

# Target Operating Model | AML Training Program



## Situation

A large card issuer and consumer bank was under an FDIC consent order to improve their Bank Secrecy Act (BSA)/Anti Money Laundering (AML) and Sanctions program. SolomonEdwards was engaged by the Chief Compliance Officer to lead one of three key remediation work streams: performing an AML training program needs assessment and developing training courses to address those gaps.

## Solution

The development and execution of an AML training program required completion on very compressed timeframes in order to meet committed dates. The client's AML training program required significant enhancement to meet regulatory expectations for record keeping and program content tailored to the bank's AML processes and businesses. SolomonEdwards provided a senior resource with deep expertise in developing and managing compliance and risk training programs.

## Results

- Our resource collaborated with AML subject-matter experts to develop new standards for course creation in order to meet year-end deliverables.
- Bank-specific program content was added to existing courses, including modifications to vendor-delivered programs.
- New courses for 8 compliance topics were created and delivered.
- Our consultant interviewed over 100 people, including subject matter experts, the client's in-house training and development team and business unit contacts across the bank, to perform a training needs assessment and to develop the training program's target operating model and the approach for implementing it.



**INDUSTRY:**  
Banking



**DEPLOYMENT:**  
Individual

**SERVICES:**



**Governance &  
Regulatory Compliance**

*Risk & Compliance  
(Banking)*

*KYC/BSA/AML Process:  
Design & Remediation*