

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Legal & Compliance

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| Title | Analyze effectiveness of compliance training programmes |
| Code | 105579L5 |
| Range | This unit of competency is applicable to those who are responsible for analyzing the effectiveness of compliance training programmes. It involves collecting and analyzing records on compliance training programmes, and improving the compliance training programmes based on the analysis results. |
| Level | 5 |
| Credit | 3 (for reference only) |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in monitoring effectiveness of compliance training programme <ul style="list-style-type: none"> • Comprehend regulatory requirements in respect of the insurance industry, including all of the relevant ordinances and statutory regulations; guidance notes and circulars issued by the regulators; industry standards, guidelines and codes of practice issued by industry bodies • Comprehend corporate compliance policy and guidelines • Comprehend regulatory requirements for different units in insurance company • Apply technical methods in analyzing effectiveness of compliance training programmes 2. Evaluate effectiveness of compliance training programmes <ul style="list-style-type: none"> • Review objectives and design of compliance training programmes • Monitor execution of compliance training • Collect and analyze feedback from units on compliance training received • Evaluate compliance awareness in different company units • Evaluate compliance inspection data before and after compliance training • Analyze effectiveness of compliance training programmes • Identify areas for improvement • Refine training programme designs based on analysis results 3. Evaluate compliance training programmes to ensure fulfillment of prescribed objectives <ul style="list-style-type: none"> • Define criteria for the evaluation of compliance training programmes • Perform analysis on compliance awareness and compliance inspection data based on feedbacks from relevant units to reflect training effectiveness • Review and fine-tune programme designs based on evaluation decisions. |
| Assessment Criteria | <p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to identify indicators that enable evaluation of training effectiveness • Able to assess effectiveness of compliance training programmes through analysis of compliance awareness and compliance inspection data • Able to adjust and refine programme designs based on conclusions of analysis. |
| Remark | This unit of competency is also applicable to general insurers, life insurers and broker. |