



Why Nerine invested in becoming a STEP platinum training partner

Nerine Trust Company Limited
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Nerine Trust Company Limited has become one of a small handful of Guernsey firms to be awarded the coveted Society of Trust and Estate Practitioners (STEP) Platinum Training Partner accreditation.

Business development executive Naro Zimmerman, who oversaw the accreditation project, explains the rationale behind the decision to apply for this industry standard.

“As a leading independent fiduciary business, headquartered in Guernsey with offices around the world, Nerine’s success is built on the relationships it has forged over many years with our clients and their advisers but also with our staff. Training our staff is integral to ensuring these relationships remain,” Mr Zimmerman said.

“We are committed to developing staff; giving them responsibility and a career path that fits their talents. Our efforts to date appear to have worked given our low staff turnover and client longevity.

“Our clients trust that we employ dynamic trust professionals who take their fiduciary duties seriously and can tailor their knowledge to suit a vast array of different needs. Indeed we employ the highest standards across our jurisdictions even where the regulatory regimes require less of us.”

For many years Nerine has implemented a range of training initiatives designed to plot a clear path to knowledge from the more junior staff to board directors; the programme has involved informal and formal, internal and external training as well as mentoring and technical support.

“The training is underpinned by our close working relationship with STEP) and all appropriate staff are qualified through STEP,” he said.

“STEP is the trusted worldwide organisation in our sector and it was for this reason we decided to apply for STEP employer partner accreditation. There are varying levels of accreditation with STEP and a rigorous assessment process which involves staff interviews, evidenced partnership programmes and policies and documentation of intent to continual improvement. Nerine has been awarded platinum status as a STEP employer partner.”

Trust administrator, and STEP student, Tom King and client services director, David Morris, were interviewed as part of the accreditation process. Tom represented the most-recently qualified member of staff while David joined Nerine 19 years ago as a trainee and is now a member of the board.

“STEP is recognised worldwide as encouraging the trust and private client sector to employ the highest professional standards. Nerine also champions this ethos so it was a natural development to gain this accreditation,” he said.

“What is particularly motivating about it is that it gives us further impetus to continually improve and adapt our training to ensure we remain attentive to the training opportunities available for our staff and continue to provide even great levels of support to them as they grow and develop as leading trust practitioners.

“One of our core values is that we regard everyone that we work with as a client and treat them accordingly. We provide a high quality, personal and trusted solution to our clients. We can only achieve this by investing in the right people and STEP platinum employer partner status is an integral part of our training mix.”

STEP head of employer engagement, Jenni Hutchinson, said: “Nerine Trust has been awarded Platinum Training Partner status – the highest award available.

“This very well deserved accreditation was awarded upon demonstration of good practice against a range of quality standards in the training and development of STEP students and members, set and monitored by the STEP professional development team.

“Nerine demonstrated a planned, systematic and structured approach to learning and development with generous financial and practical support provided to enable staff to progress successfully through examinations and maintain professional currency beyond qualification.

“They also provide ample opportunity to apply learning to practice within a friendly and supportive environment under the watchful eye of a senior management team who are themselves generally STEP qualified.

“There is evidence of a strong learning culture championed by the chairman Keith Corbin who is a passionate advocate of embedding a learning culture within Nerine.”