

Education Policy HQ

Training and development are among the most important tools for our members to ensure that expertise in the sector is continuously deepened and anchored. The expertise triangle of knowledge, skills, and environmental awareness is regularly sharpened and kept up-to-date to continue contributing effectively to the integrity of the financial system.

Education First

One of the key priorities of Holland Quaestor is **education and development**. Members of Holland Quaestor are subject to an annual continuous education (PE) requirement, tailored in scope and content to their role and responsibilities.

Holland Quaestor contributes to the trust education offerings by organizing its own MD sessions and coordinating with trusted education partners regarding the organization of PE sessions.

Different groups and their PE points requirement

Groups of trust employees subject to the HQ PE requirement:

1. Trust Officer with direct client contact (also called 'client handler'):
At least 10 PE points annually.
2. Proxyholders:
At least 20 PE points annually.
3. (Certified) Compliance Officers/Directors:
At least 20 PE points annually.
4. Managing Directors (MDs) (statutory directors):
At least 20 PE points annually, including at least 2 MD sessions.
5. Other management team members with direct client contact:
At least 10 PE points annually.

Training Levels

The Trust Officer training is divided into 3 levels:

1. Basic
2. Advanced
3. Proxyholder/MD (statutory director)

Training Options and Requirements at different levels

Basic

Any employee who starts at a trust office and has direct client contact is required to complete the Basic Trust Officer Training 1 (BOTO 1) within 2 years and successfully finish it. BOTO 1¹ comprises at least 28 lesson hours, equivalent to 28 PE points.

Advanced

Offices can offer the Basic Trust Officer Training 2 (BOTO 2) to advanced employees. Participants in BOTO 2 must have at least 3 years of relevant work experience in the trust sector or 5 years in other financial services. BOTO 2 comprises at least 32 lesson hours, equivalent to 32 PE points.

Proxyholders/MDs

Proxyholders and MDs are required to complete the Multidisciplinary Trust Officer Training (MOTO) within 2 years of appointment. MOTO comprises at least 54 lesson hours, equivalent to 54 PE points.

Note: MDs have the additional obligation to attend at least 2 MD sessions annually, which can be included in their 20 PE points requirement.

¹ For BOTO 1, BOTO 2, and MOTO, Holland Quaestor has established final objectives, which are considered guiding principles by the providers of these training programs (see Final Objectives for Trust Officer Training)

Overview of PE Points Requirement

	# Annual PE Points	# Required MD Sessions
Trust Officer (client handler) applicable after finishing BOTO 1	10	-
Proxyholder applicable after finishing MOTO	20	-
Compliance Officer/Director applicable after being Certified	20	-
MD (statutory director)	20	2
Other management team members with direct client contact	10	-

1. Additional Provisions for PE Requirement

- 1.1. The PE point is determined by the didactic contact hour, meaning:
 - 1.1.1. 1 lesson hour (i.e., actual didactic contact) = 1 PE point.
 - 1.1.1.1. In calculating the hours or points, breaks, preparation/self-study, and exams should be excluded.
 - 1.1.1.2. No PE points are awarded for activities such as teaching/giving presentations, reading professional literature/management books, or writing articles/blogs.
 - 1.1.1.3. Lesson hours of half an hour or more may be rounded up.
 - 1.1.1.4. PE sessions will be held as in-person meetings as much as possible, with attendance in the classroom mandatory. In exceptional cases, PE sessions can be followed online. In these cases, the camera must be turned on.
- 1.2. The professional and the office where they are employed are responsible for tracking learning activities throughout the year. Both must be able and willing to provide accountability at any time, at least to the Holland Quaestor Board through the independent chairman.
- 1.3. There are no specific content requirements for the lesson hours. This is up to the professional and the office where they are employed. However, the lesson hours must be demonstrably related to professional practice. When providing accountability for how the PE obligation has been met, it must be substantiated how the "actual didactic contact hours" contributed to performance improvement (of the individual and/or the office).
- 1.4. If there is a surplus of PE points in a given year, these cannot be carried over to the next calendar year. The lesson hours completed during the calendar year apply to the PE point calculation for that year.

2. Accountability

The office demonstrates compliance with the PE requirements by signing the annual Self-Declaration and submitting it to the independent Chairman. The Chairman may verify this declaration by requesting supporting documentation from the member.

3. Attendance Registration

For each educational session or training component, the organizer records the participants' attendance. Afterward, a written confirmation of participation, including the applicable number of PE points, is provided.

4. Evaluation

Participants are asked to evaluate each educational session and/or training afterward. Feedback on the evaluation results is provided to the organizer, monitored by the Association Manager, and reported to the Board in general terms.

5. Exemptions

- 5.1. The full PE requirement remains in effect for part-time employees.
- 5.2. 'Garden leave': When an employee transfers from one trust office to another, they carry their PE obligation with them, as it is personal.
- 5.3. Upon appointment to a position with a heavier PE requirement, this obligation starts from the date of appointment and is prorated if it does not begin at the start of the calendar year.
- 5.4. In case of long-term absence (4 months or more), the required number of PE points for that year may be adjusted proportionally.

6. Self-Declaration

Meeting the agreed-upon education requirement is the responsibility of the professional and the office where they work. The office declares compliance with the requirement annually by signing and submitting the Self-Declaration to the independent Chairman of the Holland Quaestor Board.

7. Non-Compliance

If an office has not met the requirement, the Chairman will consult with the office. The office will then formulate specific actions, which, after the Chairman's approval, will be implemented to ensure compliance with the PE obligation within a reasonable timeframe. The Chairman will monitor progress during the agreed-upon period.