

## Adviser success roadmap for 2023

Requirement	Explanation	All done	To do
Competence, knowledge & skill	<i>Upskill or be able to prove I have the competence, knowledge &amp; skill to operate at the equivalent of the New Zealand Certificate in Financial Services (Level 5) v2. If I provide advice in many product areas, then do I have the relevant specialist strands.</i>		
Delivering compliant and suitable financial advice	<i>I have documented proof to confirm I am compliant with the legislation, regulation, code, good conduct, FAP policies and relevant product provider obligations.</i>		
Meeting good conduct expectations	<i>I can demonstrate I am meeting good conduct expectations.</i>		
Code Standard 9 and CPD	<i>I have a 2023 professional development plan in place and I have access to training resources plus can record training in my CPD log.</i>		
Productivity	<i>I know the new software and templates I will be using in 2023 and have a plan in place to upskill to understand these and quickly use them to produce compliant and suitable financial advice.</i>		



## \* Industry themes

**Competence knowledge and skill:** To provide financial advice post 16 March 2023, I need to have the competence knowledge and skill equivalent to the New Zealand Certificate in Financial Services (Level 5) version 2 with specialist strands in the areas in which I provide financial advice (e.g. investment, life disability health, residential property lending, and general insurance).

**Good conduct:** This is the year to really get to grips with what good conduct is all about and how I and the business demonstrate this. Product providers and the FMA will be asking me how I prove good conduct.

**Resilience:** The stresses of providing financial advice will not lessen as staff shortages, rising costs, tight family budgets and increasing compliance make clients and myself grumpy. I need to learn how to cope with this new working environment, meet client expectations and be a profitable member of the team. This is the year to perfect my craft as a professional financial adviser so I become the best adviser I possibly can.

**Advice process:** Clients want to quickly and easily get the advice they need from me. 2023 is the year to overhaul my advice process and documents so they remain compliant but remove unnecessary duplication, are faster to produce, look more appealing and clients are more likely to read and understand them.



### Strategi resources

- New Zealand Certificate in Financial Services (Level 5) v2
- Closing the Gaps (CPD course designed to upskill advisers to the new level 5 standard)
- Radar- online education platform to provide CPD
- CPD pathway for 2022 (published late January 2023)
- Radar- online education platform and CPD modules