



Credit Services Association **Level 3 Apprenticeship** **Compliance & Risk Officer**

Programme Overview

A laptop screen displaying the word 'COMPLIANCE' in large white letters on a dark background. Below the title is a row of six colorful circular icons representing different business areas: a blue icon with a double-headed arrow, a green icon with a folder, a red icon with a warning triangle, a yellow icon with a document, a green icon with a building, and a blue icon with a document and a checkmark. The laptop is on a desk with a small potted plant and some sticky notes in the background.

COMPLIANCE





CSA Apprenticeships

Raising standards and building careers through tailored, personal and flexible training.

CSA Learning

An award-winning learning and development specialist and an Approved Apprenticeship Training Provider, CSA Learning* supports firms and employers to train, improve and assess their workforces in our specialist areas including credit, debt collection, compliance, counter-fraud, trading standards and governance.

CSA provides employers with training to reskill existing staff, as well as a means of introducing new employees to your company and sector. Our tutors are all specialists in their fields, with learner feedback consistently highlighting the exceptional standard of workshop delivery.

Credit Services Association (CSA)

The CSA is the only national trade association in the UK representing organisations in the debt collection and purchase industry.

Drawing upon this extensive experience of working within highly-regulated environments, the CSA develops and delivers learning & development solutions designed to increase capability, professionalism, standards, talent retention, and social mobility in this complex sector.

We use this specialist expertise and experience to assist employers from the public and private sectors to upskill and reskill existing or new employees in business-critical areas.

To learn more contact:

E: apprenticeships@csa-uk.com

T: 0191 217 3073 (CSA Members)

T: 0191 217 2948 (Non-members)

W: www.csa-uk.com/csa-learning

* CSA Learning is part of Credit (Services) Ltd, a subsidiary of the Credit Services Association (CSA).

What to expect from CSA Apprenticeships



Free consultancy on your skills and talent requirements and how they can be met through the delivery of our specialist apprenticeships and other L&D solutions.

Advice and guidance on the Apprenticeship Levy and specific Government incentives for apprenticeships, and how these can be used to maximise ROI.



Integration and mapping of your own policies, procedures, training content, and competence frameworks into the apprenticeship programmes to ensure relevance and business impact.

Dedicated account management and support through the entire process, including regular progress reports, from a friendly and knowledgeable team.





Expert professional coaching, training, and assessment of your apprentices using innovative approaches to blended learning which add real value to your organisational performance.

Digital delivery for flexible work-based learning throughout the apprenticeship.



Scheduled group workshops that support the development of the knowledge, skills, and behaviours required for the role – 96% of CSA apprentices say they can directly apply learning from these workshops to their daily work*.

Personal development, safeguarding, and pastoral support for learner wellbeing and mental health including free access to CSA's Employee Assistance Programme.



Robust quality assurance policies and procedures.



CSA Level 3 Apprenticeship

Compliance & Risk Officer

Our expert team of account managers and tutors guide learners and their line managers/mentors through the apprenticeship from enrolment through to the independent End Point Assessment. Following initial learning assessments, we tailor the programme to individual learners needs.

Duration

19 months (14 months learning delivery, plus up to 5 months for End Point Assessment).

Qualifications

Qualifications Level 3 Apprenticeship (Equivalent educational level: A Level) **plus chosen International Compliance Association qualification.**

Funding

We will work with you to maximise **Apprenticeship Levy** funds and access any other support or incentives that are available to fund the programme.

CSA blended learning delivery

Flexible combination of group workshops, e-learning, structured workplace learning, tutorials, and mini projects can be **fully integrated** with wider internal training and organisational needs.

Programme Overview

Many organisations have to meet a **wide range of compliance and risk requirements** set out in legislation. To meet these requirements employers will have **dedicated risk and compliance departments** that are experts in the relevant legislation and regulatory requirements. They provide proactive support and guidance to the business areas to ensure that the organisation meets this wide range of requirements, balanced against achieving appropriate customer outcomes.

We draw on **industry expertise** to offer the Apprenticeship Levy funded Level 3 Compliance & Risk Officer Apprenticeship Standard to employers looking for a **cost-effective** way to **upskill new or existing employees** on a career pathway in this business-critical area. The programme covers the knowledge, skills, and behaviours required to carry out the role including:

- Drawing on technical expertise to provide **high quality, ethical input and advice to the business**. Identifying and managing compliance and risk related problems that emerge
- Analysing data to **identify potential risks** and **ensure compliance**.
- Maintaining records and producing reports. Working on **review and audits** to check that policies are being correctly applied.

Specific technical knowledge required for different roles are covered by **flexible specialist options**. We also work in close partnership with the International Compliance Association (ICA) to help employers and apprentices integrate one of the following mandatory qualifications* with the apprenticeship programme:

- Certificate in Compliance
- Certificate in Anti-Money Laundering

The apprentice can apply for the appropriate level of professional ICA membership aligned with this level of qualification.

*Other qualifications are available, please ask your CSA contact for more details.

■ Modules

Module 1 workshop

- Organisational structure
- External environment
- Culture of compliance

Module 2 workshop

- Risk and compliance framework

Module 3 workshop

- Products, services and ethical considerations
- Introduction to project management

Module 4 workshop

- Systems, processes and storing information
- Introduction to research

Module 5 workshop

- Policies and procedures
- Best practice and audits

Module 6 workshop

- Personal skills and continuous personal development
- End Point Assessment preparation



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