

Courses

Creating dynamic courses

CCL City Training and Absolutely Training have produced several hundred interactive and visually based online courses. Every course is designed to enhance the retention process, address the needs of a particular sector and provide the latest interactive testing technology.

Course options

We understand that the training requirements of two businesses are never quite the same. That's why we've created three distinct ways to work with you:

Off-the-shelf courses

You have a clear and distinct learning requirement which is met by our off-the-shelf course content.

Course customisation

You can see most of what you want in our off-the-shelf offering, but there are areas where you need to have your own content. Perhaps you have your own case studies or examples. Maybe you have your own ideas about what should be tested. These are all accommodated by this course type.

Bespoke courses

If there's no existing course that fits your unique training requirements, we can create a bespoke course. We'll work with you to design a course entirely unique to your organisation.

Course List

- **Health & Safety:**

- **Six Pack**

- Display Screen Equipment
- Environment Awareness
- Fire Safety Awareness
- Managing Safety
- Manual Handling Awareness
- Office Safety

- Asbestos Awareness
- Electrical Safety
- Noise Awareness
- Working at Height

- **Human Resources:**

- Induction

- **Employment Law**

- Managing equal opportunities in the workplace
- Equal opportunities in the workplace: what they mean for you
- Age discrimination: the essentials
- Recruitment: for managers
- Data protection and employment records
- Managing stress at work
- Disciplinary Investigations and hearings
- Whistleblowing at work

- **Business Risk:**

- Business Risk Management

- **Gambling:**

- Problem Gambling and Social Responsibility (Remote)
- Problem Gambling and Social Responsibility (Land based)
- Working with Problem Gambling (Remote)
- Working with Problem Gambling (Land based)

- **Information Management:**

- Data Protection
- Information Security Awareness

Please check availability of courses.

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- **Financial Crime:**

- **Anti Money Laundering**

- AML: Accountants
 - AML: Bahamas – Foundation
 - AML: Basic Awareness
 - AML: Foundation
 - AML: Foundation - Gaming
 - AML: Foundation - Jersey
 - AML: Foundation – Corporate
 - AML: Foundation – Gibraltar
 - AML: Foundation – Guernsey
 - AML: Investment Banking – Corporate Finance
 - AML: Investment Banking – Sales and Trading
 - AML: Middle East
 - AML: Money Laundering Reporting Officer
 - AML: Money Service Business – Basic Awareness
 - AML: Money Service Business – Foundation
 - AML: Private Banking/Wealth Management
 - AML: Private Equity/Venture Capital
 - AML: Solicitors

- **Fraud**

- Awareness and Prevention

- **ID Fraud**

- Awareness and Prevention

- **Ethics:**

- Integrity and Ethics

- **MAR:**

- Market Abuse

- **FSA:**

- Senior Management Arrangements, Systems & Controls
 - Approved Persons
 - Role of the FSA
 - Complaints

- **COBS:**

- COBS Introduction
 - Advised Sales
 - Non-Advised Sales
 - Best Execution
 - Client Categorisation
 - Conflicts of Interest
 - Dealing and Managing

- **MiFID:**

- Introduction
 - What you need to know
 - Client Categorisation
 - Conflicts of Interest
 - Organisation, Systems and Controls

- **Treating Customers Fairly:**

- Treating Customers Fairly
 - Treating Customers Fairly - Stakeholder
 - Treating Customers Fairly - General Insurance
 - Treating Customers Fairly - Residential Lending
 - Treating Customers Fairly - Loans
 - Treating Customers Fairly - Savings
 - Treating Customers Fairly - Basic Banking Services

- **Banking Code:**

- Banking Code
 - Banking Code for Building Societies
 - Business Banking Code

- **Best Practice:**

- Complaints Handling

- **Consumer Lending:**

- Consumer Credit Act

- **Insurance:**

- (launch date: early 2008)

- **Regulatory**

- Introduction and Overview
 - Treating Customers Fairly
 - Complaint Handling
 - Data Protection Act
 - Anti Money Laundering
 - Sales
 - Administration
 - Contract Certainty
 - Conflicts of Interest
 - Claims Handling
 - Client Money
 - Agency Law - Introduction

- **Technical**

- Principles of Insurance – Introduction
 - Underwriting - The Process
 - General Insurance Market Products
 - Basic Guide to the Insurance Industry
 - Policy Construction
 - Claims Procedures – Introduction
 - Liability - How it Arises
 - UK General Insurance Market
 - Lloyd's – Introduction
 - London Market – Placing the Risk
 - London Market – Role of the Broker

- **Mortgages:**

- **CeMAP®**

- Competency Maintenance Tool

- **Product**

- Introduction to Mortgages

- **Regulatory**

- MCOB - Introduction
 - MCOB 1 Application and Purpose
 - MCOB 2 General business standards
 - MCOB 3 Financial Promotion
 - MCOB 4 Advising on and selling regulated mortgage contracts
 - MCOB 5 Product disclosure: pre application
 - MCOB 6 Product disclosure: offer stage
 - MCOB 7 Product disclosure: start of the contract and after sale
 - MCOB 8 Lifetime mortgages: advising on and selling
 - MCOB 9 Lifetime mortgages: product disclosure
 - MCOB 10 Annual percentage rate
 - MCOB 11 Responsible lending
 - MCOB 12 Charges
 - MCOB 13 Arrears and repossessions

- MCOB for Intermediaries

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