PCP Service Provider Statement

Training Courses

Themes	Key Information	ISQM 1 Methodology	Comments
Leadership and governance of the service provider	Leadership commitment to quality	✓	The PCP leadership are fully committed to quality having spent many years operating in the training and audit compliance sector. The company has worked closely with a number of leading networks and professional bodies for many years and are passionate about the importance of good audit compliance.
	How the organisational structure and assignment of roles, responsibilities and authority support quality.	✓	All PCP training courses are undertaken by Michael Scott a director of the company who has extensive experience in audit compliance based training having worked for ACCA's Practice Monitoring department for a number of years. He has undertaken courses in a vast number of different countries over the last 25 years.
	Processes in place to ensure that sufficient time and resources are allocated to meet contractual obligations and deadlines	✓	PCP has a policy of ensuring that sufficient time is allocated to all training courses performed. The reputation of the company is of paramount importance and courses are never compromised because of time constraints. Assignments are never accepted if the company does not have the necessary time, resources or technical competence to undertake them to a high standard.

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Technical content	Key content details – scope and depth of coverage and objectives of the resource and any relevant limitations	✓	Our training courses are aimed specifically at small and medium sized firms of accountants worldwide who typically do not undertake large amounts of work on listed PIEs. Copies of the slides used on all courses are available to attendees.
	Controls to ensure the technical accuracy of the content (how the service provider ensures that the technical content addresses all necessary legal, regulatory and other requirements, the process for technical reviews and how and what resources and time are allocated).	✓	Technical accuracy and consistency is ensured by only using Michael Scott FCCA to perform our courses. All course material is proofread for accuracy and any contentious issues are discussed in confidence within our network of similar consultants.
	Controls to ensure that the content is updated on a timely basis to reflect changes in standards, laws and regulations.	✓	PCP are committed to regularly updating the format of their courses and workshops to keep pace with changes in ISAs and with changes in UK GAAP and IFRS. Training courses provided are reviewed annually to make sure they are up to date and cover the requisite areas in sufficient depth. New courses are added when appropriate.

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Competence and capability	Capabilities skills experience competence qualifications of relevant people involved in developing/reviewing/maintaining/providing the resources and how these are maintained and where relevant allocated.	✓	Michael Scott has more than 25 years of experience in conducting training courses and workshops in a host of countries around the world. He keeps up to date by regularly attending audit related courses both in the UK and internationally. Michael completes an annual confirmation to demonstrate that he is a fit and proper person to act as a consultant and file reviewer and to confirm that he has met the CPD requirements of the professional bodies of which he is a member both inside and outside the UK.
Compliance with laws and regulations	How the service provider identifies/evaluates/addresses threats to compliance with any relevant laws and regulations for example data protection, cyber security.	✓	PCP has appropriate procedures in place within the company to ensure compliance with the General Data Protection Regulations (GDPR) on privacy and data protection. Our client files are subject to PCP's internal data handling procedures and are accessible only to PCP directors and support personal. We hold limited personal data (name and contact details) about attendees on training courses in order for us to provide the client with that service.

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Feedback, monitoring and complaints	Processes in place to address the receipt, investigation and resolution of complaints and allegations of failure.	✓	We regularly ask for feedback from clients and strive to constantly improve our services to meet our clients' needs. All complaints are dealt with by Michael Scott. Response is in writing within 14 days of receipt of the complaint.
	Monitoring activities and how the service provider addresses deficiencies.	✓	All PCP training courses and workshops are subject to a rigorous internal and external review process. Courses are only run when this process is complete.
	Access to references and testimonies of other customers	✓	A range of testimonials are available on the PCP website and on request.
	Resources dedicated to customer support	✓	PCP has a full time employee solely dedicated to customer support.