

[This Checklist may be used as part of a new joiner assessment and/or annual appraisal process]

Knowledge and competence for staff giving information about investment products, investment services or ancillary services: Checklist

Name:	
Supervisor (if relevant):	
Department:	
Job Role:	
Qualifications held:	
Months/Years of experience:	

Competency	Yes/No / NA	Evidence/Notes
Does the staff member understand the key characteristics, risk and features of those investment products available through the firm, including any general tax implications and costs to be incurred by the client in the context of transactions? <i>Particular care should be taken when giving information with respect to products characterised by higher levels of complexity</i>		
Does the staff member understand the total amount of costs and charges to be incurred by the client in the context of transactions in an investment product, or investment services or ancillary services?		
Does the staff member understand the characteristics and scope of investment services or ancillary services?		
Does the staff member understand how financial markets function and how they affect the value and pricing of investment products on which they provide information to clients?		
Does the staff member understand the impact of economic figures, national/regional/global events on markets and on the value of investment products on which they provide information?		
Does the staff member understand the difference between past performance and future performance scenarios as well as the limits of predictive forecasting?		
Does the staff member understand issues relating to market abuse and anti-money laundering?		
Does the staff member assess data relevant to the investment products on which they provide information to clients such as Key Investor Information Documents, prospectuses, financial statements, or financial data?		
Does the staff member understand specific market structures for the investment products on which they provide information to clients and, where relevant, their trading venues or the existence of any secondary markets.		
Does the staff member have a basic knowledge of valuation principles for the type of investment products in relation to which the information is provided?		

Knowledge and competence for staff giving investment advice: Checklist

Name:	
Supervisor (if relevant):	
Department:	
Job Role:	
Qualifications held:	
Months/Years of experience:	

Competency	Yes/No / NA	Evidence/Notes
Does the staff member understand the key characteristics, risk and features of the investment products being offered or recommended, including any general tax implications to be incurred by the client in the context of transactions? <i>Particular care should be taken when providing advice with respect to products characterised by higher levels of complexity.</i>		
Does the staff member understand the total costs and charges to be incurred by the client in the context of the type of investment product being offered or recommended and the costs related to the provision of the advice and any other related services being provided?		
Does the staff member fulfil the obligations required by firms in relation the suitability requirements including the obligations as set out in the Guidelines on certain aspects of the MiFID suitability requirements?		
Does the staff member understand how the type of investment product provided by the firm may not be suitable for the client, having assessed the relevant information provided by the client against potential changes that may have occurred since the relevant information was gathered?		
Does the staff member understand how financial markets function and how they affect the value and pricing investment products offered or recommended to clients?		
Does the staff member understand the impact of economic figures, national/regional/global events on markets and on the value of investment products being offered or recommended to clients?		
Does the staff member understand the difference between past performance and future performance scenarios as well as the limits of predictive forecasting?		
Does the staff member understand issues relating to market abuse and anti-money laundering?		
Does the staff member assess data relevant to the type investment products offered or recommended to clients such as Key Investor Information Documents, prospectuses, financial statements, or financial data?		
Does the staff member understand specific market structures for the type investment products offered or recommended to clients and where relevant their trading venues or the existence of any secondary markets		
Does the staff member have a basic knowledge of valuation principles for the type of investment products offered or recommended to clients		
Does the staff member understand the fundamentals of managing a portfolio, including being able to understand the implications of diversification regarding individual investment alternatives		

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