

HQ Education Policy

(Education Committee November 2020)

Background

Education is one of Holland Quaestor's strategic priorities. Maintaining and developing knowledge and skills is an ongoing process for our members' employees, and Holland Quaestor seeks to contribute to this process by providing a framework for the PE policy. Holland Quaestor aims to create a range of courses for all client managers who are employed with its members at various levels, and which works in conjunction with, and in addition to, the range some of its members are providing within their own organizations as part of their own training and education policies. In addition to contributing to the range of courses, Holland Quaestor also aims to verify that the training and education requirement it has set is being fulfilled.

Vision

Permanent education is essential for all client managers, in order to ensure that the basic quality requirements our stakeholders have set for trust offices as financial services providers and gatekeepers are satisfied.

Client Managers

Client Managers are professionals who are actively involved (also at a more in-depth level) in client cases, including those relating to:

- relationship management;
- legal issues;
- financial and tax issues;

and, in doing so, fulfil their role as gatekeepers.

This does not include the following responsibilities:

- Receptionist/front-desk duties (i.e. receiving clients in person and answering calls);
- Filing work;
- Outsourcing of accounting services abroad (to outsourcing centres), provided the highest level of responsibility is held by an entity based in the Netherlands;
- Independent contractors who are temporarily employed at the office (maximum of 12 months).

Permanent Education

HQ currently maintains a PE obligation for the following employee categories:

- Proxy Holders and Compliance Officers¹: 30 PE hours a year, including 10 HQ PE-accredited ones and 20 PE elective hours.
- MDs: 30 PE hours a year, including 10 HQ PE-accredited ones and 20 PE elective hours. MDs must attend a minimum of two Tone-at-the-Top ('TatT') sessions a year, with the points attained falling within the obligation of 30 PE hours (note: TatT sessions always earn the participant HQ-accredited points).

¹ Compliance Officers: see the April 2018 Compliance Officer Guideline (HQ website/publications)

Proposal for 2021 and beyond

In order to ensure that quality levels are maintained for clients, HQ requires that all employees of its members who meet the definition of 'client manager', Compliance Officers and other Management Team members, are offered a minimum amount of development and/or training and education a year, starting in January 2021.

In addition, HQ has suggested that attaining a minimum of 10 PE hours a year for all client managers, Compliance Officers and other Management Team members should be made compulsory from January 2021. Individual offices can demonstrate that they are fulfilling this requirement by signing the Self-Declaration (*Eigen Verklaring*, to be issued annually) or by providing HQ with access to the accredited training and education policy pursued by the office, including a list of mandatory courses which the various Client Managers, Compliance Officers and other members of the Management Team must satisfy.

Categorization of training and education levels

Holland Quaestor identifies the following levels of training and education:

- Basic
- Advanced
- Proxy Holder
- MD (Managing Director)/Management Team members

Training opportunities/requirements at the various levels

Basic requirement: all new members of staff of a trust office – including both school leavers and people changing careers – must attend the **Basic Trust Officer 1 ('BOTO 1') training course** within two years of joining. BOTO 1 requires a minimum of 28 training hours = 28 PE hours; see the appendix on requirements. The BOTO 1 course can be attended both within the organization and at other venues.

Advanced: offices can offer the **Basis Trust Officer 2 ('BOTO 2') training course** to advanced employees (including those changing careers). BOTO 2 requires a minimum of 32 training hours = 32 PE hours². The BOTO 2 course can be attended both within the organization and at other venues.

Proxy Holders/MDs: Proxy Holders and MDs must have successfully completed the **Certified Trust Officer ('MOCTO') Master's programme** within two years of being appointed to their post. The MOCTO course requires a minimum of 80 training hours = 80 PE hours. The MOCTO course is offered exclusively at external venues.

Compliance Officers: Compliance Officers are subject to an additional requirement that a minimum of one Compliance Officer in each office is registered with DSI. For further details, see the Compliance Officers Guideline (<https://hollandquaestor.nl/Compliance-Officer/>)

Appendix: PE Regulations 2021

² For the Basic, Advanced and Proxy Holder levels, HQ's final attainment levels are the main criterion for those attending the BOTO 1, BOTO 2 and MOCTO courses, respectively, which were defined in early 2018 (See the appendix on 'Final attainment levels for Trust Officer courses').