



# COMPLIANCE TRAINING CATALOGUE FOR HIGH VALUE DEALERS

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## INTRODUCTION

Our company has its origins in the UK with over 8 years of experience in Consulting and Learning & Development. We collaborate with financial institutions and regulatory bodies to fulfil obligations related to Anti-Financial Crime regulations and ensure compliance with all AML supervision requirements.

We work with financial institutions and regulatory bodies to meet obligations regarding Anti-Financial Crime regulations and achieve full compliance with all AML supervision requirements.

ReTRRAC® provides risk management and consulting services to Banks, NBFCs, Financial institutions, Consulting firms, Members of various professional bodies such as Accountants, Lawyers/Solicitors and Business supervised by HMRC.

We specialise in:

- Financial Crime and Risk Review Consulting.
- Customer Due Diligence – Customer Onboarding, Regular Review, Remediation, Event-Driven Review, Transaction Monitoring.
- Compliance Training programmes
- Policies & Procedures
- Firm and Practice-Wide Risk Assessment

HMRC supervises compliance for HVDs in the UK, and businesses must register with HMRC for AML supervision. Failure to comply can result in penalties or criminal charges. As a business supervised by HMRC, it is mandatory to comply with MLR 2017 guidelines. These business are required to:

- **Appointment of Nominated Officer (NO)/ Money Laundering Reporting Officer (MLRO).**
- **Customer Due Diligence (CDD)/ Know Your Customer (KYC) – Risk mitigation, Risk review, Risk classification of all clients, AML searches, Sanction searches, Adverse news searches, PEP searches and proliferation financing searches.**
- **Monitoring transactions to identify Red Flags & report any suspicious transactions to the National Crime Agency (NCA).**
- **Policy Packs:**
  1. **AML policy, controls and procedures (PCP)**
  2. **Anti-Bribery & Corruption Policy**
  3. **Data Protection Policy**
  4. **Website & Social Media Policy**
  5. **Computer Use Policy**
- **Compliance Trainings**
- **Firm-wide risk assessment (FWRA).**

High-Value Dealers (HVDs) in the UK are subject to mandatory compliance training and regulatory requirements, primarily under The Money Laundering Regulations (MLR) 2017 and The Proceeds of Crime Act (POCA) 2002. Here's a breakdown of the key compliance training areas:

## **I. ANTI-MONEY LAUNDERING (AML) TRAINING**

**Requirement:** HVDs in the UK are required to undergo AML training to comply with the Money Laundering Regulations (MLR) 2017 and other financial crime laws.

### **Key Aspects Covered:**

1. Introduction to AML Regulations
2. Money Laundering and Terrorist Financing – Key Concepts
3. Customer Due Diligence (CDD) & Know Your Customer (KYC) Procedures
4. Recognising Suspicious Transactions (Red Flags)
5. Reporting Suspicious Activity – SARs & NCA Reporting
6. Record-Keeping Requirements
7. AML Risk Management & Internal Controls
8. Consequences of Non-Compliance
9. Data Protection & GDPR Compliance in AML
10. Refresher and Assessment

## **II. ANTI-BRIBERY AND CORRUPTION TRAINING**

**Requirement:** High-Value Dealers (HVDs) in the UK must comply with The Bribery Act 2010, The Proceeds of Crime Act 2002 (POCA), and Money Laundering Regulations 2017 (MLR 2017) to prevent bribery and corruption in business transactions.

### **Key Aspects Covered:**

1. Introduction to Bribery and Corruption
2. Legal & Regulatory Framework
3. Recognising & Preventing Bribery in High-Value Transactions
4. Gifts, Hospitality & Facilitation Payments – What's Acceptable?
5. Third-Party & Supply Chain Risks
6. Reporting Bribery & Whistleblowing Procedures
7. Developing an Effective Anti-Bribery Policy
8. Employee Responsibilities & Ethical Decision-Making
9. Consequences of Bribery & Corruption
10. Continuous Compliance & Training Updates
11. Refresher
12. Assessment

### **III.DATA PROTECTION AND GDPR TRAINING**

**Requirement:** High-Value Dealers (HVDs) in the UK must comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 to ensure the lawful handling of customer data.

#### **Key Aspects Covered:**

- 1.Introduction to Data Protection and GDPR
- 2.Principles of Data Protection under GDPR
- 3.Lawful Basis for Processing Personal Data
- 4.Rights of Data Subjects (Customers & Employees)
- 5.Data Protection in AML Compliance
- 6.Data Security Measures
- 7.Data Breach Management & Reporting
- 8.International Data Transfers
- 9.Employee Responsibilities in Data Protection
- 10.Compliance, Audits & Ongoing Training
11. Refresher
- 12.Assessment

## IV. FINANCIAL CRIME AND FRAUD PREVENTION

**Requirement:** High-Value Dealers (HVDs) in the UK must comply with regulations such as The Fraud Act 2006, The Proceeds of Crime Act 2002 (POCA), and The Money Laundering Regulations 2017 (MLR 2017) to prevent fraud and financial crime.

### **Key Aspects Covered:**

1. Introduction to Financial Crime & Fraud
2. Types of Financial Crime in High-Value Transactions
3. Recognising Fraud Red Flags in HVD Transactions
4. Customer Due Diligence (CDD) & Know Your Customer (KYC) in Fraud Prevention
5. Payment Fraud Prevention & Secure Transaction Practices
6. Reporting Fraud & Financial Crime
7. Fraud Prevention Strategies & Internal Controls
8. Cyber Fraud & Data Security in Financial Crime Prevention
9. Insider Fraud & Employee Training
10. Legal Consequences of Fraud & Non-Compliance
11. Refresher
12. Assessment

## V. HEALTH AND SAFETY TRAINING

**Requirement:** For High-Value Dealers (HVDs) in the UK, health and safety training should cover both general workplace safety and industry-specific risks. Since HVDs often handle luxury goods (e.g., jewellery, watches, fine art, vehicles, or high-end electronics), they may face risks related to security, handling, and workplace safety.

### **Key Aspects Covered:**

1. General Workplace Health & Safety
2. Security & Robbery Prevention
3. Safe Handling of High-Value Goods
4. Customer & Employee Well-being
5. Fire Safety and Emergency Procedures
6. Accident Reporting and Record-Keeping
7. Health & Safety Compliance Audits
8. Mental Health and Employee Well-Being
9. Health & Safety Training and Education
10. Legal and Financial Implications of Non-Compliance
11. Refresher
12. Assessment

## **VI.CONFLICT OF INTEREST TRAINING**

**Requirement:** For High-Value Dealers (HVDs) in the UK, Conflict of Interest (COI) Training is crucial to ensure ethical business practices, maintain trust with clients, and comply with legal and financial regulations.

### **Key Aspects Covered:**

- 1.Introduction to Conflicts of Interest
- 2.Types of Conflicts of Interest in High-Value Dealerships
- 3.Legal & Regulatory Frameworks
- 4.Identifying Potential Conflicts of Interest
- 5.Case Studies & Practical Scenarios
- 6..Conflict Resolution & Best Practices
- 7.Refreshers
- 8.Assessment

## VII. EQUALITY AND DIVERSITY TRAINING

**Requirement:** Equality & Diversity (E&D) training helps HVDs create an inclusive workplace, serve diverse customers fairly, and mitigate risks related to discrimination and bias.

### **Key Aspects Covered:**

1. Understanding Equality, Diversity & Inclusion (EDI) in Business
2. Legal Framework and Key Legislation
3. Anti-Discrimination & Inclusive Workplace Policies
4. Inclusive Customer Service & Cultural Sensitivity
5. Gender Equality & Harassment Prevention
6. Unconscious Bias & Ethical Business Decisions
7. Accessibility & Disability Inclusion in High-Value Transactions
8. Anti-Money Laundering (AML) & Non-Discriminatory KYC Practices
9. Refresher
10. Assessment

## VIII. CLIENT CARE AND SERVICE STANDARDS TRAINING

**Requirement:** High-value dealers (HVDs) in the UK—such as those dealing in luxury goods, real estate, high-end automobiles, fine art, jewelry, and precious metals—must maintain exceptional client care and service standards. Training in this area ensures that employees provide premium service, build long-term client relationships, and comply with industry regulations.

### **Key Aspects Covered:**

1. Introduction to Luxury Client Service Excellence
2. Professionalism & Brand Representation
3. Understanding Client Needs & Personalisation
4. Excellence in Customer Communication
5. Cultural Sensitivity & Global Client Care
6. Ethical Selling & Responsible Business Practices
7. Security & Confidentiality in High-Value Transactions
8. Handling High-Value Transactions & Payments
9. Post-Sale Client Engagement & Relationship Management
10. Assessment

## **IX. CYBERSECURITY AND IT SECURITY TRAINING**

**Requirement:** As cyber threats become more prominent, HVDs must train their staff on cybersecurity and the protection of sensitive client data.

### **Key Aspects Covered:**

1. Understanding Cyber Threats in the HVD Sector
2. Regulatory Compliance & Legal Obligations
3. Social Engineering & Fraud Prevention
4. Secure Payment Processing & Financial Fraud Prevention
5. Secure Communication & Data Protection
6. Ransomware & Malware Protection
7. Insider Threats & Employee Security Awareness
8. Secure Remote Work & Mobile Device Security
9. Physical Security & Cybersecurity Intersection
10. Incident Response & Crisis Management
11. Refresher
12. Assessment



*“Compliance Matters, Every Step, Every Day”*



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