



Academy

Our clients told us that a real game-changer for them would be to have legal and compliance together in one place and so we created Auxillias, a one-stop-shop for regulatory and advisory support. It's been a great success, with more and more firms and brokers seeking out what we do.

Based on that, we got curious about how we could really serve our clients; what else could we do that would help them be even more successful? They told us that the most difficult challenge they have is getting the message through the business, consistently, simply and cost-effectively. How could we help them implement a compliant regulatory regime that would let their people concentrate on delivering great customer outcomes?

To meet this demand, Auxillias Academy was born, offering all of the things you value about Auxillias in one simple, flexible training approach. Focusing on the motor finance, asset finance and consumer finance sectors – *something we believe is unique to us* – Auxillias Academy has the following elements:

- **Board and SMF briefings** – converting the latest regulatory agenda into practical actions that you can implement throughout the lines of defence within your business
- **SMF training** – helping your most senior people understand how they discharge their responsibilities, including delegated authority, safely and effectively
- **Sales and marketing training** – helping your teams translate your regulatory policies into commercial activities that are attractive to consumers AND in line with your risk appetite
- **Front-line training** – helping new business, customer services and collections colleagues deliver great customer outcomes consistently and at a high level of quality assurance
- **Cross-functional integration** – helping your front and back-office teams balance customer duty with commercial outcomes to make your business compliant AND commercially effective
- **Coaching** – helping senior leaders find their own balance of leadership in support of creating high-performing, autonomous teams.

Auxillias Academy operates in a number of ways:

- Face-to-face public seminars and training events
- Digital self-paced learning modules
- Bespoke in-house seminars and training events
- One-to-one coaching
- Board-level briefings.

The Auxillias Academy promise is to meet you where you are with a solution that will work for you. We offer many different sessions – examples of the most popular courses can be found [HERE](#). This list is not exhaustive as we have many strings to our bow. We can also work with you on bespoke training programmes if desired.

Our programme of training for lending and leasing firms is designed to give staff at all levels of the organisation the knowledge they need to operate successfully and compliantly. Our materials are focused on practical learning and use real examples to illustrate the learning objectives.

Our modular approach allows firms to tailor learning paths for employees in specific roles. From the board room to collections to marketing our solutions will help each member of the team understand what the regulator expects of them and how to deliver good customer outcomes.

## Learning Journey Senior Manager

The learning pathway for a senior leader in a motor or consumer finance lender should give the learner a strong working knowledge of the regulatory environment, the specific conduct areas they will be responsible to regulator for and their key personal obligations. We have designed our modular packages to equip a new senior manager with the skills and knowledge needed to run a regulated business and to provide refresher training for those who have been in post for some time so as they can demonstrate ongoing competence to the regulator.

Our training packages senior managers offers a high-level, bespoke learning experience that helps them to become really comfortable with their leadership responsibilities. Our programmes place strong emphasis on the HOW – providing practical advice and guidance for senior leaders as well as giving them relevant factual background.

Our suggested learning plan for a senior manager in a lending firm is as follows:



For a senior manager in a motor dealer group or a regulated credit broker, the pathway would be similar but the 'Delivering Good Customer Outcomes' section would focus on delivering a compliant sales experience and what the FCA expects of a broker or dealer. Their learning plan would look like this:



Auxillias training can make a real difference in ensuring that your staff can deal in Consumer Credit compliantly and have a good understanding of the rules that apply to their specific roles. We can tailor packages for different roles in lenders, dealers and brokers business to equip your teams with the skills they need to do their jobs in line with what the regulator expects.

For example the learning plan for a collections advisor in a lender would look something like this:



Whereas a sales executive in a motor dealership would follow a plan like this:



Whatever your learning needs, the Auxillias Academy can tailor a solution that best fits the needs of your business.

To discuss your training requirements please contact us today:

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