



Chartered  
Insurance  
Institute

# J07

## Diploma in Financial Planning

**Unit J07 – Supervision in a regulated environment**

**February 2025 examination**

### **SPECIAL NOTICE**

**Candidates are expected to be aware of the FCA rules and guidance regarding training and competence, conduct of business and complaints handling as contained within the relevant sourcebooks.**

## Unit J07 – Supervision in a regulated environment

### Instructions to candidates

#### Read the instructions below before answering any questions

- **Two hours** are allowed for this paper which consists of 15 short answer questions and carries a total of 130 marks.
- You are strongly advised to attempt all questions to gain maximum possible marks. The number of marks allocated to each question part is given next to the question and you should spend your time in accordance with that allocation.
- Read carefully all questions and information provided before starting to answer. Your answer will be marked strictly in accordance with the question set.

**Subject to providing sufficient detail you are advised to be as brief and concise as possible, using note format and short sentences on separate lines wherever possible.**

**Attempt ALL questions****Time: 2 hours****ENSURE YOU ANSWER EACH QUESTION IN THE CORRECT ANSWER BOX**

1.     **(a)**   State the **two** main requirements for employees in scope of the Certification Regime. (2)  
  
       **(b)**   Outline the regulatory definition of a 'competent employee'. (5)
  
2.     **(a)**   State the key elements of a responsibility map. (4)  
  
       **(b)**   Identify the **four** individual conduct rules that apply only to senior managers. (4)
  
3.     State and explain briefly, the **four** categories used to describe behavioural preferences identified in the Myers-Briggs Indicator model. (12)
  
4.     Identify and describe briefly **four** organisational barriers to change. (8)
  
5.     Identify **five** key features of active listening. (5)
  
6.     **(a)**   List the key information that must be included in an employment contract. *You should exclude names of employer, employee and place of work from your answer.* (10)  
  
       **(b)**   State the **two** parts of the 'statement of employment particulars'. (2)
  
7.     **(a)**   Explain briefly the benefits of competency-based interviewing. (4)  
  
       **(b)**   State **seven** examples of relevant skills for a manager that could be tested through competency-based interviewing. (7)

**ENSURE YOU ANSWER EACH QUESTION IN THE CORRECT ANSWER BOX**

8. (a) State and describe briefly the **four** stages of Kolb's learning cycle. (8)
- (b) Describe the key points that should be considered to ensure Kolb's learning cycle is as effective as possible. (5)
9. Cora is preparing to undertake a counselling session to support James, who dealt with a difficult situation that detrimentally impacted the quality of his work.
- Outline the principal elements of the meeting. (9)
10. Observation aids will typically include a scoring mechanism to ensure a consistent approach.
- (a) Identify **two** elements that must be included in the scoring mechanism. (2)
- (b) State **two** purposes of a typical observation aid. (2)
11. List the **three** FCA Consumer Duty cross-cutting rules and provide a relevant example to illustrate **each** one. (6)
12. Bill is preparing new management information (MI) for reporting to the Board of a firm.
- Identify the key features that the MI should have, to be as effective as possible. (7)
13. BS 8453 is the British standard for managing compliance and risk management within a regulated firm.
- (a) List **four** requirements a regulated firm must meet to comply with BS 8453. (4)
- (b) State **two** ways that a financial services firm can implement the BS 8453 standard. (2)

**ENSURE YOU ANSWER EACH QUESTION IN THE CORRECT ANSWER BOX**

- 14.** List and explain briefly, providing a relevant example of **each**, the **four** types of management intervention that could be used when dealing with underperformance. **(12)**
- 15.** State and explain briefly the **five** stages of the disciplinary process set out in the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice. **(10)**