CTP.
The Training Environment

Outsourcing in Financial Services

Good practice approaches to Risk Mitigation & Governance

Dates and Fees

Live Online
18 & 19 November 2026
09:30 to 12:45 each day
£595 + VAT

Savings available for multiple registrations

To book

Visit:
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Course outline and objectives

Regulators continue to focus attention on outsourcing, increasingly as a material threat to firms and systemic resilience. The expectations of regulators continue to rise, including through prescriptive rules, greater supervisory scrutiny and new reporting requirements. Financial services institutions enter into outsourcing arrangements for a variety of purposes, including: costs savings; streamlining; process improvements; restructuring; and to gain access to specialist services or technology. To achieve any of these objectives whilst also mitigating the resultant regulatory concerns and operational risk, firms must develop and maintain an effective outsourcing governance and risk management framework.

The UK regulators define 'outsourcing' as 'an arrangement of any form between a firm and a service provider, whether a supervised entity or not, by which that service provider performs a process, a service or an activity, whether directly or by sub-outsourcing, which would otherwise be undertaken by the firm itself'.

This course will help you to navigate the changing regulatory landscape, identify and apply best practice in the governance and management of outsourcing arrangements and understand regulatory expectations in this area of high regulatory focus.

Who will benefit?

The course will benefit financial services professionals involved in outsourcing in any capacity, including those new to **outsourcing management**, experienced **outsourcing managers** from other industries, individuals from outsourcing service providers who need to understand the regulatory environments, as well as **Compliance**, **Audit** and **Risk Management** specialists in firms that use or may be about to use outsourced services.

Training approach

The course programme will comprise a blend of trainer presentations, group discussion, practical examples and case studies. There will be ample opportunity for questions, experience sharing and networking. All course materials, and at face-to-face events, refreshments and lunch, will be provided.

Course Leaders

The course will be led by **Dr. Jimi Hinchliffe** and **Andrew Sheen.**

Jimi has 25 years' experience in operational risk and regulation. In almost a decade at the UK regulator, Jimi held several roles, including operational risk policy SME, Basel 2 Technical Specialist, manager of the Basel 2 Implementation team and in 4 years as supervisor, managed relationships with large Japanese and US GSIFI banks and investment firms. Jimi has held senior positions at MUFG, including as Head of EMEA Regulatory Affairs and Head of Compliance Policy, Risk and Regulatory Affairs Department. Since 2016 he has been a consultant specialising in operational risk, resilience and regulatory affairs and has undertaken projects in a variety of topics including Operational Resilience, Third Party Risk Management and Operational Risk.

Andrew is best known for the 8 years he spent at the UK regulator, firstly in the FCA and subsequently at the PRA. In his time with these authorities Andrew was manager of the operational Risk Policy Team before moving to head the team responsible for providing Operational Risk and governance subject matter expertise to supervisors. Andrew also represented the UK on the Basel Committee for banking supervisors, Operational Risk working group and the European Banking Authority's Operational Risk working group.

Since retiring Andrew has been actively involved in providing training and advisory services in operational risk and risk governance and he is currently advising several banks seeking to enhance their operational risk capabilities.

Course Programme

Session	Content
Outsourcing in financial services: *The business and regulatory environments*	• Business drivers and challenges • Regulatory expectations – the PRA, FCA and EBA • Material vs non-material • The expanding scope of regulatory focus • New UK rules on Material Third Parties (MTPs) and new reporting obligations
New outsourcing arrangements	• Due diligence requirements • The regulator's expectations • The importance of risk appetite
Governance frameworks and relationship management	• The outsourcing life cycle • Governance • Outsourcing policy • Absence of evidence is evidence of absence
Risk management of outsourcing arrangements	• Why is outsourcing the elephant in the room for operational resilience? • Regulatory guidance on operational resilience • The emerging regulatory landscape on critical third parties
Exit strategies	• Regulatory expectations • Agree on the way in, not out • Approaches to an effective termination
Conclusion	• Any outstanding issues • Questions

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