

Invitation for Expression of Interest (EOI) Empanelment Training for Mediators and Arbitrators

The Financial Dispute Resolution Centre (FDRC) independently and impartially administers the Financial Dispute Resolution Scheme to assist financial institutions and their customers to resolve monetary disputes. FDRC invites expressions of interest from qualified training providers to submit proposals and quotations for the delivery of Empanelment Training for Mediators and Arbitrators. This training is a prerequisite for professionals seeking inclusion on the FDRC Lists of Mediators and Arbitrators.

1. Scope of Training

The empanelment training comprises two key components:

- **Part 1:** Regulatory Framework, FDRC Overview, and Experience Sharing

Speakers will be arranged and contents will be provided by the FDRC for Part 1 of the training.

- **Part 2:** Financial Products Offered by Banks and Brokerages and Their Selling Process

Part 2 aims to enhance understanding of the relevant rules and regulations, unique features of key investment products and their respective selling process (e.g. sourcing of clients, account opening and dealing/advising cycles), as well as general understanding of basic related matters with which mediators/ arbitrators should reasonably be expected to be familiar. The training program should include overview of financial products such as stocks, warrants, financial futures, commodity futures, stock options, bonds, leveraged foreign exchange, collateralized debt obligations and insurance services. EOI is invited for the provision of Part 2 of the training. FDRC reserves the right to engage different service providers for different sections of Part 2 of the training.

2. Assessment Methodology:

Online Assessment on Part 2 by MC test of 60-minute duration is required but FDRC welcomes proposals on other modes of assessment.

3. Requirements

Interested parties should include in their submission:

1. **Training Proposal:** Outline of course content, delivery format, duration, and learning outcomes.
2. **Trainer Profiles:** Qualifications and experience of proposed trainers.
3. **Assessment Methodology:** Approach to evaluating participant performance.

4. **Quotation:** Detailed cost breakdown including training delivery, materials, and assessment.
5. **Accreditations:** Any relevant professional or regulatory recognitions (e.g., SFC CPT provider status).

4. Optional

- Proposals for hosting or integrating with an online assessment platform or Learning Management System (LMS).
- Suggestions for enhancing training effectiveness and participant engagement.
- Previous experience in organizing similar training and if so the fees charged (to be quoted on a private and confidential basis)

5. Contractual Terms

The successful provider will be required to enter into a service agreement that clearly defines deliverables, responsibilities and expectations. Any reliance on subcontractors or third-party service providers must be disclosed.

6. Enquiries and Submission Deadline

EOI (together with supporting documents) and related enquiries could be sent to Dispute Resolution Manager of the FDRC at ty.lee@fdrc.org.hk with the subject line: **“EOI – Empanelment Training for FDRC Mediators/Arbitrators”**. The Submission Deadline is **5:30 pm on 24 November 2025**.