



## Operational Risks and Controls frameworks

Virtual classroom

### ORGANISATION SHEET

<p><b>Objective</b></p>	<p>To familiarize the participants with more advanced concepts and techniques for managing operational risks and implementing a permanent controls framework as part of internal controls and internal audit principles.</p> <p>Operational risk will be placed in the general context of banking risks including, identification, measurement and management/mitigation of these risks. Relevant Basel frameworks and concepts (Basel I to III) will also be touched upon.</p>
<p><b>Methodology</b></p>	<p>This course is NOT a webinar but an interactive programme. Participants are encouraged to be engaged in the sessions and to this end to have their webcam on and a well-functioning microphone. A combination of class lectures, practical exercises and presentations by the participants will be used. Active trainee participation is expected as the approach focuses on insights and practice, rather than on theoretical concepts.</p>
<p><b>Target group</b></p>	<p><b><u>Bankers located in North Macedonia</u></b></p> <p>Professional bankers (central and commercial banks) having to implement or renew internal controls frameworks. Broad knowledge of their bank's products, processes, general risk management principles and a willingness to share, increase insights in and management of (operational) risks and controls.</p>
<p><b>Language</b></p>	<p>English</p>
<p><b>Participants</b></p>	<p>Maximum <b>20?</b> participants</p>
<p><b>Trainer</b></p>	<p>Stephan Schmitz.</p> <p>Stephan started his career with PwC in 1992. He joined a team specializing in computer security, and quickly expanded his knowledge to internal control and operational risk. He assisted various financial institutions in Luxembourg and Europe and spent all his career working on risk management related issues. He has been teaching operational risk for many years and is now using his experience as a recruiter in the financial sector.</p>
<p><b>Duration and Dates</b></p>	<p>3 days, 6 virtual sessions 14-16 + 21-23 September 2021 <b>9.00 – 13.00</b></p>
<p><b>Technical requirements</b></p>	<p>In order to join the course participants are requested to have:</p> <ul style="list-style-type: none"> <li>- a stable internet connection</li> </ul>

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<b>Platform</b>

- a device (preferably a PC) with well-functioning microphone and webcam (mandatory in order to be able to interact with the trainer and their peers).

WEBEX

Attendees must have working microphones and a webcam is mandatory in order to get the most from the workshop

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### Training Content

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- Introduction
- Key concepts of operational risk
- Analysing the causes of operational risk
- Regulatory environment:
  - Banking industry
  - Investment funds industry
- Operational risk management cycle
- Loss data collection process
- Risk & control self-assessment (RCSA)
- Key risk indicators
- Other components of the operational risk management Framework
- Scenario analyses
- Extreme scenarios
- The new product approval process
- Organisational aspects
- Conclusions

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*Remark: By delivery date, any training documentation shall be subject to regular reviews and updates amending the table of content as described herein.*

<sup>i</sup> \* One of the core values of the House of Training is pragmatism, the training it provides is therefore: practical, current, modular and targeted.

Bank and finance professionals from all disciplines are facing one international challenge in particular, which is to work together to improve the quality of services while reducing costs, within a framework that is increasingly subject to strict regulations and the use of technology.

In order to face the challenge of delivering fully-adapted training programmes, the House of Training uses a quality management method that it calls "Quality Circles", that bring together professionals and practitioners from the financial sector with shared goals, philosophy and passion for learning. Our quality circles have an intimate knowledge of the real needs in the industry and collaborate actively with the House of Training to integrate this understanding into our programmes.

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