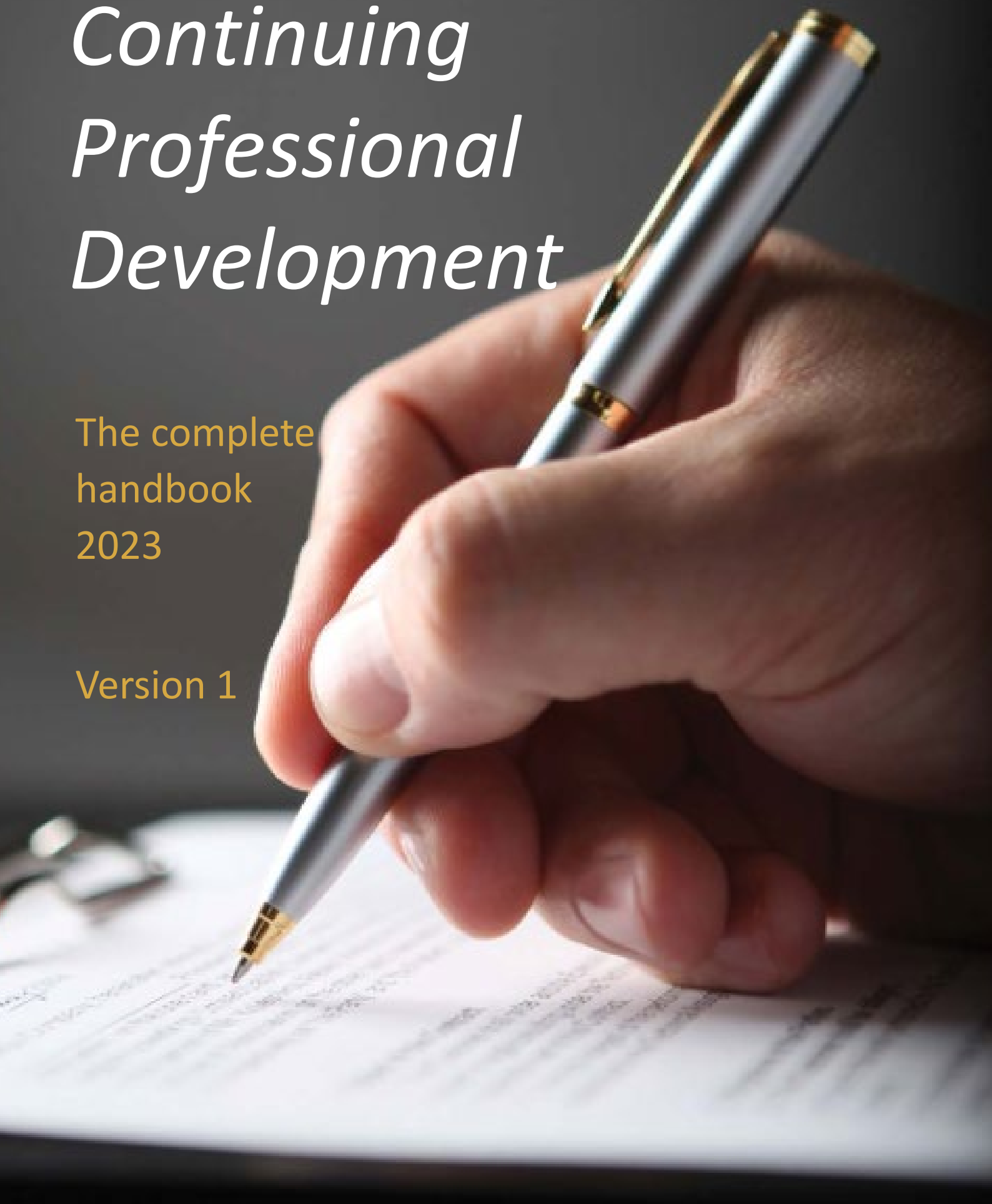


# Financial Advice *Continuing Professional Development*

The complete  
handbook  
2023

Version 1



## Foreword

Welcome to Strategi Institute's Continuing Professional Development (CPD) Handbook for the financial services industry.

This handbook is designed as the complete reference guide for all those operating within the industry and is relevant for all Financial Advice Providers (FAPs), whether you're a:

- FAP consisting of a single individual
- FAP employing a couple of Financial Advisers (FAs) and Authorised Bodies (ABs) or a
- Corporate with hundreds of Nominated Representatives (NRs) operating under equivalency

The handbook has the following purposes:

1. Clearly document who and what is required for compliance with Code Standard 9 of the *Code of Professional Conduct for Financial Advice Services* <sup>1</sup>
2. Provide a simple-to-use methodology for managing continuing professional development via sound professional development planning
3. Present Professional Development Plan (PDP) templates and examples to support Professional Development Plan implementation
4. Outline options available to facilitate compliant continuing professional development for your FAP

We trust you find this guide a valuable tool assisting you to operate effectively under the Financial Markets Conduct Act 2013 <sup>2</sup>.

Kia kaha



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Executive Director, Strategi Group

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<sup>1</sup> [Code of Professional Conduct for Financial Advice Services](#)

<sup>2</sup> [Financial Markets Conduct Act 2013](#)

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# Overview

## Introduction

The *Financial Markets Conduct Act 2013 (FMCA)*, and by extension the *Code of Professional Conduct for Financial Advice Services (Code)*, requires FAPs and all individuals providing regulated financial advice to have a documented process to ensure they maintain the required competence, knowledge, and skill for their role.

### CODE STANDARD 9

#### KEEP COMPETENCE, KNOWLEDGE, AND SKILL UP TO DATE

A person who gives financial advice must undertake continuing professional development as follows:

Individuals must, at least annually, plan for and progressively complete learning activities designed to ensure that they maintain:

- the competence, knowledge, and skill for the financial advice they give
- to the extent relevant to the financial advice they give, an up-to-date understanding of the regulatory framework for financial advice in New Zealand

Entities must, at least annually, review their procedures, systems, and expertise to ensure that they maintain the capabilities for the financial advice they give.

Professional Development Plans (PDPs) and Continuing Professional Development (CPD) logs are key documents for demonstrating this activity and will help avert potential penalties under the FMCA. <sup>3</sup>

## What is CPD?

**Continuing Professional Development** can be explained as follows:

- 1** **Continuing** means it is ongoing throughout the year and in subsequent years. In many of the recommended areas of study, there are enhancements that occur during a CPD period, so it makes sense to undertake modular training to cover this.

An example of this is the area of ethics/compliance/best practice, where new regulation and new FMA guidance is regularly issued. Strategi Institute provides regulation update modules and the ongoing membership service which capture any changes. Using these solutions enables a FAP to show 'continuance'.

- 2** **Professional** relates to undertaking training or reading that a professional in the financial services industry would be expected to follow.

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<sup>3</sup> [Liability for duties](#)

- Reading about new directions in the industry and how others are handling this could be regarded as being what a professional might read as part of a balanced study programme.
- However, reading website content relating to who in the industry has moved to a new job may be keeping oneself current on industry movements, but does not really add to one's professionalism.

The former example would be far more defensible than the latter. Choose to record topics that build your professionalism and are not just related to the industry.

- 3** **Development** is a feature of growth and relates to the ongoing enhancement of your knowledge, competence, and skills. In other words, you are attending training or undertaking online modules that enhance your professionalism, rather than merely just keeping you current.

NOTE: Your CPD should cover all aspects of what you do.

## How to apply the Code Standard

Code Standard 9 (CPD) applies to *both* individuals (Financial Advisers (FAs) and Nominated Representatives (NRs)) *and* entities i.e., the FAP itself

How compliance to the Code is demonstrated will be slightly different for individuals versus their controlling entity. **Strategi recommends:**

- All Financial Advisers and Nominated Representatives have an annual professional development plan (PDP) and CPD log that schedules and records competence, knowledge, and skill training / events and attainment of such.
- Entity's document within their annual business plan how they will review their procedures, systems, and expertise, to ensure they maintain the capabilities for financial advice they give.

### STRATEGI SERVICES

A key part of the business reviewing their procedures, systems, and expertise is to assess how well the business is performing relative to client satisfaction, statutory compliance and meeting good conduct obligations.

To identify relevant training needs, Strategi Compliance can undertake an annual external compliance assurance review if desired.

## What about those who don't provide regulated financial advice?

Directors, Managers, Paraplanners and compliance staff who do not provide financial advice are not legally obligated to undertake CPD to meet Code Standard 9. However, as these individuals play key roles in the business (managing, overseeing, drafting statements of advice, and assessing financial advice standards etc) it is just as important for them to understand what the requirements are. This is particularly relevant for Directors and Senior Managers as there is a licence obligation for FAPs to demonstrate how “Directors and Senior Managers have the competence, knowledge, and skill to perform their role”.

Based on the above, **Strategi recommends** all these individuals also have a PDP. However, due to the nature of the roles, these plans will be different to those of the Financial Advisers and Nominated Representatives.

### STRATEGI SERVICES

Strategi has developed two specific NZQA micro-credential qualifications to assist those who fall into the above category:

- **Compliance Officer course for FAPs:** This is a Level 5 qualification and provides all the knowledge a FAP Compliance Officer needs to perform the role
- **Governance for Financial Advice Providers (Small Business) (Level 6) Micro-credential.** This course is specifically developed for Directors of small to mid-sized FAPs

The FMA has indicated that small FAPs can outsource some or all compliance functions. If you do this or if you engage an external party to provide an annual compliance assurance review, then it is a good idea to find out their level of competence, knowledge and skill relating to meeting the New Zealand Certificate in Financial Services (Level 5) version 2 (NZCFS5(V2)). You don't want to be paying for a compliance business to ensure you are compliant if they do not themselves know the required standards and are keeping themselves current.

# Competence, Knowledge, and Skills

## Definition

- 1** **Competence** is the ability to do something successfully or efficiently. It includes the knowledge and behaviours that lead to someone being successful in their role of providing regulated financial advice. Competence is outcomes based and is holistic. Competence is the synergy between knowledge, attitude, and skill.
- 2** **Knowledge** is about facts, information and skills acquired through experience or education. It is the theoretical or practical understanding of a subject. It is the 'know-how' of financial advice and would include things such as ethics, compliance, legislation, regulation, advice process, product knowledge, taxation etc.
- 3** **Skill** is the ability to do something well with expertise. It is the specific learned ability to perform a given role well. There will be both hard skills (technical and quantifiable skill that a professional may demonstrate through attaining the level 5 qualification or professional experience plus soft skills. The skills are the component parts that help to achieve competence. In the context of financial advice, it could include listening, communication, data analysis, writing skills.

The *Code of Professional Conduct for Financial Advice Services (Code Standard 6)*, requirements in maintaining competence, knowledge, and skills is detailed below.

### CODE STANDARD 6

#### HAVE GENERAL COMPETENCE, KNOWLEDGE, AND SKILL

A person must not give financial advice unless the person meets the standard of general competence, knowledge, and skill.

The standard of general competence, knowledge, and skill is that the person has capabilities **equivalent\*** to the general qualification outcomes of the

- New Zealand Certificate in Financial Services (Level 5) version 2 (approved by the New Zealand Qualifications Authority in January 2019 (NZQA reference 2315))

The general qualification outcomes are qualification outcomes 1-4 of that certificate.

## Equivalency

It is not mandatory to have a New Zealand Certificate in Financial Services (Level 5) version 2 (NZCFS L5) to provide financial advice if, the individual can demonstrate competence, knowledge, and skill by reference to:

- the financial advice provider's procedures, systems, and expertise (i.e. training, support and governance)
- an alternative qualification or experience

NOTE: These must be validated in an objective, measurable and independently verifiable manner.

The Code uses the NZCFS L5 as reference in part because it's a qualification within the New Zealand Qualifications Framework, which provides a quality assurance infrastructure recognised in NZ and overseas. While the qualification itself does not guarantee all aspects of competence, knowledge, and skill, it provides a practical mechanism for objectively measuring a person's capabilities.

To that end, **Strategi recommends** that the NZCFS L5 outcomes are used for guidance when developing PDPs and CPDs.

### STRATEGI SERVICES

Strategi has produced a 2023 PDP template which is available to all clients on our website [here](#)





## NZCFS (L5) Outcomes

The New Zealand Qualifications Authority (NZQA) have defined that graduates of NZCFS (L5) with strands in Investment; Life, Disability, and Health Insurance; General Insurance; and Residential Property Lending will be able to demonstrate the following:

### General Qualification

1. Apply good conduct obligations in client interactions, including the advice process and the key elements of legal, ethical, and professional obligations
2. Provide a range of financial advice solutions to clients using knowledge of key financial institutions, systems, markets, and products/services
3. Provide a range of financial advice solutions using knowledge of key factors in the economic environment that impact participants in the financial services sector
4. Interpret applicable provisions in the regulatory framework to use when providing Financial Advice and Financial Advice Services

### Specialist Strands

STRAND	OUTCOMES
INVESTMENT	<ol style="list-style-type: none"> <li>1. Provide investment services using knowledge of investment concepts, legislation, regulations, codes of conduct, and the purpose, responsibilities, and roles of participants.</li> <li>2. Establish, analyse, and review a range of personal investment needs, objectives, risk tolerance, and priorities.</li> <li>3. Analyse investment products, structures, options, benefits, risks, and limitations when developing solutions to a range of personal investment needs.</li> <li>4. Develop solutions to personal investment needs using knowledge of the relationship between the economic environment and events, investor perceptions, and investment products.</li> <li>5. Apply the Six Step advice process to provide advice in an investment context.</li> </ol>
LIFE, DISABILITY AND HEALTH	<ol style="list-style-type: none"> <li>1. Provide life, disability, and health insurance services using knowledge of life, disability, and health insurance concepts, legislation, regulations, codes of conduct, and the purpose, responsibilities, and roles of participants.</li> <li>2. Establish, analyse, and review a range of personal life, disability, and health insurance needs, objectives, risk tolerance, and priorities.</li> <li>3. Analyse life, disability, and health insurance products, structures, and options; Government support agency benefits; and potential non-insurance solutions when developing solutions to a range of personal life, disability, and health insurance needs.</li> <li>4. Provide life, disability, and health insurance services using knowledge of the processes of the application, underwriting, issue, maintenance, claims, cancellation, and ending of life, disability, and health insurance contracts</li> <li>5. Apply the Six Step advice process to provide advice in a life, disability, and health insurance context.</li> </ol>

STRAND	OUTCOMES
GENERAL INSURANCE	<ol style="list-style-type: none"> <li>1. Provide general insurance services using knowledge of general insurance concepts, legislation, regulations, codes of conduct, and the purpose, responsibilities and roles of participants.</li> <li>2. Establish, analyse, and review a range of personal, domestic, or small business general insurance needs, objectives, risk tolerance, and priorities.</li> <li>3. Analyse general insurance products, structures, and options; Government support agency benefits; and potential non-insurance solutions when developing solutions to a range of personal, domestic, or small business general insurance needs.</li> <li>4. Provide general insurance services using knowledge of the processes of the application, underwriting, issue, placement, maintenance, review, claims, cancellation, and ending of general insurance contracts.</li> <li>5. Apply the Six Step advice process to provide advice in a general insurance context.</li> </ol>
RESIDENTIAL PROPERTY LENDING	<ol style="list-style-type: none"> <li>6. Provide residential property lending services using knowledge of residential property lending concepts and principles, legislation, regulations, codes of conduct, and the purpose, responsibilities and roles of participants.</li> <li>7. Establish, analyse, and review a range of residential property lending needs, objectives, risk tolerance, and priorities.</li> <li>8. Analyse residential property lending products, structures, and options, when developing solutions to a range of residential property lending needs.</li> <li>9. Develop solutions to residential property lending needs using knowledge of the relationship between the economic environment and events, the residential property market, and the impacts on residential property lending.</li> <li>10. Apply the Six Step advice process to provide advice in a residential property lending context.</li> </ol>



# Professional Development Planning

## What is a Professional Development Plan?

A professional development plan is a tool used to facilitate forecasting the CPD required over the next 12 months. It does this by encouraging the user to consider and capture:

1. the business and legislative landscape
2. any identified competency gaps against NZCFS L5 outcomes
3. any desired competencies that will support the business / individual to perform more effectively (outside of NZCFS L5 outcomes)

Once the big picture is documented, the user then captures the individual goals, steps and resources required to obtaining the necessary competence, knowledge and skill to remain compliant.

*“An investment  
in knowledge  
always pays the  
best interest”*

- Benjamin  
Franklin

## Key things to consider when developing a PDP

Given there is no expiry date for a FAP licence, it is critical that the competence, knowledge, and skill requirements continue to be satisfied continuously, not just at the time the licence is issued.

Code Standard 9 specifically states “an up-to-date understanding of the regulatory framework for financial advice in New Zealand”. This means almost every FA/NR will need to learn about the relevant legislation, regulation, and Code, and should be doing so on a regular basis. This necessitates a FAP keeping up to date with ongoing changes and ensuring these are built into adviser induction training plus ongoing PDPs. Simply completing product accreditation and attending product provider briefings is not sufficient to meet the competence, knowledge, and skill requirements of all aspects of providing financial advice

### STRATEGI SERVICES

Strategi can assist with updates via its quarterly regulatory update and its monthly Strategi Navigator newsletter. These are available free of charge by subscribing [here](#).

## How many CPD hours are required?

Those who provide financial advice will be expected to undertake sufficient CPD hours to ensure they meet the required competence, knowledge, and skill requirements appropriate to the financial advice role they perform. The minimum standard they need to meet is that required to pass the New Zealand Certificate in Financial Services (Level 5) version 2. This means the FAP and by implication the individuals who provide the financial advice need to know what has changed with the qualification; changes in the relevant legislation, regulation, and code; changes with good conduct; and applicable regulator guidance notes.

Additionally, the FAP will have policies, and these will change over time, so CPD needs to be amended to keep individuals current with those policies. The Code focusses on giving financial advice that is suitable to a client which means CPD should also address understanding the clients the FAP deals with plus the products available to the FAP.

Some CPD will be annual refresher training to ensure everyone is aware of the FAP's policies, processes, and controls whilst other CPD is focussed on proactively preparing for changes occurring within the business regarding the provision of regulated financial advice.

In past versions of the Code, there was a requirement to achieve 30 CPD hours over two years (commonly broken down to 15 hours per year) but this no longer applies.

Some FAPs and individuals will need more CPD each year than others and this will be driven by factors such as (but not limited to):

- Client type/demographics
- Range of products upon which financial advice is provided and the complexity of those products
- The extent of technology used in the advice process
- The policies processes and controls of a FAP
- How extensive is the financial advice which is provided- is it narrow and related to just a couple of products or is it more holistic using multiple products
- The extent of changes made or proposed to be made to the relevant legislation, regulation, and code
- Relevant regulator and AML/CFT supervisor guidance notes, information sheets and reports
- Regulator feedback for the FAP
- External and internal audits, compliance assurance reviews and feedback from internal Quality Assurance teams
- Nature and quantity of client complaints
- Technology changes being implemented by the FAP which have an impact upon how the financial advice is provided.

*“We have chosen to not specify minimum CPD requirements in terms of what planning and learning activity must be undertaken annually. We have not imposed minimum hours of CPD because, having considered feedback, we consider it is more important that a person properly assesses their learning gaps than focuses on an arbitrary number of hours”*

- Code Committee

If the FAP has high levels of client satisfaction, can prove all FAs/NRs are compliant, there are minimal changes to the business and the products advised upon, then the amount of CPD may be minimal. However, for those FAPs rapidly evolving and who want to do more than attain the minimum standard, then it is likely CPD could be more than the previous 15 hours per annum.

# How to create your Professional Development Plan

## What should a PDP include?

As the FAP is responsible for the advice provided by those operating under its licence, the FAP should set mandated CPD to ensure everyone meets organisational policies and processes and can operate compliantly.

Additionally, the FAP may require its FAs/NRs to undertake additional training (agreed to by the FAP) to meet the specific needs of each individual. The specific needs will be determined by:

- What Level 5 qualification the FA/NR has
- What types of advice the FA/NR provides e.g., investment, personal insurance, mortgage, life and health or general insurance
- The outcomes from compliance assurance reviews such as the annual compliance assurance review conducted by internal Compliance Officers, Strategi Compliance, or other external parties. If this identifies deficiencies, then training around fixing those deficiencies should be built into PDPs
- The outcome from client surveys relating to client satisfaction. If an adviser scores poorly in the survey (suggest use a net promoter score (NPS)) then additional training needs to be undertaken
- Feedback from client complaints. This may identify changes that are needed to process, documents or training, all of which will trigger some requirement for upskilling.
- Feedback received from regulator and AML/CFT Supervisors (as appropriate)

## Steps to creating a PDP

While there are many professional development plan samples out there, creating one that's relevant and tailored to your needs is important. Make sure to set aside some time to give it some careful thought.

To assist in the process, Strategi has produced a 2023 PDP template which will provide a good starting point for structuring your thoughts and requirements. It has been drafted for an Investment Adviser within a small to mid-sized FAP though can be adapted to meet any operating model, from a single adviser to a large corporate FAP.

NOTES:

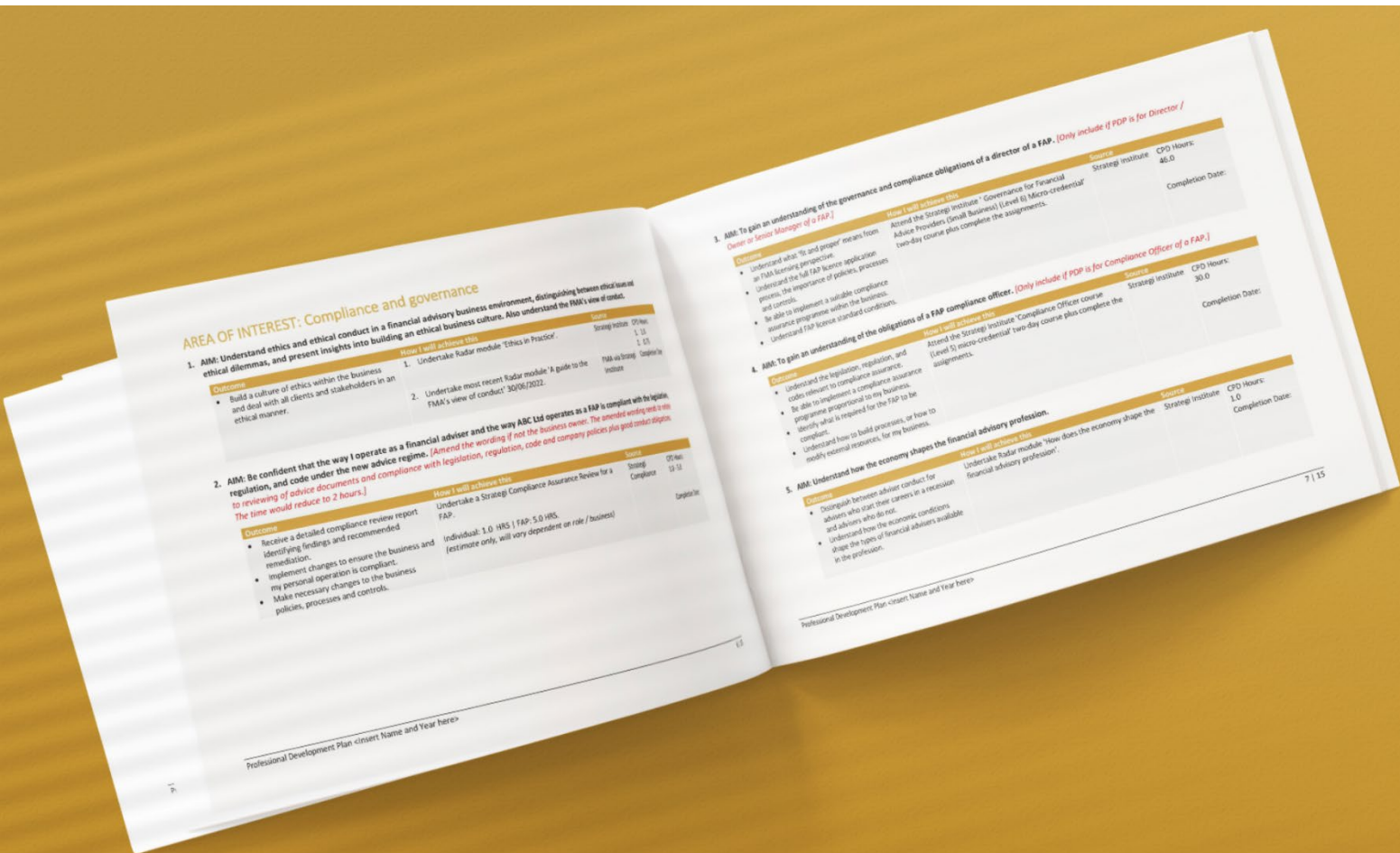
- The PDP template assumes the FA/NR, via the FAP, has a subscription to Radar (the Strategi Institute online education platform).
- The modules listed in the template are on Radar (additional ones are regularly added)

- If the modules that are shown are not entirely suitable, then there are **over 200 CPD** modules that can be considered (Refer Appendix [Catalogue](#)).
- Additionally, Strategi Institute can **build** specific content at your request (for a small fee)
- When using the template, you should add or delete the modules applicable to your situation. (Most of the modules will be common for all advisers, but the ones specifically relating to investment should be replaced with modules applicable to the advice provided)

It is highly recommended that your PDP is captured in Radar. (Instructions found [here](#)). There are multiple advantages to this (covered in the next section 'Maintaining Records') though most significantly it will allow visibility and tracking to assist with your CPD compliance.

## STRATEGI SERVICES

Strategi has produced a 2023 PDP template. This is valued at \$60 plus GST but is available to all recipients of this CPD Handbook for free. Download a copy [here](#).



# Maintaining Records

Maintaining and tracking progress against the Professional Development Plan is critical for both encouraging achievement and for providing evidence of compliance to Code Standard 9.

A **CPD Log should be maintained**, noting the training module, completion date and related competency. This should be updated at least monthly via regular scheduled sessions to review progress against plan (conducted either individually or with your manager).

Strategi Institute’s online education platform (Radar) can perform CPD tracking automatically, and we **highly recommend** that your PDP is loaded into Radar to facilitate this.

## Benefits of uploading your PDP on Radar

- Quick access to quality and relevant CPD content.
- All your CPD records in one place (personal, organisational, and external evidence)
- Ability to track your progress against the PDP and linking to relevant training within the system
- Ability to export records and PDP as Excel, CSV and PDF formats for reporting

## Benefits for organisations to have their employee’s PDP on Radar

- Edit, comment, and add additional training to individual staff
- Oversight on staff progress and compliance reporting
- Design and roll out organisation wide PDP including compulsory and optional modules

If you wish to know more or require assistance, contact us on [support@strategi.ac.nz](mailto:support@strategi.ac.nz) or 09 414 1300.

Instructions for loading PDPs to Radar can be found [here](#).

## STRATEGI SERVICES

Strategi can load PDP Templates on your behalf for a fee of only \$120 plus GST per hour

**Plan: Learning Plan 2023**

Overview | Objectives | CPD Training

All the objectives that form your objective\* will allow you to request

[Add new objective](#)

**My PDP**

Your current and completed learning plans are shown below. You can create a new learning plan by clicking "Create a new learning plan" to the right of the screen.

[Create new PDP](#)

Active Plans	Due date	Status	Actions
<b>Learning Plan 2023</b> Objectives (7) CPD Training (38)	31 Dec 2023	4%	★ ×
<b>Learning Plan 2022</b> Objectives (5) CPD Training (10)	31 Dec 2023	33%	★ ×

Objective Name ▲

- ADVICE PROCESS
- AML/CFT
- BUSINESS DEVELOPMENT
- ETHICS, COMPLIANCE AND
- PERSONAL DEVELOPMENT
- PRODUCT KNOWLEDGE
- UNDERSTANDING CLIENTS

In Progress 1 0 01/07/2023 0 ×

In Progress 3 0 01/10/2023 0 ×

## Next Steps

For a compliant 2023, follow the steps below. Don't hesitate to get in touch with any questions about your CPD or any of the courses or services mentioned in this Guidance Note - our team look forward to hearing from you.

- Check the training policy of your FAP
- Identify the types of advice you intend to provide over the next 1-3 years
- Review the PDP template
- Amend the template so it is applicable to your situation
- Load your PDP into Radar and start completing modules

For more information contact: Email: [support@strategi.ac.nz](mailto:support@strategi.ac.nz)

### STRATEGI SERVICES

Strategi can provide a customised PDP Template for your business for a fee of only \$120 plus GST per hour





# APPENDIX - CPD Catalogue

## Areas of Interest

1. AML/CFT - Reports
2. AML/CFT - Tips
3. FMCA - Rules and Tools
  
4. INSURANCE - General
5. INSURANCE - L, D, H
6. INVESTING - Portfolio Mgmt
7. INVESTING - Products
8. INVESTING - Retirement
9. INVESTING - Risk Profiling
10. LENDING - Personal
11. LENDING - Res Property
  
12. Compliance and Governance
13. Growing your business
14. Running your business
15. Soft Skills
16. Industry Insights

## CPD Training Modules

The modules below are not an exhaustive list. New modules are being constantly developed. Check Radar for the latest catalogue.

### 1. AML/CFT – Reports

COURSE NAME	CPD HRS
• OVERVIEW - Terrorist Financing in New Zealand	0.5
• REPORT - DIA: AML/CFT Regulatory Findings Report 2018-2019	1
• REPORT - DIA: AML/CFT Regulatory Findings Report 2019 - 2020	1
• REPORT - Executive summary: New Zealand mutual evaluation report - April 2021	0.5
• REPORT - FMA: AML/CFT Monitoring Report 1 July 2016 - 30 June 2018	0.75
• REPORT - Quarterly Typology Report First Quarter (Q1) 2014/2015	0.5
• REPORT - Quarterly Typology Report First Quarter (Q1) 2015/2016	0.5
• REPORT - Quarterly Typology Report Third Quarter (Q3) 2013/2014	0.5
• REPORT - The Suspicious Activity Report - December 2020 and January 2021	0.5
• REPORT - The Suspicious Activity Report - March 2021	0.5
• REPORT - Westpac governance findings relating to AML breaches	0.5
• RISK ASSESSMENT - Audit Guideline for Risk Assessment and AML/CFT Programme - October 2019	0.5
• RISK ASSESSMENT - Designated Non-Financial Businesses and Professions (DNFBPs) and Casinos Sector Risk Assessment - December 2019	1.5
• RISK ASSESSMENT - Financial Institutions Sector Risk Assessment - December 2019	1.5

<b>COURSE NAME</b>	<b>CPD HRS</b>
• RISK ASSESSMENT - FMA: AML/CFT Sector Risk Assessment 2017	1
• RISK ASSESSMENT - FMA: AML/CFT Sector Risk Assessment 2021	1
• RISK ASSESSMENT - National Risk Assessment of Money Laundering and Terrorism Financing (NRA) 2018	1.5
• RISK ASSESSMENT - National Risk Assessment of Money Laundering and Terrorism Financing (NRA) 2019	1.5
• RISK ASSESSMENT - Phase 2 AML/CFT Sector Risk Assessment 2017	1.5

## 2. AML/CFT – Tips

<b>COURSE NAME</b>	<b>CPD HRS</b>
• GUIDANCE NOTE - Amendments to AML/CFT regulations - July 2021	0.5
• GUIDANCE NOTE - AML/CFT Supervisory Framework	0.75
• GUIDANCE NOTE - Beneficial ownership guideline	0.5
• GUIDANCE NOTE - Customer due diligence for companies	0.25
• GUIDANCE NOTE - Expired passports as identification for customer due diligence	0.5
• GUIDANCE NOTE - How to register a reporting entity on the goAML website	0.25
• OVERVIEW - AML/CFT Training for Compliance Officers	1.5
• OVERVIEW - Developing an AML/CFT programme for accountants	0.5
• OVERVIEW - Embracing AML/CFT digitisation	0.5
• OVERVIEW - Introduction to AML/CFT for staff in a law firm	1
• OVERVIEW - Introduction to AML/CFT for staff in a law firm (Wynn Williams)	1
• REFRESHER - AML/CFT Act 2009: Annual Refresher for Accountants	0.5
• REFRESHER - AML/CFT Act 2009: Annual Refresher for Advisers	0.5
• REFRESHER - AML/CFT Act 2009: Annual Refresher for Lawyers	0.5
• REFRESHER - AML/CFT Act 2009: Annual Refresher for Lawyers (Wynn Williams)	0.5
• REFRESHER - AML/CFT Act 2009: Annual Refresher for Lenders	0.5
• REFRESHER - AML/CFT Act 2009: Annual Refresher for Real Estate Agents	0.5

## 3. FMCA - Rules and Tools

<b>COURSE NAME</b>	<b>CPD HRS</b>
• CONDUCT - A guide to the FMA's view of conduct	0.75
• CONDUCT - Code of Professional Conduct for Financial Advice Services	0.5
• CONDUCT - FMA: Insurance conduct and culture - Fire and General Insurers update	0.5
• FAP OBLIGATIONS - Disclosures - climate related disclosures regime - implementation approach	0.25
• FAP OBLIGATIONS - Guidance Note: new disclosure requirements for FAPs	0.5
• FAP OBLIGATIONS - Meeting the standards of competence, knowledge, and skill	1
• FAP OBLIGATIONS - Record keeping for Financial Advice Providers	0.75
• FINANCIAL ADVICE - Advertising offers of financial products under the FMC Act 2013	1
• FINANCIAL ADVICE - Guidance Note: What does compliant financial advice really look like	0.5
• FINANCIAL ADVICE - The new financial advice regime	0.5
• TOOLS - Competence, knowledge, and skill in the new FAP regime	0.5
• TOOLS - FSC: Financial advice law - a guide for Financial Advisers	0.75
• TOOLS - Guidance Note: A guide to surveys and why they are so important in the financial services sector	0.5

• TOOLS - Guidance Note: the advice process during COVID-19	0.5
• TOOLS - The six-step advice process	0.5
• TOOLS - Wholesale clients and eligible investors	0.75
• VULNERABILITIES - Better outcomes for vulnerable clients 30/06/2022	1
• VULNERABILITIES - Guidance Note: Handling vulnerable clients fairly	0.75
• VULNERABILITIES - Whitepaper: Vulnerable clients	0.75
• WHITE PAPER - FAP licensing - a hurdle or an opportunity? (Webinar)	0.5

#### 4. INSURANCE - General

COURSE NAME	CPD HRS
• Marine insurance challenges in the era of fourth generation modular construction	0.5
• Changing the traditional insurance paradigm - the new role of the adviser	0.5

#### 5. INSURANCE - L, D, H

COURSE NAME	CPD HRS
• Changing the traditional insurance paradigm - the new role of the adviser	0.5

#### 6. INVESTING - Portfolio Mgmt

COURSE NAME	CPD HRS
• TOOLS - A beginner's guide to exotic options	1
• TOOLS - A three box approach to building debt portfolios	0.4
• TOOLS - Bring the benefits of alternative investments to client portfolios	0.75
• TOOLS - Client cash flow - automatic budgeting	0.5
• TOOLS - Does Active Share Equal Good Performance?	0.5
• TOOLS - Ethical investing explained	0.25
• TOOLS - Financial planning for same sex couples	0.25
• TOOLS - How to build a portfolio	0.75
• TOOLS - Integrated tail risk hedging: the last line of defence in investment risk management	0.5
• TOOLS - Putting a value on your value: Quantifying Vanguard Adviser's Alpha	0.75
• TOOLS - Six behavioural biases of fund investing	0.25
• TOOLS - The emergence of fee-based planning: Reassess how you serve your clients	0.4
• TOOLS - Using Dividend Growth Stocks to pursue financial goals	0.6
• WHITE PAPER - A critique of Grantham and Gordon: The prospects for long-term growth	0.4
• WHITE PAPER - A look back at the performance of the holy grail	0.5
• WHITE PAPER - A look from the outside in	0.5
• WHITE PAPER - Asset allocation - Survival of the fleetest	0.5
• WHITE PAPER - Asset allocation debate: Provocative questions, enduring realities	0.75
• WHITE PAPER - Behind the Euro: history and future	0.25
• WHITE PAPER - Building ETF Portfolios	0.5
• WHITE PAPER - Do socially responsible firms walk the talk?	0.75
• WHITE PAPER - Eugene Fama's views on modern financial theory	0.4
• WHITE PAPER - Impact of corporate governance on financing practices of NZ companies	0.25
• WHITE PAPER - Market bubbles and investor psychology	1

• WHITE PAPER - Options for dis-saving "safely"	0.6
• WHITE PAPER - Responsible investing: The ESG-efficient frontier	0.5
• WHITE PAPER - The value of financial advice in a VUCA world	0.25
• WHITE PAPER - Transforming from ROI-centric planning to return on life planning	0.25
• WHITE PAPER - What is millionaire intelligence?	0.25

## 7. INVESTING – Products

COURSE NAME	CPD HRS
• FX - Bifurcation of FX Exposure as Hedging of P&L Results	0.5
• FX - Chart Types Part 1: Basic Charts	0.5
• FX - Crypto-currencies: an introduction to not-so-funny moneys	1.5
• FX - Currency Options	0.75
• FX - Currency Options pricing	0.75
• FX - Currency Options strategies	0.5
• FX - FX hedging: 10 common pitfalls	0.5
• FX - Introduction to currency futures	0.25
• FX - Making cash work harder	0.5
• FX - The stages of a Forex trend	0.25
• SECURITIES - Cash and money market securities	1
• SECURITIES - Covered call strategy: generating passive income from a buy-hold portfolio	0.5
• SECURITIES - Introduction to shares	0.5
• SECURITIES - Understanding the credit ratings system	0.25

## 8. INVESTING - Retirement

COURSE NAME	CPD HRS
• TOOLS - Eight core ideas to guide retirement income planning	0.4
• TOOLS - The 9 Keys to a happy retirement	0.25
• TOOLS - Using age banding to estimate spending in retirement	0.5
• WHITE PAPER - An older Australia	0.25
• WHITE PAPER - Baby boomers: the economic miracle of our time	0.5
• WHITE PAPER - Boomers, Herding, Denial and Zeitgeist	0.8
• WHITE PAPER - FMA: point of retirement research	0.5
• WHITE PAPER - Generation KiwiSaver	0.75
• WHITE PAPER - Great Expectations: Retirement realities for older New Zealanders	0.5
• WHITE PAPER - How much can clients spend in retirement? A test of the two most prominent approaches	0.5
• WHITE PAPER - Retirement risk, rising equity glide paths, and valuation-based asset allocation	0.7
• WHITE PAPER - Study Reveals The #1 Key to a happy retirement	0.25
• WHITE PAPER - The ageing revolution	0.5
• WHITE PAPER - Why clients fail at retirement	0.3

## 9. INVESTING - Risk Profiling

COURSE NAME	CPD HRS
• TOOLS - Assessing Manager Risk: Looking beyond the numbers	0.3
• TOOLS - Climate change and prudential regulation: Issues in New Zealand	0.25
• TOOLS - Concentrated Equity Triple Play Higher Returns, Lower Risk, Lower Correlations	0.5
• TOOLS - Does equity risk decrease over time?	0.3
• TOOLS - Evaluating the suitability of investment products, structures, and options in terms of their benefits, risks, and limitations	1
• TOOLS - Hedging currency risk	0.5
• TOOLS - How big is longevity risk?	0.3
• TOOLS - Risk Profiling and the Foundation of a Living Financial Plan	0.75
• TOOLS - Why risk-profile questionnaires don't work	0.5
• WHITE PAPER - Managing Sequencing Risk - Buckets v Rebalancing	0.25
• WHITE PAPER - New measures of risk	0.5
• WHITE PAPER - Risk tolerance questions to best determine client portfolio allocation preferences	0.5
• WHITE PAPER - The Great Beta Hoax: Not an accurate measure of risk after all	0.5
• WHITE PAPER - The intertemporal persistence of Risk Tolerance Scores	0.5

## 10. LENDING – Personal

COURSE NAME	CPD HRS
• Cash control and credit cards	0.5
• Consumer Debt - Opportunity or Threat	0.75

## 11. LENDING - Res Property

COURSE NAME	CPD HRS
• Guidance Note: Government housing policy changes 2021	0.25

## 12. Compliance and Governance

COURSE NAME	CPD HRS
• GOVERNANCE - Due diligence on, and monitoring performance of, outsourced providers	0.75
• GOVERNANCE - Financial advertising code	0.5
• GOVERNANCE - Guidance Note: Protected Disclosures (Protection of Whistleblowers) Act 2022	0.5
• GOVERNANCE - How to make your trust compliant with the Trusts Act 2019 - A step by step guide	0.5
• GOVERNANCE - Identifying and managing director conflicts of interest	0.5
• GOVERNANCE - The essentials of being a director	0.5
• GOVERNANCE - Three lines of accountability	0.75
• GOVERNANCE - Tips for the correct use of the KiwiSaver word and logo	0.25
• PRIVACY - The new information privacy principle 12	0.5

• PRIVACY - The Privacy Act 2020	1
• PRIVACY - Understanding the Privacy Act 2020	1
• REPORT - FMA: Annual Corporate Plan 2022/23	0.75
• REPORT - FMA: Annual report 2021	1
• REPORT - FMA: Strategic Risk Outlook 2019	0.75
• REPORT - FMA: Supervision insights report July 2019-June 2020	1
• REPORT - FMA: Supervision insights report July 2019-June 2020 25/09/2021	1
• REPORT - FMA: Supervision insights report July 2019-June 2020 25/09/2022	1
• WHITE PAPER - Carrot or stick? Culture as a regulatory approach	0.25
• WHITE PAPER - Ethics in financial planning: Analysis of Ombudsman decisions using codes of ethics and fiduciary duty standards	0.75
• WHITE PAPER - Ethics in practice	1
• WHITE PAPER - How does the economy shape the financial advisory profession?	1

### 13. Growing your business

COURSE NAME	CPD HRS
• BEST PRACTICE - Client Onboarding - First impressions drive lifetime outcomes	0.4
• BEST PRACTICE - Client segmentation: the secret to wealth management profitability	0.25
• BEST PRACTICE - Convincing Prospects: How to discuss Risk and Goals	0.3
• BEST PRACTICE - McKinsey report: transforming life insurance with design thinking	0.5
• BEST PRACTICE - Morningstar Guide to holistic Financial Planning	0.4
• BEST PRACTICE - Transforming the client experience	0.75
• BEST PRACTICE - Use the funnel to create a strategic marketing plan	0.25
• TOOLS - 10 Ways My Closing Ratio Topped 90%: How our sales process went from dismal to dynamic	0.25
• TOOLS - 2019 Value of an Adviser Report: Help your clients understand the value you deliver	0.5
• TOOLS - 7 Investment Lessons from Mum	0.3
• TOOLS - 9 systems every adviser needs in their business to succeed	0.25
• TOOLS - A 7 step plan to transform your practice	0.25
• TOOLS - Applying Neuroscience to Financial Planning Practice: A Framework and Review	1
• TOOLS - Connected investor report: insights into the adviser-investor relationship	0.5
• TOOLS - How lead advisers can help the next generation succeed	0.25
• TOOLS - How to describe what makes your firm different	0.25
• TOOLS - How to increase business profitability by over 50%	0.75
• TOOLS - Improve your practice using longevity analysis	0.25
• TOOLS - Marketing using social media	0.5
• TOOLS - The business benefits of transitioning from commissions to fee-based advisory accounts	0.25
• WHITE PAPER - 4 Gen Y Trends that affect your Practice	0.3
• WHITE PAPER - 4 reasons the demand for advice is booming	0.5
• WHITE PAPER - Defining the 'female effect' on advice	0.25
• WHITE PAPER - Extracting value from demographic change	0.75
• WHITE PAPER - Robo Advice: The por man's human Being ... or is it?	0.3
• WHITE PAPER - Robo-Advisers are not new but they foretell the future of financial advice	0.3
• WHITE PAPER - Robo-Advisors: Client portals and the \$30 trillion opportunity	0.5
• WHITE PAPER - Women in insurance: Invest in women. Invest in business	0.5

## 14. Running your business

COURSE NAME	CPD HRS
• BCP - An introduction to Business Continuity Planning	0.25
• BCP - Business continuity: protecting your business future	0.5
• BCP - COVID-19: a guide to maintaining business resilience	0.5
• BCP - Guidance Note: Business Continuity Planning	0.5
• BCP - Guidance Note: handling flu outbreaks, epidemics, and pandemics	0.5
• BCP - Your Business Continuity Planning guide	0.25
• COMPLAINTS - Best practice complaint handling guide	0.5
• COMPLAINTS - Client complaints	0.5
• COMPLAINTS - Effective complaint handling	0.75
• CYBER SECURITY - CERT NZ - Q1 2021 report	0.25
• CYBER SECURITY - CERT NZ - Q1 and Q2 2020 report	0.5
• CYBER SECURITY - CERT NZ - Q2 2022 report	0.5
• CYBER SECURITY - CERT NZ - Q4 2020 report	0.5
• CYBER SECURITY - Cyber insurance: the next frontier	0.5
• CYBER SECURITY - Cyber security and why it matters	1
• CYBER SECURITY - FMA information sheet: Cyber security and operational systems resilience	0.5
• CYBER SECURITY - FMA information sheet: developing cyber resilience for financial advice providers	0.25
• CYBER SECURITY - Guidance on cyber resilience	0.75
• CYBER SECURITY - Small business cyber security guide	0.75
• PEOPLE MANAGEMENT - A brief outline of common HR issues	1.25
• PEOPLE MANAGEMENT - Is there a "right" culture?	0.5
• PEOPLE MANAGEMENT - Management system specification and guidance: facilitating the creation of management systems without boundaries	2
• PEOPLE MANAGEMENT - Nurturing: one way to succeed at succession	0.25
• PEOPLE MANAGEMENT - Why aren't advisers retiring? Preparing for an end-of-career transition	0.5
• WFH - Remote working during COVID-19: New Zealand national survey - initial report July 2020	0.25
• WFH - Remote working: Employer challenges and how to overcome them	0.25
• WFH - Working from home before, during, and after the COVID-19 pandemic: implications for workers and organisations	0.5
• WFH - Working remotely: The full guide for New Zealand businesses and employees	0.25

## 15. Industry Insights

COURSE NAME	CPD HRS
• REPORT - Global insurance market trends 2014	0.5
• REPORT - Mindful Money: Impact report	0.25
• REPORT - RBNZ: Financial Stability Report May 2022	0.75
• REPORT - RBNZ: Monetary Policy Statement August 2022	0.75
• WHITE PAPER - Cleared for take off: Five megatrends that will change financial services	0.5
• WHITE PAPER - Digital transformation in financial services	0.75
• WHITE PAPER - How does climate change interact with the financial system?	0.5
• WHITE PAPER - Climate risk and the opportunity for real estate	0.5
• WHITE PAPER - Developments in financial market benchmarks	1
• WHITE PAPER - Financial advice: What consumers really think	1

COURSE NAME	CPD HRS
• WHITE PAPER - Fintech and financial stability	1
• WHITE PAPER - Future firm, future planner	0.5
• WHITE PAPER - Global fintech report	0.75
• WHITE PAPER - Measuring uncertainty and its impact on the New Zealand economy	0.5

## 16. Soft Skills

COURSE NAME	CPD HRS
• COMMUNICATION - Getting the best out of meetings	0.25
• COMMUNICATION - 7 steps to facilitate exquisite listening	0.25
• COMMUNICATION - Five writing mistakes that sabotage your investment commentary	0.25
• COMMUNICATION - Harold Evensky's nine key communication points	0.25
• COMMUNICATION - How to tell if you're talking too much	0.25
• COMMUNICATION - Professional writing made simple V5	1
• EMPATHY - Empathy is the essential skill to survive the robo-threat	0.25
• EMPATHY - Helping Clients Face Alzheimer's Disease and Dementia	0.3
• EMPATHY - How to protect and help clients with diminished capacity	0.25
• FINOLOGY - Break the habit?	0.25
• FINOLOGY - Finding the higher purpose	0.5
• FINOLOGY - From functioning to flourishing: applying positive psychology to financial planning	0.75
• FINOLOGY - From irrational to rational: 6 steps to guide clients to productive decisions	0.5
• FINOLOGY - Helping clients make better decisions	0.25
• FINOLOGY - How to incorporate behavioural finance theory into a financial planning practice	0.25
• FINOLOGY - Out of balance: risk, returns and the contradictory views of individual investors	0.5
• FINOLOGY - Picture your prosperity: create your personal vision	0.75
• FINOLOGY - Policy-Based financial planning as decision architecture	0.5
• FINOLOGY - Practical uses of behavioural finance	0.5
• FINOLOGY - Resist the amygdala!	1.25
• FINOLOGY - The psychology of wealth: psychological factors associated with high income	0.25
• FINOLOGY - The science of helping clients change	0.25
• FINOLOGY - The silent value: advice for the 21st century	0.5
• MANAGING THE RELATIONSHIP - Becoming a culturally intelligent financial planner	0.25
• MANAGING THE RELATIONSHIP - Couples conundrum	0.6
• MANAGING THE RELATIONSHIP - Discussing fees with clients	0.5
• MANAGING THE RELATIONSHIP - Financial turning points: relationships, marriage, and divorce	0.25
• MANAGING THE RELATIONSHIP - How to psychologically prepare clients for Bear markets	0.25
• MANAGING THE RELATIONSHIP - Stress fracture: how to save your relationship with your client	0.25
• MANAGING THE RELATIONSHIP - Tightwads and Spenders: Predicting financial conflict in couple relationships	0.5
• MANAGING THE RELATIONSHIP - Trust in the client-adviser relationship	0.25
• SELF MANAGEMENT - Doing more with less: time management and productivity	0.75
• SELF MANAGEMENT - Leisure and physical wellbeing	0.25
• SELF MANAGEMENT - The time management hack that can raise revenue	0.25
• SELF MANAGEMENT - Time management for advisers	1
• SELLING - Consistently outperform your competitors	0.25
• SELLING - The art of selling	0.25





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