Certificate in Financial Regulation & Compliance

Syllabus

Module 1: Foundations of Financial Regulation and Compliance

- Purpose of financial regulation.
- Financial stability, market integrity and customer protection.
- Prudential regulation versus conduct regulation.
- Laws, rules, regulations, directions, circulars and guidance.
- Mandatory requirements versus voluntary standards.
- Compliance risk and its consequences.
- Legal compliance versus ethical conduct.
- Regulatory requirements versus internal policies.
- Principles-based and rules-based approaches.
- Responsibilities of financial-services professionals.
- Identifying when specialist interpretation is required.

Module 2: Indian Financial Regulatory Architecture

- Roles and mandates of RBI, SEBI, IRDAI, PFRDA and IFSCA.
- Ministry of Finance, MCA, FIU-IND and relevant authorities.
- Stock exchanges, clearing corporations and depositories.
- Regulated entities, intermediaries and service providers.
- Regulatory coordination and overlapping responsibilities.
- Sectoral and activity-based regulation.
- Supervisory inspections and regulatory information requests.
- Enforcement, adjudication and appellate mechanisms: overview.
- Grievance-redressal and ombudsman mechanisms.
- Reading official regulatory publications.
- Identifying applicability, effective dates and transitional provisions.

Module 3: Regulatory Perimeter, Permissions and Business Activities

- Identifying whether an activity is regulated.
- Registration, licensing, authorisation and exemptions.
- Entity-level versus activity-level permissions.
- Conditions attached to regulatory approvals.
- Permitted activities and business restrictions.
- Distinguishing advice, research, distribution and execution.
- Distinguishing lending from lending-support services.
- Payment and insurance-intermediation boundaries.
- Outsourcing versus delegation of regulated responsibilities.
- New products, channels and business-model changes.
- Cross-border services and jurisdictional limitations.
- Escalating activities that may fall outside existing permissions.

Module 4: Compliance Governance and Organisational Responsibilities

- Board and senior-management oversight.
- Compliance policies, mandate and reporting lines.
- Independence, authority and access to information.
- Responsibilities of the compliance officer and supporting teams.
- Business ownership of compliance obligations.
- Coordination with risk, legal, internal audit and operations.
- Conflicts within reporting and remuneration arrangements.
- Compliance committees and escalation rights.
- Adequate staffing, competence and resources.
- Outsourced support and retained accountability.
- Compliance culture and management behaviour.
- Governance reporting and evidence of oversight.

Module 5: Compliance-Risk Assessment and Obligation Mapping

- Identifying statutory and regulatory obligations.
- Building a regulatory inventory.
- Mapping obligations to entities, products and processes.
- Identifying accountable owners.
- Inherent risk, controls and residual risk.
- Likelihood, impact and materiality.
- Product, customer, channel and geographic risk factors.

- Risk-control matrices.
- Risk-based compliance planning.
- Assessment of new products and partnerships.
- Documenting interpretations and assumptions.
- Periodic reassessment and escalation.

Module 6: Customer Onboarding, KYC and AML Fundamentals

- Customer identification and verification.
- Beneficial ownership and control structures.
- Customer risk classification.
- Enhanced due diligence and politically exposed persons.
- Source-of-funds and source-of-wealth concepts.
- Sanctions and watchlist screening.
- Ongoing due diligence and periodic review.
- Transaction-monitoring and suspicious-activity escalation.
- Reporting responsibilities and confidentiality.
- Record retention and access.
- Distinguishing KYC, AML, fraud and suitability processes.
- Entity-specific obligations and specialist referrals.

Module 7: Client Classification, Suitability and Fair Treatment

- Customer categories and applicable protections.
- Understanding objectives, circumstances and financial capacity.
- Risk profiling and investment suitability.
- Product complexity, liquidity and loss-bearing capacity.
- Understanding products before recommendation.
- Suitability documentation and evidence.
- Customer consent and meaningful disclosures.
- Fees, charges and compensation transparency.
- Vulnerable customers and accessibility.
- Changes in customer circumstances.
- Mis-selling and inappropriate sales incentives.
- Distinguishing advice-led and execution-only arrangements where applicable.

Module 8: Conflicts of Interest and Market Conduct

- Identifying actual, potential and perceived conflicts.
- Related-party transactions and affiliations.
- Commissions, referral arrangements and inducements.
- Gifts, entertainment and personal benefits.
- Personal-account dealing.
- Confidential and material non-public information.
- Information barriers and restricted access.
- Insider trading and market-abuse awareness.
- Fair allocation and preferential treatment.
- Conflict registers and disclosures.
- Managing versus merely disclosing conflicts.
- Escalation, recusal and independent approval.

Module 9: Financial Promotions and Customer Communications

- Advertising versus factual product information.
- Approval and review of promotional material.
- Clear, balanced and non-misleading communication.
- Performance claims and presentation of risk.
- Actual versus simulated performance.
- Testimonials, endorsements and influencer arrangements.
- Social media, messaging platforms and digital campaigns.
- Fee-waiver and limited-period offer disclosures.
- Product comparisons and unsupported superiority claims.
- Disclosure prominence and readability.
- Recordkeeping and version control.
- Correcting misleading or outdated communications.

Module 10: Recordkeeping and Regulatory Reporting

- Identifying required records and reporting obligations.
- Reporting calendars and accountable owners.
- Data sourcing, validation and reconciliation.
- Maker–checker review and sign-off.
- Filing accuracy, completeness and timeliness.
- Client, transaction, advice and communication records.
- Evidence of consent, approvals and exceptions.

- Retention schedules and secure disposal.
- Access controls and audit trails.
- Correcting reporting errors.
- Late filings and escalation.
- Responding to information requests.
- Distinguishing regulatory reporting from management reporting.

Module 11: Compliance Monitoring, Testing and Assurance

- Compliance monitoring versus internal audit.
- Risk-based monitoring plans.
- Control design and operating effectiveness.
- Sampling and evidence selection.
- Thematic reviews and targeted testing.
- Testing onboarding, disclosures, fees and communication controls.
- Exception classification and issue severity.
- Root-cause identification.
- Action plans, owners and deadlines.
- Validation of corrective actions.
- Repeat findings and overdue remediation.
- Dashboards and committee reporting.
- Limitations of checklist-only compliance.

Module 12: Breach Management and Regulatory Engagement

- Identifying incidents, breaches and near misses.
- Initial fact-finding and preservation of records.
- Assessing scope, impact and materiality.
- Internal notification and escalation.
- Regulatory notification: applicability and timelines.
- Interim controls and customer protection.
- Investigation support and professional boundaries.
- Remediation and evidence of closure.
- Preparing accurate responses to regulatory queries.
- Inspection preparation and document coordination.
- Managing observations and action commitments.
- Avoiding unsupported admissions or incomplete representations.
- Coordination with legal counsel and senior management.

Module 13: Complaints, Whistleblowing and Customer Redressal

- Complaint receipt, classification and ownership.
- Customer communication and acknowledgement.
- Investigation of service and conduct concerns.
- Applicable response and escalation requirements.
- Root-cause analysis and recurring complaints.
- Remediation, restitution and fair outcomes.
- External grievance and ombudsman channels.
- Whistleblowing mechanisms.
- Confidentiality and protection against retaliation.
- Conflicts in complaint handling.
- Fair treatment of individuals named in allegations.
- Management reporting and process improvement.

Module 14: Outsourcing and Third-Party Compliance

- Identifying outsourced and partner-delivered activities.
- Due diligence on regulatory status and capabilities.
- Allocation of responsibilities.
- Service agreements and compliance obligations.
- Confidentiality, data access and record availability.
- Audit, inspection and information rights.
- Subcontracting and fourth-party dependencies.
- Monitoring service levels and conduct.
- Customer-facing responsibilities and disclosures.
- Breach notification and incident cooperation.
- Concentration, exit and continuity risks.
- Retained accountability of the regulated entity.

Module 15: Technology, Data and Digital Compliance

- Compliance considerations in digital customer journeys.
- Electronic records, consent and digital execution.
- Applicable data-protection and confidentiality obligations.
- Access, retention and permitted sharing.
- Cyber-incident escalation and reporting interfaces.
- Automated decisions and human oversight.
- AI-assisted compliance and document review.

- False positives, false negatives and model limitations.
- Technology vendors and compliance dependencies.
- RegTech, monitoring tools and audit trails.
- Change approval and testing.
- Distinguishing technical assurance from compliance assurance.

Module 16: Regulatory-Change Management

- Monitoring official publications and consultations.
- Distinguishing proposals from effective requirements.
- Identifying affected entities, products and processes.
- Interpreting commencement dates and transition periods.
- Maintaining a regulatory-change register.
- Assigning owners and implementation tasks.
- Updating policies, forms, disclosures and systems.
- Training affected employees.
- Obtaining approvals and tracking readiness.
- Testing implementation and retaining evidence.
- Escalating uncertainty and delayed actions.
- Conducting post-implementation reviews.

Module 17: Cross-Sector and International Perspectives

- Banking and lending: conduct and compliance interfaces.
- Securities, investment advisory and distribution.
- Investment funds and portfolio-management activities.
- Insurance and pension distribution: introductory perspective.
- Fintech partnerships and regulatory boundaries.
- GIFT IFSC and IFSCA: overview.
- Cross-border clients and service delivery.
- International standards versus domestic legal requirements.
- Jurisdiction-specific sanctions and restrictions.
- Recognising when overseas specialist advice is needed.

Module 18: Ethics and Applied Professional Judgement

- Integrity, objectivity and professional scepticism.
- Commercial pressure and regulatory shortcuts.

- Conflicts between targets and customer outcomes.
- Confidentiality and responsible information use.
- Escalating concerns about senior employees.
- Documenting dissent and unresolved issues.
- Avoiding concealment, retaliation and misleading reporting.
- Fair treatment and proportionate responses.
- Recognising limits of competence.
- Seeking legal or regulatory clarification.
- Accountability for decisions and recommendations.