

QUALIFICATION DETAILS

Qualification number/Te nama o te tohu mātauranga	2315		
English title/Taitara Ingarihi	New Zealand Certificate in Financial Services (Level 5) with strands in Investment; Life, Disability, and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; and Trustee Services		
Māori title/Taitara Māori			
Version number/Te putanga	3	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	5	Credits/Ngā whiwhinga	60-65
NZSCED/Whakaraupapa	081101 Management and Commerce>Banking, Finance and Related Fields>Banking and Finance		
Qualification developer/Te kaihanganga tohu	Ringa Hora Services Workforce Development Council		
Review Date /Te rā arotake	XX/XX/2029		

OUTCOME STATEMENT/TE TAUĀKI Ā-HUA

Strategic Purpose statement/ Te rautaki o te tohu
<p>The purpose of this qualification is to provide the financial services industry with individuals who have competence, knowledge, and skill in the provision of financial advice.</p> <p>This qualification is suitable for individuals who intend on or are currently providing regulated financial advice. The qualification is appropriate for those seeking to advance to specialist roles and/or enhance their skills and knowledge within the financial services industry.</p> <p>Depending on the strand achieved, graduates will be capable of providing financial advice to meet client needs in roles in: Investment; Life, Disability, and Health Insurance; General Insurance; Residential Property Lending; Personal Lending; Banking; Trustee Services.</p>

Graduate Profile/Ngā hua o te tohu
<p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> - Apply good conduct obligations in client interactions, including the advice process and the key elements of legal, ethical, and professional obligations. - Provide a range of financial advice solutions to clients using knowledge of key financial participants, systems and markets, and products and services. - Provide a range of financial advice solutions using knowledge of key factors that impact participants and outcomes in the financial services sector. - Interpret applicable provisions in the regulatory framework to use when providing Financial Advice and

Financial Advice Services.

Graduates of the Investment strand will also be able to:

- Provide investment services using knowledge of investment concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of client investment needs, objectives, risk tolerance, and priorities.
- Analyse investment products, structures, options, benefits, risks, and limitations when developing suitable solutions to a range of client investment needs.
- Develop suitable solutions to client investment needs using knowledge of the relationship between the economic environment and events, investor perceptions, and investment products.
- Apply the Six Step advice process to provide suitable advice in an investment context.

Graduates of the Life, Disability, and Health Insurance strand will also be able to:

- Provide life, disability, and health insurance services using knowledge of life, disability, and health insurance concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of personal life, disability, and health insurance needs, objectives, risk tolerance, and priorities.
- Analyse life, disability, and health insurance products, structures, and options; Government support agency benefits, fees, and levies; and potential non-insurance solutions when developing suitable solutions to a range of personal life, disability, and health insurance needs.
- 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.
- Apply the Six Step advice process to provide suitable advice in a life, disability, and health insurance context.

Graduates of the General Insurance strand will also be able to:

- Provide general insurance services using knowledge of general insurance concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of personal, domestic, or small business, or general insurance needs for retail clients, objectives, risk tolerance, and priorities.
- Analyse general insurance products, structures, and options; fees and levies; and potential non-insurance solutions when developing suitable solutions to a range of personal, domestic, or small business general insurance needs for retail clients.
- 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.
- Apply the Six Step advice process to provide suitable advice in a general insurance context.

Graduates of the Residential Property Lending strand will also be able to:

- Provide residential property lending services using knowledge of residential property lending concepts and principles, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of residential property lending needs, objectives, risk tolerance, and priorities.
- Analyse residential property lending products, structures, and options, when developing suitable solutions to a range of residential property lending needs.
- Develop suitable 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.
- Apply the Six Step advice process to provide suitable advice in a residential property lending context.

Graduates of the Personal Lending strand will also be able to:

- Provide personal lending services using knowledge of personal lending concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
- Develop suitable solutions to a range of personal lending needs using knowledge of the relationship between personal lending products and individual's needs.
- Develop suitable solutions to personal lending needs using knowledge of key lending concepts and frameworks.

- Apply the Six Step advice process to provide suitable advice in a personal lending context.
- Graduates of the Banking strand will also be able to:
 - Provide banking services using knowledge of banking concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
 - Establish, analyse, and review a range of banking needs, objectives, risk tolerance, and priorities.
 - Analyse banking products, structures, and options when developing suitable solutions to a range of banking needs.
 - Develop suitable solutions to banking needs using knowledge of key lending concepts and frameworks.
 - Apply the Six Step advice process to provide suitable advice in a banking context.

Graduates of the Trustee Services strand will also be able to:

- Provide trustee services using knowledge of trustee concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of trustee services needs, objectives, and priorities.
- Analyse trustee products, structures, and options when developing suitable solutions to a range of trustee services needs.
- Carry out trustee administration responsibilities.
- Apply the Six Step advice process to provide suitable advice in a trustee services context.

Education Pathway/ Ngā huarahi mātauranga

There are no pre-requisites upon entering this qualification.
 Graduates may progress onto higher level qualifications and credentials in financial services.

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki

- Graduates may be qualified to work within specialisations such as:
- Investment strand: Investment adviser, paraplanner, investment adviser support, business development manager.
 - Life, Disability, and Health Insurance strand: Life, disability, and health insurance adviser, technical specialist, adviser support, business development manager.
 - General Insurance strand: General insurance adviser, general insurance broker, technical specialist, adviser or broker support, business development manager.
 - Residential Property Lending strand: Mortgage broker, technical specialist, broker support, business development manager.
 - Personal Lending strand: bank lending adviser, non-bank lending adviser, lending adviser support, business development manager.
 - Banking strand: personal banker, personal banker support, bank lending adviser, branch manager (retail).
 - Trustee Services strand: trust manager, trust officer, business development manager.

Graduates may also be qualified to work within specialisations such as compliance and assurance in a financial service context.

<p>Qualification Award/ Te whakawhiwhinga o te tohu</p>	<p>This qualification may be awarded by any education organisation with an approved programme or accreditation to deliver an approved programme.</p>
<p>Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga</p>	<p>Evidence may include:</p> <ul style="list-style-type: none"> • analysis of employer and graduate surveys • analysis of a range of workplace evidence • evidence of effective internal and external quality assurance systems.
<p>Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga</p>	<p>Achieved.</p>
<p>Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)</p>	<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 regulator guidance, legislation, regulations, codes of professional conduct, such as the Code of Professional Conduct for Financial Advice Services, and ISO/Australia/New Zealand Standards.</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>The Six Step advice process referenced in this qualification is documented in Standard ISO 22222:2005 Personal Financial Planning - Requirements for Personal Financial Planners. However, candidates are not expected to know and apply this at the level of detail that is contained in the formal ISO 22222 Standard document. An appropriate level of working knowledge is available in many summarised forms that are published by local and international financial planning industry participants.</p>
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p>Programmes must reflect industry best practice and currency with regard to legislation, regulator guidance, regulations, and codes of practice.</p> <p>To ensure the expectations of the regulator are met, programmes must deliver to the standard of the requirements documented in the optional unit standards.</p> <p>All practical activities are to be demonstrated at an appropriate level of professional conduct.</p> <p>Any assessments requiring application or demonstration of skills and knowledge may be performed using workplace</p>

	<p>evidence or evidence derived from simulation or scenario-based activities.</p> <p>Programmes must enable learners to provide a range of financial advice solutions encompassing the client's risk profile, knowledge, experience, cultural considerations, ethical framework, and financial capacity in a clear, concise, and effective manner.</p> <p><i>Client</i> refers to an entity or individual using the service of a financial advice provider.</p> <p><i>Good conduct</i> refers to the principles outlined in regulator guidance on good conduct (applicable at the time). Good conduct is to include ethics as it relates to client outcomes. Guidance on <i>good conduct</i> is available from Financial Markets Authority.</p> <p><i>Regulator guidance</i> refers to guidance notes and information sheets issued by relevant regulators.</p> <p><i>Residential property lending needs</i> refers to a client requiring funding to purchase an owner/family occupied home, residential or non-residential property using a home as some or all of the equity input.</p> <p>Providers are advised to refer to the Ringa Hora Services Workforce Development Council Programme endorsement considerations:</p> <ul style="list-style-type: none"> • Ngā Whakamārama - Programme content • Mana ōrite mō te hunga ako - Equity for learners • Torotoronga me te kimi whakairo - Programme engagement and consultation • Te ao Māori • Te akoako me ngā reo o Te Moana-nui-a-Kiwa - Pacific languages and learners • Tangata Whaikaha - Disabled people
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CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU

Qualification outcomes/ Ngā hua		Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1	Apply good conduct obligations in client interactions, including the advice process and the key elements of legal, ethical, and professional obligations.	10 credits	
2	Provide a range of financial advice solutions to clients using knowledge of key financial participants, systems and markets, and products and services.	8 credits	

3	Provide a range of financial advice solutions using knowledge of key factors that impact participants and outcomes in the financial services sector.	7 credits	
4	Interpret applicable provisions in the regulatory framework to use when providing Financial Advice and Financial Advice Services.	10 credits	
Elective strand- Investment			
5	Provide investment services using knowledge of investment concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.	5 credits	
6	Establish, analyse, and review a range of client investment needs, objectives, risk tolerance, and priorities.	7 credits	
7	Analyse investment products, structures, options, benefits, risks, and limitations when developing suitable solutions to a range of client investment needs.	8 credits	
8	Develop suitable solutions to client investment needs using knowledge of the relationship between the economic environment and events, investor perceptions, and investment products.	5 credits	
9	Apply the Six Step advice process to provide suitable advice in an investment context.	5 credits	
Elective strand- Life, Disability, and Health Insurance			
10	Provide life, disability, and health insurance services using knowledge of life, disability, and health insurance concepts, regulator guidance, legislation, regulations, codes of	5 credits	

	conduct; and the purpose, responsibilities and roles of participants.		
11	Establish, analyse, and review a range of personal life, disability, and health insurance needs, objectives, risk tolerance, and priorities.	7 credits	
12	Analyse life, disability, and health insurance products, structures, and options; Government support agency benefits, fees and levies; and potential non-insurance solutions when developing suitable solutions to a range of personal life, disability, and health insurance needs.	8 credits	
13	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.	5 credits	
14	Apply the Six Step advice process to provide suitable advice in a life, disability, and health insurance context.	5 credits	
Elective Strand- General Insurance			
15	Provide general insurance services using knowledge of general insurance concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.	5 credits	
16	Establish, analyse, and review a range of personal, domestic, small business general insurance needs for retail clients, objectives, risk tolerance, and priorities.	7 credits	
17	Analyse general insurance	8 credits	

	products, structures, and options; fees and levies; and potential non-insurance solutions when developing suitable solutions to a range of personal, domestic, or small business general insurance needs for retail clients.		
18	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.	5 credits	
19	Apply the Six Step advice process to provide suitable advice in lending concepts in a general insurance context.	5 credits	
Elective Strand- Residential Property Lending			
20	Provide residential property lending services using knowledge of residential property lending concepts and principles, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.	5 credits	
21	Establish, analyse, and review a range of residential property lending needs, objectives, risk tolerance, and priorities.	7 credits	
22	Analyse residential property lending products, structures, and options, when developing suitable solutions to a range of residential property lending needs.	8 credits	
23	Develop suitable solutions to residential property lending needs using knowledge of the relationship between the economic environment and	5 credits	

	events, the residential property market, and the impacts on residential property lending.		
24	Apply the Six Step advice process to provide suitable advice in a residential property lending context.	5 credits	
Elective Strand- Personal Lending			
25	Provide personal lending services using knowledge of personal lending concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.	5 credits	
26	Develop suitable solutions to a range of personal lending needs using knowledge of the relationship between personal lending products and individual's needs.	10 credits	
27	Develop suitable solutions to personal lending needs using knowledge of key lending concepts and frameworks.	5 credits	
28	Apply the Six Step advice process to provide suitable advice in a personal lending context.	5 credits	
Elective Strand- Banking			
29	Provide banking services using knowledge of banking concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.	5 credits	
30	Establish, analyse, and review a range of banking needs, objectives, risk tolerance, and priorities.	7 credits	
31	Analyse banking products, structures, and options when developing suitable solutions	8 credits	

	to a range of banking needs.		
32	Develop suitable solutions to banking needs using knowledge of key lending concepts and frameworks.	5 credits	
33	Apply the Six Step advice process to provide suitable advice in a banking context.	5 credits	
Elective Strand- Trustee Services			
34	Provide trustee services using knowledge of trustee concepts, regulator guidance, legislation, regulations, codes of conduct; and the purpose, responsibilities and roles of participants.	5 credits	
35	Establish, analyse, and review a range of trustee services needs, objectives, and priorities.	7 credits	
36	Analyse trustee products, structures, and options when developing suitable solutions to a range of trustee services needs.	8 credits	
37	Carry out trustee administration.	5 credits	
38	Apply the Six Step advice process to provide suitable advice in a trustee services context.	5 credits	

TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p>Version Information</p> <p>This version was reviewed in XX 20xx. Please refer to the published review summary here for further information.</p> <p>The last date of assessment for version 2 of this qualification is 31 xxx 20xx</p> <p>It is not intended that any existing candidate be disadvantaged by these transition arrangements;</p>

however, anyone who feels they have been disadvantaged may appeal to:

Ringa Hora Services Workforce Development Council may be contacted at:

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Wellington 6140

Email: qualifications@ringahora.nz

Web: www.ringahora.nz

Phone: 04 909 0306