

Training Programme for FDRC Mediators and Arbitrators

TOTX004011201 & TOTX004011202

Introduction

The Financial Dispute Resolution Centre Limited (FDRC) came into operation on 19 June 2012 to administer an independent dispute resolution scheme to resolve monetary disputes between financial services providers and individual customers. **Applicants for admission to the FDRC List of Mediators and Arbitrators have to satisfy the Appointment Committee of FDRC that they have, as one of the prerequisites, completed this training programme and passed the assessment therein.**

Target Audience

This course is designed for accredited mediators or arbitrators who have proven experience in mediation and /or arbitration as set out in the Standards and Procedures for Admission to the FDRC List of Mediators and List of Arbitrators (S&P) and who intend to make an application to the FDRC for admission to the List of Mediators and List of Arbitrators in accordance with the procedures as set out in the S&P. Please follow the link to access the S&P: http://www.fdrc.org.hk/en/doc/Standards_Procedures_for_Admission_Mediators_Arbitrators_List_en.pdf

Program Structure

As part of the training and assessment requirements for admission to the FDRC List of Mediators and Arbitrators, applicants have to complete this two-part training programme:

Training Programme for FDRC Mediators and Arbitrators



Part I - Regulatory Framework, Experience Sharing & FDRC Workflow
(6 hours lecture)



Part II - Financial Products & their Selling Process

① Overview of Products and Services Offered by Banks
(10 hours self study + 3 hours lecture + assessment)

② Overview of Products and Services Offered by Brokerages
(10 hours self study + 3 hours lecture + assessment)

Program Outline

Part I – Regulatory Framework, Experience Sharing & FDRC Workflow

(6 hours lecture)

- Introduction to FDRC and its dispute resolution scheme
- Financial regulatory framework in Hong Kong
- Case studies/common kinds of complaints handled by Hong Kong Monetary Authority (HKMA) and Securities and Futures Commission (SFC)
- Practical experience sharing

Part II – Financial Products & their Selling Process

① Overview of Products and Services Offered by Banks (A self-study pack of around 10 hours and 3 hours lecture)

Content of Self-Study Pack

- Basic knowledge of banking products and services
 - Assets products
 - Liabilities products
 - Investment services
 - Insurance services
 - Structured products
- Selling process of investment services
 - Financial needs analysis
 - Conduct risk profiling, product due diligence and suitability check
 - Risk disclosure, after sales cooling off and related regulatory requirements imposed by HKMA
 - Mystery Shopping Programme (MSP) findings for banking sector
- Operation process for banking services

Content of Classroom Training

- Highlight on key features of banking products and services
- Selling process of investment services overview
- Operation workflow in processing banking products and services overview
- Highlight on common complaints
- MSP findings and cases sharing

Assessment

- An assessment (20 multiple choice questions) will be given at the end of the lecture. The pass mark is set at 70%.

② Overview of Products and Services Offered by Brokerages (A self-study pack of around 10 hours and 3 hours lecture)

Content of Self-Study Pack

- The selling process
 - Solicitation
 - Account opening
 - Order placing and execution
 - Mystery Shopping Programme (MSP) findings for securities sector
- Overview of financial products
 - Stocks
 - Warrants
 - Callable Bull/Bear Contracts (CBBC)
 - Financial futures and commodities futures
 - Stock options
 - Bonds
 - Leveraged foreign exchange
 - Managed funds
 - Unlisted structured products

Content of Classroom Training

- Key features of financial products
- Issues relating to solicitation of clients
- Issues relating to account opening
- Issues relating to order placing and execution
- MSP findings for securities sector

Assessment

- An assessment (20 multiple choice questions) will be given at the end of the lecture. The pass mark is set at 70%.

Please turn
over for more details!

