

CPD Point Allocation

CPD Activity	Definition	CPD Points awarded
Seminars/ Presentations/ Conventions	The provision of information to delegates with interaction generally limited to question and answer sessions.	1 point per hour (excluding break periods)
Workshops	Involves participant interaction and engagement via case studies, role plays, etc. Usually a maximum of 25 participants.	1.5 points per hour (excluding break periods)
Videos/Online		1 point per hour
CPD Series	Videos, magazines, online series covering varying, relevant topics in a series format, ie monthly/bi-monthly	1 point per hour
Tertiary Courses in Finance /Mortgage Broking EG: Certificate IV Financial Services (Finance/Mortgage Broking) Diploma of Financial Services (Finance/Mortgage Broking Management) FNS50504		Up to 15 points per finance/ mortgage broking subject

For the purpose of administrative ease and timely completion of the assessment process, training programs will be categorised as below.

Type	Activity Length
Seminars/Presentations/ Conventions/ Workshops/Online	<ul style="list-style-type: none"> • Up to 2 hours duration • 2 – 4 hours duration • 4 – 8 hours duration • 2 days • 3 days
CPD series	Videos/ magazines/ online series covering varying, relevant topics in a series format, ie monthly/ bi-monthly
Tertiary Courses in Finance/Mortgage Broking	TAFE University Etc.

Annexure A - Acceptable CPD Content

Programs relative to the below content, must be written in the context of participants being Finance/Mortgage Brokers or intermediaries or members of the Finance/Mortgage Broking Industry.

At least 75% of the program content must be made up of the criteria described.

When developing or assessing CPD activities, certain elements should be addressed to determine it's compliance:

- a. Content – does the content meet the criteria to be a Finance/Mortgage Broker.
- b. Is the content written in a context specific to Finance/Mortgage Brokering
- c. Educational Level – is the content at the appropriate level (i.e. beyond minimal education requirements.)

The FBAA has developed a comprehensive CPD Policy and Guidelines to provide industry participants with a framework for meeting their legislative and professional development requirements, with a focus on increasing the standard of content provided through CPD activities. CPD is considered to be those activities which are not carried out as part of a member's daily work, beyond minimal education requirements and meet specified content criteria.

- N.B. Product Training is not considered acceptable CPD and will not be accredited.

CPD activities providing an overview of organisations and product, will only be deemed acceptable where the information relayed is significantly above and beyond the minimum 'Know your Product' information required for a Finance/Mortgage Broker to recommend that finance product. Extensive technical information would need to be presented, with examples provided to demonstrate how such products would best fit into a client strategy.

Certificate IV Financial Services (Finance/Mortgage Broking)

Is typically considered the minimum educational requirements for most Finance/Mortgage Brokers and Intermediaries as an entry level into the Finance/Mortgage Broking Industry.

Diploma of Financial Services (Finance/Mortgage Broking Management) FNS50504

Modules 1 – 4 of the Diploma of Financial Services (Finance/Mortgage Broking Management), and their equivalent, typically considered the maximum educational requirements for most Finance/Mortgage Brokers and Intermediaries.

Specialist Knowledge Areas:

- 1. Professional Practice/Use Technology/Health & Safety Issues/Communications**
- 2. The Loan Application/Broking Services-Options/
Legislation/Knowledge Products-Services**
- 3. Identify Complex Options, Needs, Structures/Risk Identification**
- 4. Develop and Nurture Relationships/Grow Practice**

<p>A. Legal Environment – disclosure and compliance</p>	<ol style="list-style-type: none"> 1. The role of the finance/mortgage broker 2. Relevant legal principles (e.g. Corporations Act, ASIC Act, Privacy Act) 3. The relationship between ethics and regulatory requirements (e.g. good faith, utmost good faith, full disclosure of remuneration/ fees and any other conflicts of interest which may influence the broker/intermediary) 4. Relevant industry standards and codes of conduct 5. Regulators’ guidelines including our requirements in this policy 6. Complaints resolution procedures (external and, if relevant, internal) UCCC.
<p>B. Operation and Management of the Finance/ Mortgage Broking Industry</p>	<ol style="list-style-type: none"> 1. Characteristics and structure of a finance product 2. Roles played by brokers/intermediaries 3. Types of finance products 4. Fee structures/administration and management costs

<p>A. Operation of Finance Markets</p>	<ol style="list-style-type: none"> 1. Market participants 2. Roles played by intermediaries 3. Structure and inter-relationships within and between the finance sector
<p>B. Types of Products</p>	<ol style="list-style-type: none"> 1. Range of finance products 2. Associated risks 3. Finance and structures/options
<p>C. Taxation</p>	<ol style="list-style-type: none"> 1. Though in the realm of the accountant in the area of commercial and business finance broking, awareness of taxation issues will be of necessity.
<p>D. General Insurance</p>	<ol style="list-style-type: none"> 1. Types of general insurance products/policies 2. Standard cover (and deviations) 3. Policy wordings

Generic Knowledge:

<p>A. The Economic Environment</p> <p>B. Operation of Finance Markets</p> <p>C. Finance Products</p> <p>D. Taxation Issues</p> <p>E. Options Functions</p> <p>F. The Legal Environment and Disclosure and Compliance</p>	<ul style="list-style-type: none">• Characteristics and impact of economic and business cycles• Interest rates,• Exchange rates• Inflation• Government monetary and fiscal policies• Roles played by brokers/intermediaries• Structure and inter-relationships within the finance markets• Inter-relationship between industry sectors• Concept of a finance product – general definition,• In relation to the products and markets in which they operate• Role of the broker/intermediary• Participants in the broking services market• Range of services provided• Profile and finance information of the client.• Appropriateness of an option assessment• Role of the broker.• Relevant legal principles (e.g. UCCC Corporations Act, , Trade Practices Act, etc) <p>The relationship between ethics and regulatory requirements (e.g. good faith, utmost good faith, full disclosure of remuneration/fees and any other conflicts of interest which may influence the adviser’s recommendation)</p> <p>Knowledge of relevant industry Codes of Practice and Conduct</p> <p>Knowledge of complaints resolution procedures (internal and external)</p> <p>Knowledge of regulator’s guidelines including the requirements UCCC</p> <p>FBAA Rules of Professional Conduct and Code of Ethics</p>
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Generic Skills:

Establish Relationship with Client	<ul style="list-style-type: none">• A range of communication and interpersonal skills are used to establish the knowledge level of the client.• Enquiries in relation to products and services are responded to by explaining the range of products and options available and their relevant fee and charging methodology• Client is informed of the role of the broker/intermediary and the licensee/principal responsible for the broker/intermediaries conduct.• Familiarity with the procedures for complaints handling and the circumstances in which they should be engaged is demonstrated.
Identify Clients Objectives, Needs and Finance Situation	<ul style="list-style-type: none">• A range of communication and interpersonal skills are used to gather clients' personal, finance and business details.• Clients needs are identified by encouraging expression of their objectives and goals (short, medium and long term goals as relevant to the product).• Product risk profile of the client is identified.• Clients expectations of out comes
Analyse Client Objective, Needs, Finance Situation and Risk Profile	<ul style="list-style-type: none">• An assessment of client needs is undertaken, utilising all information gathered and taking into account clients product/option expectations and specific needs.• Clients are consulted throughout the analysis for further clarification where necessary.• The need for which option is analysed and/or client is referred to appropriate firm Principal for higher level/ specialist service if required.• Product risk profile of the client is assessed and agreed.• Understanding of the UCCC identified generic and specialist knowledge relevant to the products being offered, is demonstrated.
Develop Appropriate Strategies and Options	<ul style="list-style-type: none">• An appropriate strategy to provide for identified needs and options is determined from analysis of products, client risk profile and assessment of clients' needs.• Relevant research, analysis and product modelling is conducted.• Appropriate options are presented to client.

<p>Present Appropriate Strategies and Solutions to the Client</p>	<ul style="list-style-type: none"> • Product knowledge appropriate for the service or options offered is demonstrated when presented to the client. • The proposed transaction is explained and discussed with the client in a clear and unambiguous way. • Relevant details, terms and conditions of options/ service are reinforced to client. • Impacts and possible risks of the solution are disclosed in a clear and concise manner to the client. • Client is provided with written supporting documentation and guided through the key aspects.
<p>Negotiate Finance Options with Client</p>	<ul style="list-style-type: none"> • Concerns and/or issues the client has regarding the proposed transaction are discussed and clarified. • Confirmation is sought from client that they understand the proposed transaction/options.
<p>Co-ordinate Implementation of Agreed Options</p>	<ul style="list-style-type: none"> • The clients' formal agreement to the proposed transaction/option is gained. • Associated fee and cost structures are clearly explained and confirmation of understanding gained from the client. • Time frames for execution and processing are clearly explained and confirmation of understanding gained from the client.
<p>Complete and Maintain Necessary Documentation</p>	<ul style="list-style-type: none"> • Application and all other statutory and transactional documents are completed and signed off by the client. • Copies of appropriate documentation and the signed agreement are exchanged.
<p>Provide Ongoing Service Where Requested by Client</p>	<ul style="list-style-type: none"> • Type and form of ongoing service; is agreed with the client. • Ongoing service is to be provided as required. • Cost of ongoing services is discussed.

Strategic Planning

<p>An Appropriate Strategy to Provide for Identified Needs and Outcomes is Determined</p>	<ul style="list-style-type: none"> • Generating, selecting and reviewing strategies based on client needs, goals and risk profiles • Analysing/creating finance options. • Generating finance strategies • Communicating with clients on appropriate finance/ options. • Assessing risk management requirements.
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