for a regulatory interview



Businesses are required to manage their business activities according to legal, regulatory and ethical considerations. GCAL's governance, risk and compliance experts can provide support to design and deliver policies and procedures and to provide senior leadership support.

Services Include:

- Supporting businesses to design and operationalise risk and compliance systems and controls design and delivery of training
- Design and delivery of training
- Personal support and mentoring for senior leadership

“I cannot praise GCAL enough for the work they have done for me and my teams”



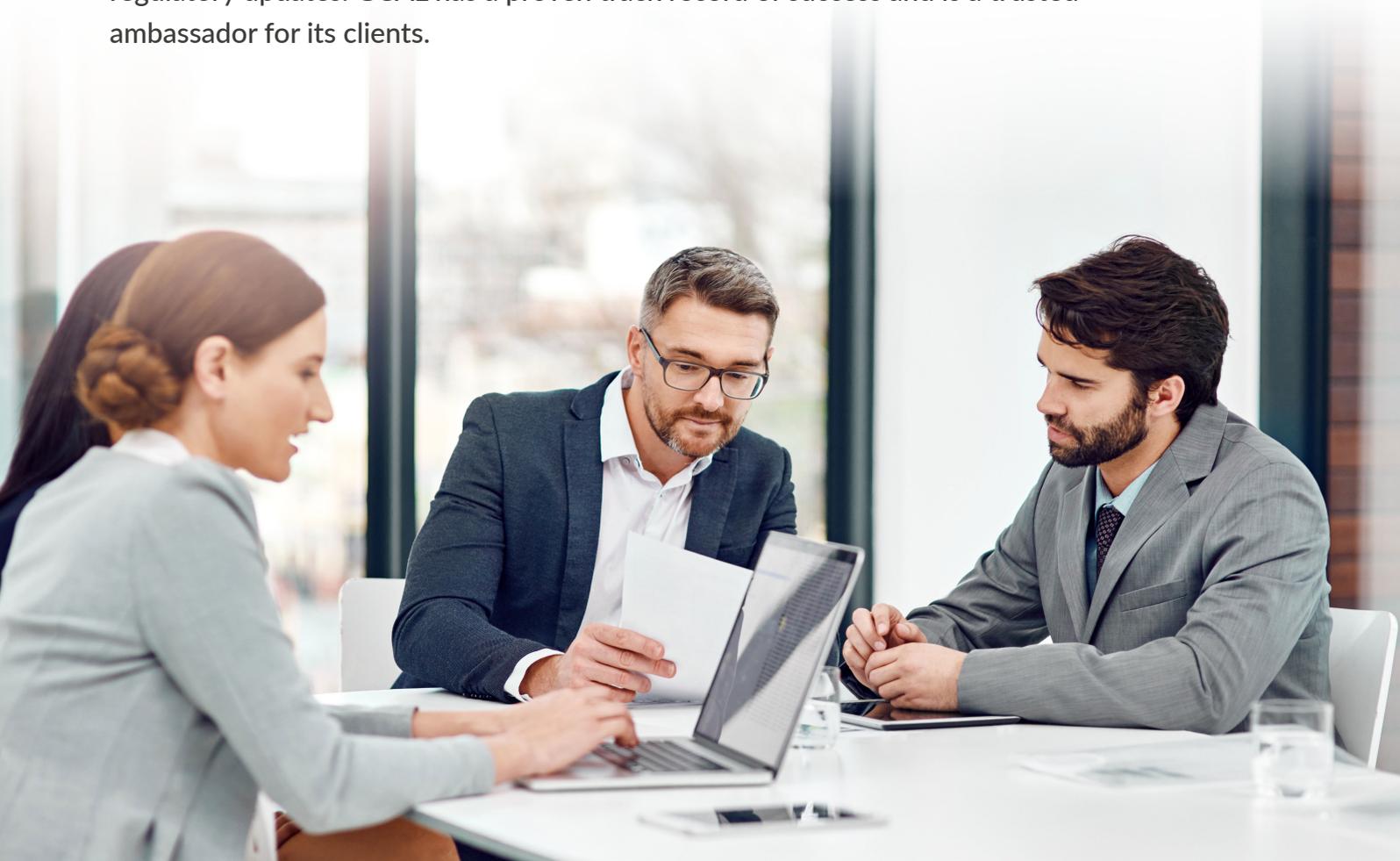
SENIOR LEADERSHIP & BOARD SUPPORT

The GCAL senior leadership team is engaged by a wide variety of regulated and non-regulated businesses to provide help and guidance on a range of operational risk and compliance challenges.

GCAL offers discreet and personal support for risk and compliance professionals who want additional technical guidance, personal direction or just a shoulder to cry on!

We are humbled and honoured to have been invited to provide private and discreet support to senior leaders and leadership teams, and we never take this trust and confidence for granted.

Support includes the design and delivery of advisory sessions that inform the board, EXCO and heads of departments, and providing regulatory 'hot topic' briefings and regulatory updates. GCAL has a proven track record of success and is a trusted ambassador for its clients.



CUSTOMER RISK ASSESSMENT

We understand the complexities involved in designing a risk-based customer risk assessment.

Our customer risk assessment workflow tool enables you to develop a risk methodology that aligns to your firm's risk appetite by providing a configurable risk model, that includes all the key risk categories, risk factors, weightings, and calculation algorithms.

We can provide support and templates to document the risk assessment methodology used and user guides to ensure the effective use of the tool.





PAST BUSINESS REMEDICATION

Mistakes happen, but with the right support risks can be identified and remediated without making a fuss.

If an error has occurred at your firm then you are not alone. Whatever the size of the challenge, the GCAL team is ready to help. Working closely with chosen partners, the team can provide firms with support to conduct past business remediation, whilst cleansing data and providing new records and information in a form and content that will ensure that this data can continue to be used in future business.

“Real life examples and a good sounding board for ideas”

**ENGAGE
INFORM
INSPIRE**



GREAT CHATWELL
ACADEMY of LEARNING

ADDRESS

Level 3, 45-47 High Street,
Newport, Shropshire, TF10 7AT

EMAIL

info@greatchatwellacademy.com

ONLINE

www.greatchatwellacademy.com

FIND US ON:

-  Great Chatwell Academy of Learning
-  @ChatwellAcademy
-  Great Chatwell Academy of Learning