

# The 401k Service TRAINING PROGRAM

## Agenda

### Day One

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NOTE: Breaks are not included in the Agenda, but we usually take a short **5 to 10 minute break** at the top of every hour to keep everyone refreshed and focused when training is being conducted.

#### TRAINING OBJECTIVES:

- Identify the six service issues that face plan sponsors and fiduciaries
- Understand the regulatory bodies that govern the management of employer-sponsored plans
- Be able to identify shortfalls in a plan's service program
- Acknowledge a commitment to use the education gained in this course to improve the retirement plan service process

- 8:00 – 8:30      **Welcome & Introductions**  
Program Overview, Training Objectives and Agenda review  
Introduction and Overview of FSS and PPC Designation
- 8:30 – 9:30      **The 401k Service Training Program**  
Getting Started: Changing landscape for retirement plan sales  
Review the critical issues facing plan sponsors and fiduciaries  
Old Standards vs. New Standards  
Introduction to the 401k Service Solution Tools
- 9:30 – 10:30     **Step One—Defining Goals and Objectives and Identifying Shortfalls**  
Review of each critical issue  
Addressing issues during plan set-up for new plan  
How to use key issues to identify shortfalls for existing plans  
Review Resources Available
- 10:30—12:00    **Step Two—The Investment Policy Statement & Investment Review Process**  
Understanding ERISA guidance  
Key components of an IPS  
Ongoing monitoring and engagement of this document  
Review Resources Available
- 12:00—1:00     **Lunch**
- 1:00—2:30      **Step Three—Meeting the Fiduciary Standards of Care**  
Understanding the Importance and Role of a Fiduciary  
Reviewing Prudent Practices  
Reviewing Investment Committee Basics  
Review Resources Available
- 2:30—4:00      **Step Four—Comparing Providers, Competitive Benchmarking, Reviewing Expenses**  
Selecting and Monitoring Service Providers  
Reviewing and Documenting Fees and Expenses  
Running & Reviewing Plan Comparison and Benchmarking Reports  
Review Resources Available
- 4:00—4:45      **Exam & Eval Part One**
- 4:45—5:00      **Recap of the Day & Take-Away...Adjourn**



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### Day Two

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- 8:00 – 9:30      **Step Five—Educating Plan Participants**  
Understanding ERISA Communication Requirements  
How Polling Employees Can Improve Effectiveness  
Building an Education Program for a Plan  
Review Resources Available
- 9:30 – 11:00    **Step Six—The Peak Administration Guide—Educating the Plan Sponsor**  
Understanding the issues Plan Sponsors face  
How to implement a Plan Management Calendar  
Helping Sponsors manage their Plan Management Responsibilities  
Review Resources Available
- 11:00—11:30    **Recap and Review, Q & A**
- 11:30—12:30    **Lunch**
- 12:30—2:00     **GETTING RESULTS WORKSHOP—Implementing a Prudent Process Part One**  
Case Studies / Role Play
- 2:00—2:45      **Exam and Eval Part Two**
- 2:45—4:00      **GETTING RESULTS WORKSHOP—Implementing a Prudent Process Part Two**  
Case Studies / Role Play  
Guest: Existing PPC to share success stories and real-life application
- 4:00—4:30      **GETTING RESULTS WORKSHOP—Take Action**  
Prospecting 101—Finding the Business  
Marketing 101—Getting the Business
- 4:30—5:00      **Program Wrap-Up—Graduation**

