



FSC
FOREIGN STUDY CENTER
FOR TRAINING & CONSULTING



FSC

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Who are we?

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About Us

Foreign Study Center (FSC) is a Tunisian-Canadian group specializing in consulting, coaching, and certified training programs.

FSC is a key player and talent creator, providing comprehensive support that combines expertise, continuous improvement, and diversity.

It is composed of a multidisciplinary team with practical expertise in project management, business plan development and implementation, human capital development, compliance, and risk management.

Its mission is to support clients in enhancing the strategic objectives of their institutions and achieving their development goals.

Why choose Foreign Study Center?

With strong expertise in consulting, continuous training, and human capital development, we offer a wide range of professional training programs — including coaching and personalized support — designed to meet your needs and help you build valuable skills in risk management, compliance, and operational excellence.

In particular, we offer the development of a continuous training plan based on a risk-based approach.

OUR VALUES

We place the satisfaction of your needs at the heart of our priorities by offering personalized in-person and online support sessions tailored to your goals.

- ✓ Professionalism.
- ✓ Innovation.
- ✓ Sharing.

OUR MISSION

We offer you customized support in continuous training and coaching to help you achieve your goals and enhance the skills of your human capital.

OUR OBJECTIVES

We aim to support, guide, and assist public and private enterprises in the design, planning, and implementation of their development projects and programs.

OUR VISION

We support you in developing human potential within an environment that fosters both professional and personal growth.

OUR CORE PRINCIPLES

- Accessibility
- Flexibility
- Efficiency

OUR STRATEGY

The FSC Group offers tailor-made continuous training for your employees, delivered either in-house or through inter-company programs, and conducted by highly qualified experts.

Our group has developed an innovative strategy for continuous training built around five key pillars:

UPSTREAM

- Identify the training needs of your employees through an analysis of their current skills, your company's requirements, and market trends.
- The goal is to define clear and measurable objectives for continuous training.
- Develop a continuous training schedule while considering various factors such as training content, delivery methods, training costs, and employee availability.
- Provide personalized supervision and follow-up for continuous training sessions.

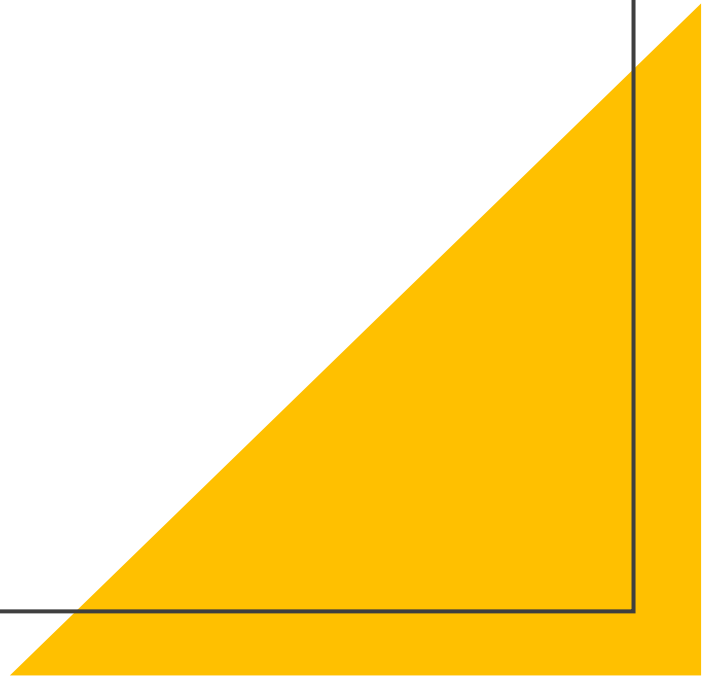
EN AVAL

- Ensure the transfer of skills acquired during training to the workplace through post-training support for employees, including the implementation of acquired skills and both immediate and long-term evaluations (hot and cold assessments).
- Issue internationally recognized certificates of participation.

Our areas of expertise




- ✓ Consulting & support.
- ✓ Training
- ✓ Coaching



**CONSULTING
&
SUPPORT**





To ensure the continuous improvement of your institution's performance, FSC offers a range of integrated studies and consulting services:



Hard Skills



The essential skills for success.



Hard skills encompass the knowledge and professional competencies required to excel in a given profession.

Hard skills, or technical competencies, are developed through continuous training and practical experience.

They are demonstrated in specific areas of expertise, such as computer programming, proficiency in a foreign language, or accounting. These tangible and measurable skills are based on concrete knowledge and specific abilities.



Our approach aims to strengthen the operational skills and practical knowledge of your teams across all organizational structures.

FSC Group offers a diverse and comprehensive range of continuous training programs tailored to the needs and characteristics of the banking profession.

Our programs will cover the following skills:

Human Resources Management and Organization

Accounting and Management Control

Compliance Control

Risk Management

Internal Audit and Inspection

International Business

Treasury Management

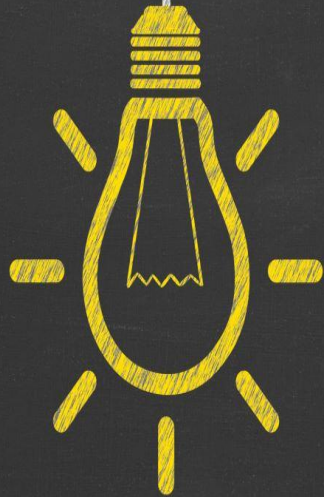
Front Office

Debt Collection

Legal Affairs and Litigation

Logistics

IT





Digitalization of the HR Function

Strategic Workforce and Skills Planning (GPEC)

The essentials of a complete revision of the group insurance contract.

Mastery of labor law for the HR function.

Master the regulations governing employment contracts, from recruitment to remuneration

Time tracking and access control solution.

Career planning for employees.

Talent review and succession planning.

Payroll management.

Tools and methods for skills assessment.

Leadership and project management.

Organize, manage, and communicate in crisis situations.

Accounting, regulatory, and prudential aspects of financial institutions.

Power BI, Business Intelligence: developing dashboards

Accounting standards (IFRS) — International Financial Reporting Standards: practical implementation methods.

Accounting for financial instruments under IFRS 9.

Management control procedures for effective monitoring of costs and margins.

Master the stages of the budgeting process: preparation, execution, monitoring, and control of the budget.

Management control: performance management.



**Accounting
&
management
control**



Money laundering and terrorist financing (AML/CFT).

The KYC, KYS, KYCC, KYE process

Due diligence at the start of a business relationship: DD, CDD, EDD

International economic and financial sanctions and embargoes

The FATCA law (Foreign Account Tax Compliance Act)

Managing relationships with the regulator, compliance reporting, and foreign correspondents

The general framework of the compliance function: tools and technical skills

Regulatory watch

Compliance practices in banking and financial institutions

Management of non-compliance risks

Mapping of non-compliance risks



**Risk
management**

Credit risk:

Measurement and management of credit risk

Credit risk stress testing.

Credit risk modeling under Basel standards and IFRS 9.

Internal ratings and estimation of expected credit losses (ECL) for the credit portfolio.

Operational risk:

Operational risk management policy.

Operational risk management framework and regulatory reporting.

Operational risk management framework and regulatory reporting.

Measurement and management of operational risks within banking and financial institutions.

Market risk:

Measurement and management of market risk: backtesting and stress testing.

Mesure et gestion du risque de marché : backtesting et stress testing.

Estimation of Value at Risk (VaR)

Risk appetite in banks

Liquidity risk

Liquidity risk for a bank

Safety buffer



Regulatory framework, normative framework, methodology, and framework.

Risk-based approach to internal audit.

Audit of risks inherent in banking governance processes.

Internal audit standards: practical aspect of internal auditing.

Methodology and tools for conducting inspection activities.

Bank fraud.

Monetary and electronic fraud

Artificial intelligence in the fight against fraud.

Managing fraud-related risks.

Prevention and detection of fraud: the role of internal audit, inspection, and compliance.



Management of documentary credits (issuance, processing, settlement, etc.)

Management of documentary collections.

Management of transfers.

Management of maritime guarantees.



ALM and treasury management in financial institutions.

Bank treasury and ALM management: Level 1

ALM: Focus on liquidity stress testing and deposit modeling – Level 2

ALM: Interest rate curve modeling – Level 3

Mastering and arbitrating between different treasury investment techniques.

Repurchase agreement (repo): beyond an investment technique, a means of asset refinancing.

Management of bank liquidity through regulatory ratios LCR and LTD.

ALM and treasury management in financial institutions.

Bank treasury and ALM management: Level 1

ALM: Focus on liquidity stress testing and deposit modeling – Level 2

Managing bank performance through the internal transfer rate.



Development of a commercial action plan

Retain and develop a targeted client portfolio.

Managing risks and fraud in the bank branch.

Advanced sales and negotiation techniques in financial institutions.

Digital marketing in financial institutions: innovations and contributions

Marketing and sales techniques: new banking strategies

How to become a customer relationship manager

How to become a branch manager



Understanding your debt collector profile

The techniques of negotiation

Credit operations and the obligations of both the banker and the client.

Financial analysis

Litigation accounting

Internal rating

Diagnosis of the company, the guarantees, and the recovery prospects

The deterioration of a company's credit risk for a bank

Techniques of debt recovery

Client reminder and follow-up process

Legal case analysis

Managing client risk and mastering debt collection techniques in financial institutions

Pre-litigation and litigation procedures

Remedies and enforcement procedures

Financial, real, and personal guarantees

Excel dashboards: monitoring and analysis of data related to payment deadlines

The various actions to clean up a portfolio of disputed receivables



Banking law.

Sensibilisation en matière de sécurité informatique.

Awareness in information security

The legal framework of bank accounts

The admissibility conditions of guarantees and other supporting documents.

The drafting of contracts and all legal documents

Garnishments, administrative oppositions, and administrative and judicial requisitions

GDPR & personal data protection: impacts and requirements of the GDPR for banks and financial institutions

The contractual concept within the company



Physical security in credit and financial institutions

Procurement dashboard

Enhancing the performance of the procurement function

Optimal management of inventory and warehouses: technical aspects and practical solutions.



Awareness training in information security

Big Data in banking: key issues, challenges, framework, and ecosystem

Artificial intelligence: a cornerstone of digital transformation in banking

Awareness and training in information security

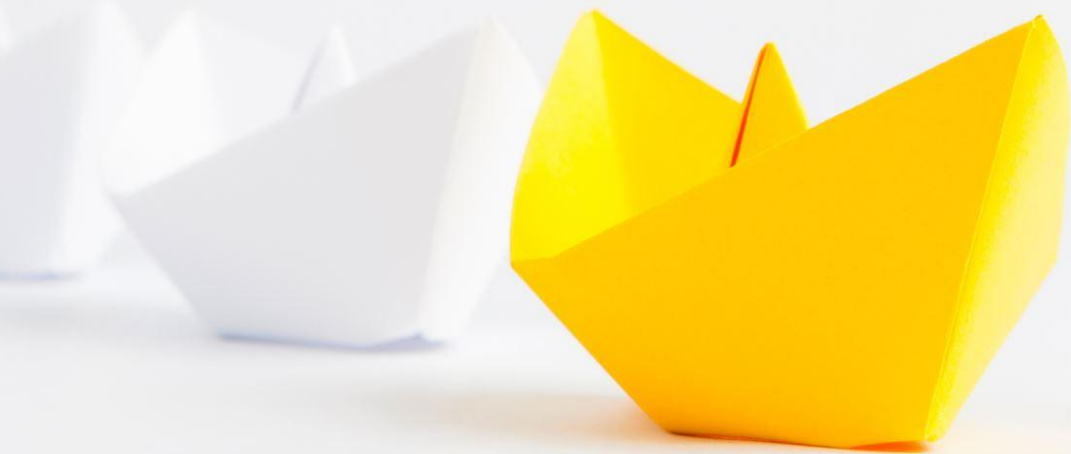
Softs Skills

Keys to success in management,
leadership, and people management.

A close-up photograph of a person's hand in a dark suit jacket, holding a blue pen. The hand is drawing a white arrow that starts as a horizontal line on the left and curves upwards to the right. The background is a dark, textured surface.

soft skills

We all know that to succeed in our careers, it is important to have strong technical skills. However, today, soft skills — or non-technical skills — are essential for success in the professional world, and they can make all the difference between a good employee and an excellent one





Soft skills, or behavioral skills, are personal qualities that enable effective interaction with others in a professional context. Unlike hard skills, which are technical abilities specific to a particular profession, soft skills are transferable and apply across all fields

The different types of soft skills include communication, empathy, problem-solving, creativity, time management, collaboration, critical thinking, and the ability to work under pressure.

These skills are essential in the professional world because they enable better management of relationships with colleagues, clients, and supervisors, as well as effective conflict resolution and informed decision-making.

Neuroscience: a new driver of well-being and fulfillment at work.

In a context of profound transformation in the world of work, where employees' mental health is rapidly declining, a survey by OpinionWay for the consulting firm Empreinte Humaine reveals that 4 out of 10 managers also suffer from severe burnout

38% of employees are experiencing psychological distress, while loss of purpose and the “Big Quit” are on everyone’s lips. To address this, companies must take ownership of these issues to ensure their survival.

Neuroscience offers us a new kind of playground to support employees throughout their professional journey. It provides an innovative perspective for reimagining a world of work that meets contemporary challenges and fosters a more human corporate culture





**Our programs will cover the following skills,
grounded in scientific principles.**

Self-awareness

Emotional intelligence (EI)

Nonviolent communication (NVC)

Neuro-management

Neuroleadership

Neuroselling

Neurolearning

Operational Objectives





Learning soft skills has now become essential, as it enables managers, leaders, and employees to improve their chances of both professional and personal success.

Individual and collective objectives



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COACHING



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