

New Zealand Certificate in Financial Services (Level 5) with strands in Financial Advice; Investment; Life and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; Trustee Services

If you're planning on upgrading yourself or your staff to become Authorised Financial Advisors (AFA's), then this is the paper you need. It covers all the regulatory competency requirements to become a recognised AFA with New Zealand's Financial Markets Authority. This training is also ideal for people looking to focus on the specialist areas of the financial services industry. Specialist areas covered include investment, risk insurance and financial or lending advice depending on the strand(s) you choose.

The programme offers students the flexibility of studying while they work, so that they can get on the job experience to help cement what they've learnt, it also means they can maintain their positions without having to resign in order to study. Firms whose staff undertake the training, will benefit from gaining access to a wider market opportunities once, their staff have received their AFA licences.

Typical Training Duration

10 to 12 months

Key Learning Outcomes

All graduates of this qualification will be able to:

- Act in the best interest of the client by demonstrating professional practice in the application of legislation, regulations, ethics, risk and compliance that is common to all sectors of the financial services industry.
- Apply understanding of research and analysis processes to develop fit for purpose financial solutions.
- Operate with understanding of financial institutions, systems, and markets, and their interdependencies.
- Operate with understanding of the economic environment and its connection to the financial markets and their participants.

In addition students can choose to do strands in Financial Advice; Investment; Life and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; Trustee Services to gain further skills in their specialist fields. More details can be seen over the page.

Programme Credits

60 - 75

Qualification details

Title	New Zealand Certificate in Financial Services (Level 5) with strands in Financial Advice; Investment; Life and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; Trustee Services		
Version	1	Qualification type	Certificate
Level	5	Credits	60-75
NZSCED	081101	Management and Commerce > Banking, Finance and Related Fields > Banking and Finance	
DAS classification	442	Service Sector > Financial Services	
Qualification developer	The Skills Organisation		
Next review	<p>December 2017.</p> <p>Any person or organisation may contribute to the review of this qualification by sending feedback to the qualification developer at reviewcomments@skills.org.nz.</p>		
Approval date	September 2014		
Strategic purpose statement	<p>The purpose of this qualification is to provide the financial services industry with individuals who have specialist operational and theoretical knowledge and skills in financial services.</p> <p>This qualification is suitable for individuals who are working in or who wish to enter the financial services industry. It is an appropriate qualification for those seeking to advance to specialist roles and/or enhance their skills and knowledge within retail and personal services areas of the financial services industry.</p> <p>The Financial Advice strand is of particular relevance to those seeking to provide personalised financial advice. Graduates will be capable of self-management in roles in: Financial Advice; Investment; Life and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; Trustee Services.</p>		
Outcome Statement	Graduate profile	<p>In terms of the Financial Services industry, all graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> – Act in the best interest of the client by demonstrating professional practice in the application of legislation, regulations, ethics, risk and compliance that is common to all sectors of the financial services industry. – Apply understanding of research and analysis processes to 	

		<p>develop fit for purpose financial solutions.</p> <ul style="list-style-type: none"> – Operate with understanding of financial institutions, systems, and markets, and their interdependencies. – Operate with understanding of the economic environment and its connection to the financial markets and their participants. <p>Financial Advice strand graduates will also be able to:</p> <ul style="list-style-type: none"> – Apply fiduciary responsibilities, legislation, regulations, and professional codes that are of particular relevance to the provision of financial advice, to provide professional client service. – Apply the financial advice process to provide professional client service. <p>Investment strand graduates will also be able to:</p> <ul style="list-style-type: none"> – Apply understanding of investment concepts, and legislation and regulations that are of particular relevance to the provision of investment services, to provide services in a professional manner. – Operate with broad understanding of the relationship between investment products and services, and individual's needs. – Apply the principles of investment analysis to provide appropriate solutions to investment needs. <p>Life and Health Insurance strand graduates will also be able to:</p> <ul style="list-style-type: none"> – Apply understanding of insurance concepts and risk management principles to life and health insurance situations. – Apply understanding of life and health insurance market, concepts, legislation, regulations and codes of conduct that are of particular relevance to the provision of life and health insurance services to provide services in a professional manner. – Operate with broad understanding of the relationship between insurance needs and life and health insurance product types, to provide appropriate solutions for life and health insurance needs. – Operate with understanding of the processes of creation, maintenance and ending of life and health insurance contracts and assess the impact of a change of circumstances on life and health insurance arrangements. <p>General Insurance strand graduates will also be able to:</p> <ul style="list-style-type: none"> – Apply understanding of insurance concepts and risk management principles to general insurance situations. – Apply understanding of general insurance market, legislation, regulations and codes of conduct that are of particular relevance to the provision of general insurance services to provide services in a professional manner. – Operate with broad understanding of the relationship between insurance needs and general insurance product types, to provide appropriate solutions for general insurance
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needs.

- Operate with understanding of the processes of creation, maintenance and ending of general insurance contracts and assess the impact of a change of circumstances on general insurance arrangements.

Residential Property Lending strand graduates will also be able to:

- Operate with understanding of residential property lending concepts, and legislation and regulations that are of particular relevance to the provision of residential property lending services to provide services in a professional manner.
- Apply understanding of the relationship between residential property lending products and individual's needs to provide appropriate solutions to borrowing needs.
- Apply knowledge of the residential property market and its impacts on residential property lending to provide appropriate solutions to borrowing needs.
- Develop financial solutions for residential property lending to provide appropriate solutions to borrowing needs.

Personal Lending strand graduates will additionally be able to:

- Operate with understanding of personal lending concepts, legislation and regulations that are of particular relevance to the provision of personal lending services to provide services in a professional manner.
- Operate with understanding of the relationship between personal lending products and individual's needs to provide appropriate solutions to borrowing needs.
- Apply key lending concepts and frameworks to meet borrowing needs within a personal lending context.

Banking strand graduates will also be able to:

- Operate with understanding of banking concepts, and legislation and regulations that are of particular relevance to the provision of banking services to provide services in a professional manner.
- Select and apply banking products and services to meet client needs.
- Operate with understanding of the structure, customer relationships, products and services within the New Zealand banking sector to provide appropriate solutions to banking needs.
- Apply key lending concepts and frameworks to meet client needs in a banking context.

Trustee Services strand graduates will also be able to:

- Operate with understanding of trustee concepts, and legislation and regulations that are of particular relevance to the provision of trustee services to provide services in a professional manner.
- Operate with broad understanding of the relationship between trustee products and individuals needs to provide

	<p>appropriate solutions.</p> <ul style="list-style-type: none"> – Carry out trustee administration responsibilities.
Education pathway	<p>This qualification may follow on from the New Zealand Certificate in Financial Services (Level 4) with strands in Banking, Family/Personal Budgeting, and Insurance [Ref: 2247], but that qualification is not a prerequisite for entry into this one. On completion of this qualification graduates may progress onto higher level qualifications in financial services.</p>
Employment pathway	<p>Graduates may be qualified to work within specialisations such as:</p> <ul style="list-style-type: none"> – Financial Advice strand: Financial Advisers (particularly those seeking to become Authorised Financial Advisers, for whom this strand is a regulatory requirement) – Investment strand: paraplanning, investment/adviser support, custody officer, financial services regulator, investment product managers, business development managers – Life and Health Insurance strand: senior underwriter, accounts manager (customer/client), product specialist, claims specialist, senior risk advisor, risk advisor, branch manager, domestic broker, senior broker, broker – General Insurance strand: senior underwriter, accounts manager (customer/client), product specialist, claims specialist, senior risk advisor, risk advisor, branch manager, domestic broker, senior broker, broker – Residential Property Lending strand: credit managers, private bankers, mortgage brokers and financial advisers – Personal Lending strand: bank lending consultants, credit managers – Banking strand: branch managers (retail), relationship managers (small business and wholesale inclusive), senior relationship managers (small business and wholesale inclusive), investment specialists, branch managers, associate private bankers, private bankers, risk and compliance managers – Trustee Services strand: branch managers, relationship managers, senior relationship managers, investment specialists, regional managers, operations manager, authorised financial advisers, senior trust officer, senior trust manager, risk and compliance managers.

Qualification specifications

Qualification award	<p>The candidate shall be awarded the qualification by the accredited Tertiary Education Organisation (TEO) where the programme has been completed.</p> <p>The formal document certifying the award of this qualification includes the full qualification title, the date of award, and the logos of The Skills Organisation, the accredited TEO, and</p>
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	<p>the NZQF.</p> <p>As the qualification developer, The Skills Organisation will maintain a list of graduates of this qualification. The TEO will annually report the names of all graduates awarded the qualification to The Skills Organisation.</p>
<p>Arrangements for managing consistency</p>	<p>TEOs are to seek feedback from their industry regarding their graduates meeting the qualification graduate profile outcomes. This will occur through:</p> <ul style="list-style-type: none"> – Regular monitoring of trainee progression within either the TEO or the workplace including liaising with employers, teaching staff, training supervisors, and industry managers about the value of the training, graduates, and qualification to the business. – Feedback from major industry associations, to ensure their members involved in the financial services industry are satisfied with the qualification graduates. – Regular cross-industry meetings (Industry Advisory Groups) where the changing training needs of the industry can be discussed in light of technology changes, workplace practices, and graduate capabilities. – Independent surveys of graduates and employers to determine if the graduates are appropriate for the workplace. – Monitoring of results of common assessment task.
<p>Credit transfer and recognition of prior learning arrangements</p>	<p>TEOs delivering programmes that lead to award of this qualification may transfer credit and recognise prior learning in accordance with their own credit recognition policies and procedures with the exception of the common assessment tasks.</p> <p>These policies and procedures, and information about associated fees, must be available to the applicant prior to enrolment.</p> <p>To facilitate credit transfer, education organisations must clearly demonstrate the equivalency or comparability between each of the outcomes in the graduate profile, and the assessment components of their programmes.</p> <p>Credit transfer will be automatic where standards on the Directory of Assessment Standards are used for assessment within programmes of study or training leading to this qualification.</p>
<p>Minimum standard of achievement and standards for grade endorsements</p>	<p>The minimum standard of achievement required for the award of the qualification will be:</p> <ul style="list-style-type: none"> – achievement of all graduate outcomes in the graduate profile for the Core (graduate outcomes 1-4) and at least one strand through successful completion of an approved programme – where the Financial Advice strand is undertaken,

	successful completion of the common assessment tasks which are used to assess capstone standard set B and capstone standard set C in that strand.
Prerequisites to meet regulatory body or legislative requirements	N/A

Qualification conditions

Overarching conditions relating to the qualification

Conditions for programme structure	None.
Conditions for programme context	None.
Other conditions	<p>TEOs arranging training or delivering programmes towards this qualification must ensure that the training arranged and programmes of learning delivered are kept up-to-date with regard to amendments to, and replacements of relevant legislation, regulations and ISO/Australia/New Zealand Standards.</p> <p>Programmes must reflect industry best practice and currency with regard to legislation, regulations and codes of practice. To ensure the expectations of the regulator are met, programmes must deliver to a standard at or above the requirements documented in the optional or mandatory unit standards.</p> <p>For further information go to http://www.skills.org.nz/resources-for-training-providers/</p> <p>For the purposes of this qualification, references to 'banking' and derivatives of that term are intended to include a range of organisations and institutions that provide similar services and products, including registered banks, non-bank deposit takers, and non-bank lenders.</p> <p>Any assessments requiring application or demonstration of skills and knowledge may be performed using workplace evidence or evidence derived from simulation or scenario-based activities.</p> <p>The Code of Professional Conduct for Authorised Financial Advisers specifies minimum competency requirements for financial advisers seeking particular categories of authorisation. The competencies are referred to as unit standard sets A, B, C, D, E Insurance and E Lending.</p> <p>Standard Set A aligns with the Core requirements of this qualification (graduate outcomes 1-4).</p> <p>Standard set B aligns with the first condition associated with graduate outcome 5 in the Financial Advice strand, which must be assessed against unit standard 26360.</p> <p>Standard set C aligns with the balance of the Financial Advice strand (remainder of graduates outcomes 5 and 6), which must be assessed</p>

	<p>against unit standards 25650, 25651, 25652, and 25653.</p> <p>Standard set D aligns with the Investment strand (graduate outcomes 7-9).</p> <p>Standard set E (Insurance) aligns with either of the Life and Health Insurance strand (graduate outcomes 10-13) or the General Insurance strand (graduate outcomes 14-17).</p> <p>Standard Set E (Residential Property Lending) aligns with the Residential Property Lending strand (graduate outcomes 18-21).</p> <p>In its role as regulator of financial advisers, the Financial Markets Authority is required by Section 54 of the Financial Advisers Act 2008 to take the steps necessary to satisfy itself that every applicant for authorisation as a financial adviser meets the requisite level of competence specified in the Code of Professional Conduct.</p> <p>To this end, the Authority has emphasised the importance of having in place a universally consistent and reliable assessment system for the core elements of adviser competence, and has required the designation of standard set B and standard set C for capstone assessment by The Skills Organisation. In 2013, the Code described these standard sets as mandatory unit standards 26360, and 25650 to 25653 respectively. Programmes must reflect up-to-date standard set B and standard set C requirements if they subsequently change.</p> <p>For the purposes of authorisation of a financial adviser under the Financial Advisers Act 2008, the Financial Markets Authority will only recognise assessment that has been conducted by The Skills Organisation through its centrally-administered assessment system, for the capstone standard sets, standard set B and standard set C. This key control underpins the integrity of financial adviser competence assessment arrangements.</p>
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Specific conditions relating to the Graduate profile

Qualification outcomes		Conditions	Mandatory or Optional
1	Act in the best interest of the client by demonstrating professional practice in the application of legislation, regulations, ethics, risk and compliance that is common to all sectors of the financial services industry. Credit 15	Programme and assessment will include the following knowledge and skills: <ul style="list-style-type: none"> – Providing services to clients, in a financial services context, in a manner that meets best practice and professionalism in respect of client care, ethical behaviour and process. – The key steps in the industry standard: Six Step Process for the provision of personal financial advice. 	Mandatory
		Programme and assessment will include the following knowledge and skills: <ul style="list-style-type: none"> – Knowledge of and compliance with relevant legislation, regulations and codes of practice 	Mandatory

		<p>in performance of the role, including understanding of the risks at both a personal and organisational level associated with non-compliance.</p> <ul style="list-style-type: none"> – The criteria for different forms of advice or services and the consequences of providing them, including any particular disclosure obligations. – The role and purpose of the Financial Service Providers Register, and common complaint and dispute resolution processes. 	
2	<p>Apply understanding of research and analysis processes to develop fit for purpose financial solutions.</p> <p>Credit 15</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Research and analysis processes used in assessing, reviewing or comparing a product, service or solution. – Conducting appropriate research when performing analysis and developing fit for purpose financial solutions, and providing a supporting rationale. 	Mandatory
3	<p>Operate with understanding of financial institutions, systems, and markets, and their interdependencies.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The role of financial markets and systems most commonly used by consumers in New Zealand, including the main market participants and the interrelationships between them. – Common product categories that consumers use to access the solutions offered by the financial markets. 	Mandatory
4	<p>Operate with understanding of the economic environment and its connection to the financial markets and their participants.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The key factors in the economic environment that impact on participants in the financial markets and systems, and how those factors affect them. 	Mandatory
Financial Advice strand			
5	<p>Apply fiduciary responsibilities, legislation, regulations, and professional codes that are of particular relevance to the provision of financial advice, to provide professional client service.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Relevant legislation, case law, regulations and codes of practice that are of particular relevance to the provision of financial advice, including the Code of Professional Conduct for Authorised Financial Advisers. <p>Must be assessed against unit standard 26360.</p>	Mandatory

		<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – How, when, and which codes of practice and professional conduct apply in a specific situation. – Applying relevant legislation, case law, regulations and codes of practice in a specific situation. – How, when, and what fiduciary issues arise in providing financial advice and the appropriate actions to be taken to ensure fiduciary responsibilities are met – in this context, fiduciary means the obligation to act solely on behalf of the person to whom advice is provided and in good faith. <p>Must be assessed against unit standard 25653.</p>	
6	<p>Apply the financial advice process to provide professional client service.</p> <p>Credit 20</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Demonstrating each of the steps in the financial advice process relating to: <ul style="list-style-type: none"> – establishing a client relationship (includes scope of advice provided, and disclosure obligations) – gathering information (current situation, objectives, attitude to risk) – analysing and assessing information – developing recommendations (including referral to subject matter specialists if necessary) and presenting written advice, including the basis and suitability of the advice (at an appropriate level). Recommendations include an explanation of the advice review process and mutual responsibilities for this process. – implementing agreed solutions mutual agreement on implementation responsibilities and timeframes, and management of processes to meet agreed implementation actions. – reviewing and re-evaluating the situation and revising strategies in accordance with the mutually agreed process and timetable. <p>Must be assessed against unit standards 25650-25652.</p>	Mandatory
Investment strand			

7	<p>Apply understanding of investment concepts, and legislation and regulations that are of particular relevance to the provision of investment services, to provide services in a professional manner.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The attributes and applicability of investment concepts and their inter-relationships. – Relevant legislation, regulations and codes of practice that are of particular relevance to the provision of investment services. 	Mandatory
8	<p>Operate with broad understanding of the relationship between investment products and services, and individual's needs.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The features, benefits, risks and disadvantages of different financial and non-financial assets, the services through which they are offered, and how they contribute to meeting investment goals and objectives in a variety of standard and non-standard situations. – Applying strategies and services to meet investment needs. 	Mandatory
9	<p>Apply the principles of investment analysis to provide appropriate solutions to investment needs.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Published research, performance statistics, expenses, and expense ratios relevant to each of the different classes of financial and non-financial asset, and the services through which they are offered. – The proper application of research and analysis and the implications of the outcome of the analysis on a range of investment options. – Applying the result to determine whether the analysed options meet the predetermined requirements for which the research and analysis was undertaken. – The implications of a range of qualitative factors to be considered when analysing investments. 	Mandatory
Life and Health Insurance strand			
10	<p>Apply understanding of insurance concepts and risk management principles to life and health insurance situations.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Concepts of risk management – include types of risks, identification, assessment and prioritisation of risks, tolerance for risk, capacity to handle risk, methods for handling risk. – Attributes and applicability of key insurance 	Mandatory

		<p>concepts – include insurance as a vehicle to transfer risk, what risks are insurable, utmost good faith, compensation not enrichment, reinsurance, significance of correct policy ownership.</p> <ul style="list-style-type: none"> – Evaluating exposures to risk in terms of probability of risk, potential severity and/or impact of risk consequences. – The process of risk management – includes identification, avoidance, mitigation, acceptance, transfer. – The application of risk management principles to standard and non-standard situations. 	
11	<p>Apply understanding of life and health insurance market, concepts, legislation, regulations and codes of conduct that are of particular relevance to the provision of life and health insurance services to provide services in a professional manner.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Relevant legislation, case law, regulations and codes of practice that are of particular relevance to the provision of life and health insurance services. – The purpose of, responsibilities of, and interrelationships between, key roles in insurance organisations. 	Mandatory
12	<p>Operate with broad understanding of the relationship between insurance needs and life and health insurance product types, to provide appropriate solutions for life and health insurance needs.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Potential insurance needs in a variety of standard and non-standard situations. – The standard features, benefits, risks, and limitations of product types that meet a range of insurance needs and circumstances and the alternative solutions that are available, including government and community support. – Applying detailed knowledge of products or services to identify solutions to meet the insurance needs and circumstances in a variety of standard and non-standard situations. 	Mandatory
13	<p>Operate with understanding of the processes of creation, maintenance and ending of life and health insurance contracts and assess the impact of a change of circumstances on life and health insurance arrangements.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Considerations and administrative processes that are required for policy issue, ongoing maintenance and claims. – Considerations that might trigger a review, the elements of a review and the issues to consider when conducting a review. – Any particular issues to be addressed when 	Mandatory

		recommending or making changes to insurance arrangements.	
General Insurance strand			
14	<p>Apply understanding of insurance concepts and risk management principles to general insurance situations.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Concepts of risk management – include types of risks, identification, assessment and prioritisation of risks, tolerance for risk, capacity to handle risk, methods of handling risk. – Attributes and applicability of key insurance concepts – include insurance as a vehicle to transfer risk, what risks are insurable, utmost good faith, compensation not enrichment, reinsurance, significance of correct policy ownership. – Evaluating exposures to risk in terms of probability of risk, potential severity and/or impact of risk consequences. – The process of risk management – includes identification, avoidance, mitigation, acceptance, transfer. – Applying risk management principles to standard and non-standard client situations. 	Mandatory
15	<p>Apply understanding of general insurance market, legislation, regulations and codes of conduct that are of particular relevance to the provision of general insurance services to provide services in a professional manner.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Relevant legislation, case law, regulations and codes of practice that are of particular relevance to the provision of general insurance services. – The purpose, responsibilities and interrelationships between key roles in insurance organisations. 	Mandatory
16	<p>Operate with broad understanding of the relationship between insurance needs and general insurance product types, to provide appropriate solutions for general insurance needs.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Potential customer needs in a variety of standard and non-standard situations. – The standard features, benefits, risks, and limitations of product types that meet a range of customer needs and the alternative solutions that are available, including government and community support. – Application of detailed knowledge of products or services to identify solutions to meet the insurance needs and circumstances in a variety of standard and non-standard 	Mandatory

		situations.	
17	Operate with understanding of the processes of creation, maintenance and ending of general insurance contracts and assess the impact of a change of circumstances on general insurance arrangements. Credit 5	Programme and assessment will include the following knowledge and skills: <ul style="list-style-type: none"> – Considerations and administrative processes that are required for policy issue, ongoing maintenance and claims. – Considerations that might trigger a review, the elements of a review and the issues to consider when conducting a review. – Any particular issues to be addressed when recommending or making changes to insurance arrangements. 	Mandatory
Residential Property Lending strand			
18	Operate with understanding of residential property lending concepts, and legislation and regulations that are of particular relevance to the provision of residential property lending services to provide services in a professional manner. Credit 5	Programme and assessment will include the following knowledge and skills: <ul style="list-style-type: none"> – Legislation, regulations and codes of practice that are of particular relevance to the provision of residential property lending services. – Key lending concepts, and their application in providing appropriate solutions for both client and lender for both application/assessment/approval and management/reassessment/collection/recovery contexts – include but are not limited to financial position, security, serviceability, client profile, purpose for lending. – Key components of typical organisational policies, procedures and guidelines relating to both application/assessment/approval and management/reassessment/collection/recovery of client's lending. 	Mandatory
19	Apply understanding of the relationship between residential property lending products and individual's needs to provide appropriate solutions to borrowing needs. Credit 5	Programme and assessment will include the following knowledge and skills: <ul style="list-style-type: none"> – The features, benefits, risks and limitations and methods of access to different lending products with reference to their suitability in meeting client needs. 	Mandatory
20	Apply knowledge of the residential property market and the impacts on residential property lending to provide appropriate solutions to borrowing needs.	Programme and assessment will include the following knowledge and skills: <ul style="list-style-type: none"> – The effect of economic, political, demographic and geographic factors on the market for residential property and the policies of lenders – factors include but are 	Mandatory

	Credit 5	<p>not limited to – interest rates, monetary policy, supply and demand, immigration, internal migration, impact of location, impact of property type.</p> <ul style="list-style-type: none"> – Key residential property concepts and considerations – include but are not limited to – purpose of lending, status/type of title, type of property, uniqueness of each property, legal structure of borrower. – The roles and responsibilities of participants in the residential property market. 	
21	<p>Develop financial solutions for residential property lending to provide appropriate solutions to borrowing needs.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Applying key lending concepts and frameworks to develop solutions for a range of standard and non-standard lending situations, including both application/assessment/approval and management/reassessment/collection/recovery. <ul style="list-style-type: none"> – concepts include but are not limited to – financial position, security, serviceability, client profile, purpose for lending – frameworks include – organisational policies, procedures and guidelines that set out requirements and criteria that apply to loan approval, management, collections and recoveries. Policy may cover trigger points for activation of policy, process to initiate action, and escalation triggers. <p>Must include three examples, at least one from application/assessment/approval and one from management/reassessment/collection/recovery, with a range of needs and complexity.</p> <ul style="list-style-type: none"> – Producing appropriate documentation, including numerical analysis, at each stage of the process, to indicate those concepts and framework criteria that have been relevant to the client situation, and how they apply. – Identifying and applying appropriate financial ratios to evaluate the financial impact of borrowing. 	Mandatory
Personal Lending strand			
22	<p>Operate with understanding of personal lending concepts, legislation and regulations that are of particular relevance to the</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Legislation, regulations and codes of practice 	Mandatory

	<p>provision of personal lending services to provide services in a professional manner.</p> <p>Credit 5</p>	<p>that are of particular relevance to the provision of personal lending services.</p> <ul style="list-style-type: none"> – Key lending concepts, and their application in providing appropriate solutions for both client and lender in both application/assessment/approval and management/reassessment/collection/recovery contexts. – Key components of typical organisational policies, procedures and guidelines relating to both application/assessment/approval and management/reassessment/collection/recovery of client's lending. 	
23	<p>Operate with understanding of the relationship between personal lending products and individual's needs to provide appropriate solutions to borrowing needs.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The features, benefits, risks and limitations of and methods of access to different lending products. – Assessing the suitability of different lending products and services for meeting the needs of individual borrowers. <p>Must include three examples of varying complexity, that in aggregate include at least one from flexible products and one from fixed term products, one new client and one existing client.</p>	Mandatory
24	<p>Apply key lending concepts and frameworks to meet borrowing needs within a personal lending context.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Applying key lending concepts and frameworks to a range of standard and non-standard lending situations, including both application/assessment/approval and management/reassessment/collection/recovery. <ul style="list-style-type: none"> – concepts include but are not limited to – financial position, security, serviceability, client profile, purpose for lending – frameworks include – organisational policies, procedures and guidelines that set out requirements and criteria that apply to loan approval, management, collections and recoveries. Policy may cover trigger points for activation of policy, process to initiate action, and escalation triggers. – Client profile, including but not limited to bureau report, assets vs. age, purpose of lending, analysis of credit history to determine risk and pricing based on client profile. 	Mandatory

		<p>Must include three examples, at least one from each with a range of needs and complexity.</p> <ul style="list-style-type: none"> – Producing appropriate documentation, including numerical analysis, at each stage of the process to indicate those concepts and framework criteria that have been relevant to the client situation, and how they apply. – Identifying and applying appropriate financial ratios to evaluate the financial impact of borrowing. 	
Banking strand			
25	<p>Operate with understanding of banking concepts, and legislation and regulations that are of particular relevance to the provision of banking services to provide services in a professional manner.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The role of a bank as a financial intermediary. – Legislation and regulations that are of particular relevance to the provision of banking services. – The role boundaries that exist in typical banking organisations to meet risk management and compliance requirements. 	Mandatory
26	<p>Select and apply banking products and services to meet client needs.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Key features, benefits, risks and limitations of banking products. – Matching a banking product to typical banking needs. – Must include a minimum of three examples of matching product to need for the purpose of developing fit for purpose outcomes. Recognising the need to refer is a valid response. 	Mandatory
27	<p>Operate with understanding of the structure, customer relationships, products and services within the New Zealand banking sector to provide appropriate solutions to banking needs.</p> <p>Credit 5</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The role of the Reserve Bank of New Zealand and the Financial Markets Authority in the regulation of the banking sector. – The differences between registered banks and non-bank lenders and deposit takers. – Different types of banks in terms of their ownership structure, market segmentation and product and service specialisation. 	Mandatory
28	<p>Apply key lending concepts and</p>	<p>Programme and assessment will include the</p>	Mandatory

	frameworks to meet client needs in a banking context. Credit 5	<p>following knowledge and skills:</p> <ul style="list-style-type: none"> – Key lending concepts and frameworks in a banking context: <ul style="list-style-type: none"> – include understanding of the cause of, or rationale for, the concept or framework. – concepts include but are not limited to – financial position, security, serviceability, credit history – frameworks include – organisational policies, procedures and guidelines that set out requirements and criteria that apply to loan approval, management, collections and recoveries. Policy may cover trigger points for activation of policy, process to initiate action, and escalation triggers. – Applying key lending concepts and frameworks to a range of standard and non-standard client situations, including both application/assessment/approval and management/reassessment/collection/recovery. 	
Trustee Services strand			
29	Operate with understanding of trustee concepts, and legislation and regulations that are of particular relevance to the provision of trustee services to provide services in a professional manner. Credit 10	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – Trustee concepts that arise in the daily role of a trustee – concepts include but are not limited to fiduciary level of responsibility, liability of a Trustee, roles and responsibilities of the parties to a fiduciary appointment, scope of authority is contained in unique underlying prime document in each case, balancing of responsibility of trustee against competing rights of beneficiaries. – The different products and services that are available to create and manage a fiduciary appointment – include Will, EPA, Trusts, Court Order. <p>Legislation and regulation that are of particular relevance to the provision of trustee services.</p>	Mandatory
30	Operate with broad understanding of the relationship between trustee products and individuals needs to provide appropriate solutions. Credit 15	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – The features, benefits risks and disadvantages of different products and services that are used to manage fiduciary appointments. – Will, Trust, EPA (Property and Personal Care 	Mandatory

		<p>and Welfare), welfare guardian by court order.</p> <p>For each of: Trusts, Wills/Estate, EPAs, Agencies, and PPPR Appointments:</p> <ul style="list-style-type: none"> – Assessing the suitability of different products and services for meeting the needs of specific fiduciary appointments. – Customising products and services to achieve the particular needs, objectives and situation of specific fiduciary appointments. – Explaining to the client fee structures, timelines, to the products and services, with reference to the needs, objectives and situation of specific fiduciary appointments, and gaining client understanding and acceptance. – Explaining to the client the importance of undertaking a regular review of the needs, objectives and situation of specific fiduciary appointments in relation to the product or solution provided. <p>Based on the needs, objectives and situation of specific fiduciary appointments, preparing and attending to the execution of the necessary prime documents:</p> <ul style="list-style-type: none"> – documents include – Will, Trust, EPA (Property and Personal Care and Welfare). – preparation may be arranged by issuing instructions for preparation. – needs and objectives may arise in – financial and asset management; estate planning and asset protection; protection of personal and property rights; estate and trust management and administration. <p>Attributes and applicability of investment concepts, asset classes and financial instruments that are used in the ordinary course of business in managing fiduciary appointments.</p> <ul style="list-style-type: none"> – concepts – asset allocation, diversification, investment risk/return, portfolio construction, investment management services. – asset classes – equities, fixed interest, property, cash. – financial instruments – direct shares, direct fixed interest, managed investments. 	
31	<p>Carry out trustee administration responsibilities.</p> <p>Credit 10</p>	<p>Programme and assessment will include the following knowledge and skills:</p> <ul style="list-style-type: none"> – In administering a fiduciary appointment, 	Mandatory

		<p>understanding and implementing the terms of the prime document. In doing so, recognising the limits of own expertise in interpreting documents and the need to refer to others when in any doubt.</p> <ul style="list-style-type: none"> – In administering a fiduciary appointment, demonstrating a trustee decision making process including the generation of evidence such as rationale, meeting fiduciary responsibilities and relevant supporting documentation. – In administering a fiduciary appointment, understanding and being able to identify the powers and duties of a fiduciary, as they relate to specific roles. <ul style="list-style-type: none"> – roles – Trustee, Executor, Attorney, Agent, Property Manager – fiduciary appointments may include – administer non-complex estate; administer an intestate estate; administer a non-complex trust; administer agency agreements pursuant to powers of attorney; administer appointments under court order. 	
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Transition information

<p>Replacement information</p>	<p>This qualification replaced the National Certificate in Financial Services (Financial Advice) (Level 5) with strands in Investment Advice, Insurance Advice, and Residential Property Lending Advice [Ref: 1476].</p>
<p>The last date for entry into the replaced qualification is 31 December 2016. The last date for award of the replaced qualification is 31 December 2018.</p>	

For more information on the [rules and regulations surrounding Authorised Financial Advisers](#) visit the Financial Markets Authority Website.