2015 CPD and Training Plan

User Guide

Online Learning Guide

Contents of User Guide

Learning Objectives

Understand the Code of Conduct in relation to CPD

I know what continuing education events can be classed as suitable continuing education for me to claim structured CPD hours for.

I understand AMP's CPD requirements.

I can use Education Exchange to comply with my requirements as a financial adviser

As a financial adviser I can edit my training plan objectives in Education Exchange, including:

- Modify a training plan objective on my training plan so it is suitable to me and my area of business
- Add a new training objective to my training plan
- Delete a training objective on my training plan that does not apply to me

I can meet my AMP continuing education requirements using Education Exchange to:

- Enter CPD events which I have completed into my continuing education screen
- Enter structured CPD hours for events which I have completed
- Link the completed CPD event to a training plan objective which I have set up

Disclaimer

This guide is provided by AMP Services (NZ) Ltd to AMP Advisers and should be kept confidential. The guide must be maintained in its original form and should not be copied, changed or disseminated in any way.

This guide is intended for AMP financial advisers to better understand the Code of Conduct, AMP CPD requirements and the use of Education Exchange to help them meet their requirements as financial advisers. This guide provides illustrative information that is used to demonstrate how to use Education Exchange. This is to be used in conjunction with other online resources made available to advisers, including the 2014 Code of Conduct.

Whilst AMP provides the information in this guide in good faith, it does not guarantee the correctness of it and is not directly or indirectly responsible for any error or omission that may be contained herein. Should an AMP Adviser be unclear on any matter discussed in this guide after consulting any associated resources made available on this topic, the Adviser should contact the AMP U team in the first instance (ampu@amp.co.nz) to discuss and clarify further.

Overview: Code of Conduct and CPD

In 2014 the revised Code of Conduct came into effect and AMP implemented changes in line with the Code to ensure consistency. If you want to read the Code of Conduct, and additional background information please visit the Code Committee website http://www.financialadvisercode.govt.nz/.

The Code of Conduct only applies to AFAs however AMP has the same rules for QFE Advisers in relation to CPD. If you are not sure if you are in a QFE that is governed by AMP, please check with your Leader/Manager.

RFAs and Advisers who are not in a QFE (as above) while not bound by the Code of Conduct, are bound by the Financial Advisers Act 2008 (and in particular note Section 33). If you are an RFA or not in a QFE, AMP recommends undertaking CPD as a way of showing you are taking responsibility for exercising care, diligence and skill.

Financial Advisers Act 2008 (in particular, see section 33): http://www.legislation.govt.nz/act/public/2008/0091/latest/DLM1584202.html

Glossary of terms relating to this topic

Acronym	Explanation
CPD	Continuing Professional Development: Training which is relevant to the financial adviser services that the adviser provides, or intends to provide. (Sometimes referred to as CPT)
EE	Education Exchange: Online learning management system AMP uses to deliver adviser training and track product accreditation. Contains functions for advisers to log their training objectives, completed CPD events and associated structured CPD hours, and to link their completed CPD events with relevant training objectives.
AFA	Authorised Financial Adviser
RFA	Registered Financial Adviser
QFE	Qualifying Financial Entity
SME	Subject matter expert
NCFS	National Certificate in Financial Services (qualification for financial advisers)

AMP CPD Requirements for Advisers (2014 and 2015)

For AFAs and AMP QFEs

As per the 2014 revised Code of Conduct for AFAs, the requirement is 30 structured CPD hours over a two year rolling period. AMP has aligned its adviser requirements to this. From 1 January 2014, all QFE Advisers are required to undertake a minimum of 30 structured CPD hours over a two year period.

AMP does not pro-rata CPD, but to give guidance to AMP Advisers:

- If you started in 2015, 7.5 structured CPD hours will be required by June 2015 in order to renew annual Practising Certificates.
- If you were an adviser in 2014, 22.5 structured CPD hours will be required by June 2015 in order to renew annual Practising Certificates.

AMP will audit CPD for AMP QFE Advisers as per the Professional Standards Manual (PSM) requirements.

For AFAs who do not hold a Practising Certificate, the Code of Conduct applies and audits are conducted by the Financial Markets Authority.

AMP recommends that all Advisers, regardless of their regulatory status, should undertake continuing professional development in line with Section 33 of the Financial Advisers Act 2008, to ensure that they are responsible for their care, diligence and skill.

This guide and associated resources will help you to determine what training can count as CPD and how to log your hours.

Please note that:

- AFAs and QFE Advisers who commence in 2015 will need to achieve at least 30 structured CPD hours over the period: 1 January 2015 to 31 December 2016
- AFAs and QFE Advisers from 2014 (or earlier) need to achieve at least 30 structured CPD hours over the period: 1 January 2014 to 31 December 2015
- From 2014 onwards, the need to undertake unstructured CPD hours was removed
- Your Training Plan in Education Exchange is loaded with many objectives, some of which may not be suitable for your situation. Delete the objectives that don't apply to you, edit others to customise them and add in new ones which are relevant to your learning needs. Maintain and edit your Training Plan on at least a monthly basis. New objectives may appear throughout the year (e.g. for AMP adviser clinics which you attended)
- Relevant AMP online product training in Education Exchange (i.e. enhancements) is mandatory for all Advisers even if there is no CPD
- All Advisers are required to seek relevant training that meets their learning objectives over and above that which AMP provides

Completed modules in Education Exchange may add a CPD event to your continuing education screen. After completion of a set of EE training modules, check your Continuing

Education screen for learning events you want to claim CPD for. It is your responsibility to log the appropriate CPD hours for CPD events which meet your learning objectives.

AMP provide support (as mentioned below) so that you can individually work out:

- Is it structured training?
- How do I document it?
- How do I get my verification documentation?
- How many structured CPD hours should I award myself?

Logging structured CPD hours

- You must decide how many CPD hours (if any) to claim for completed training. Training providers may give suggestions on this.
- You can document non-AMP training in Education Exchange. Note:
  - For non-AMP training you must upload an email or certificate from the training provider to prove you completed the training (for instance, an attendance certificate pdf).
  - AMP does not provide verification of non-AMP training – you must get your proof of training from the training provider.

Unstructured CPD hours are not required

The 2014 Revised Code of Conduct for AFAs states that unstructured CPD is not required. The ability to record unstructured CPD in Education Exchange is still available and shows the history (dating back to prior years) of your recorded unstructured CPD. However, the need from 1 January 2014 on to record unstructured CPD has now been removed, and will not be a requirement for Practising Certificate renewal.

The only requirement is for structured CPD.

Adviser Support

The 2015 CPD and Training Plan module is available in Education Exchange. It includes this User Guide and additional content (including Education Exchange training material, and a copy of the 2014 Code of Conduct). Support will be available throughout the year.

This guide will now provide guidance on CPD and explain how to use Education Exchange to help meet your CPD requirements.

1.0 Guidance on Structured CPD

1.1 What training can I claim structured CPD hours for?

Structured CPD is defined as “continuing professional development or training relevant to the financial adviser services the AFA” [or AMP QFE] “provides or intends to provide” in the 2014 Revised Code of Conduct for AFAs.

From 2014 on the model of documenting proof of the number of CPD approved for a learning event and of the event as structured CPD no longer applies; it does not need to be verified (so long as it meets the definition).

What does need to be documented and verifiable is your completion of relevant structured professional development learning events. The definition of ‘structured’ is documented in 2014 Code of Conduct for AFAs:

structured professional development	training that has identifiable aims and with outcomes relevant to the learning needs identified in the *AFA's* professional development plan, and: (a) is provided by a qualified educator or relevant subject matter expert; and (b) provides for interaction and feedback; and (c) participation is verifiable by documentation Structured professional development may include technical product training but excludes training provided for the principal purpose of promoting a particular *financial product*

Some training providers may recommend a number of CPD hours to claim, although the Code is clear that it is up to the Adviser to make their own decisions on what is structured CPD and how many CPD hours they will claim for the structured learning events that they have completed. Education Exchange gives you the flexibility to change the number of CPD hours. As long as you can provide:

– verification (documentation) of *your attendance* at a structured learning event, or:

– *successful pass* verification (documentation) of a structured course or learning event,

then you can decide how many structured CPD hours the structured event is worth, and log those.

You are not limited to finding a ‘structured CPD provider’, you can attend any course and apply any amount of structured CPD to it for yourself and document it in Education Exchange. This gives you a degree of flexibility in choosing appropriate training to claim CPD for. If you want to apply CPD to training achieved, the training must meet the definition of ‘structured’ training, as per the Code of Conduct.

1.2 Structured CPD & Online Product Training

The 2014 Code of Conduct states that product training which promotes a provider's products will NOT qualify for CPD. This means that any product training undertaken in Education Exchange from 2014 on (when the Code of Conduct came into effect) will not qualify to claim structured CPD for.

1.3 Definition: What is Structured CPD?

The revised Code of Conduct for AFAs (see Definitions Schedule Part 1) defines 'structured professional development' as follows:

- Has Aims (such as: states the 'aim' of the course)
- Has Outcomes (such as: states what the person will be able to do after the training)
- Is identified in the Adviser training plan at the beginning of the year
- Can only be provided by a qualified educator or relevant subject matter expert
- Provides interaction and feedback
- Has documentation to verify attendance/completion
- May include technical training
- Must not include product training that promotes the provider's product

1.4 Examples of Structured CPD

Structured Professional Development for which you can log CPD hours may include:

- Online courses that relate to your area for service and meet a need identified in your Training Plan
- Courses run by Universities that that relate to your area for service and meet a need identified in your Training Plan
- Courses run by private training providers that relate to your area for service and meet a need identified in your Training Plan
- International training courses that relate to your area for service and meet a need identified in your Training Plan
- AMP face to face training (e.g. adviser clinics) or online learning courses that do not relate to product training and are relevant to your area for service and meet a need identified in your Training Plan

1.5 To Load Structured CPD events and hours into Education Exchange

- Follow the relevant steps in this user guide to learn how to add a continuing education activity and input all the information about the training you have completed in the formal training event/qualification.
- Attach the documentation that proves you passed/attended the course (this could be an email or certificate) from the training provider to the Resources section
- Add an objective and link it to your Training Plan
- An example of a completed CPD entry and achieved training objective is provided in the following section.

Education Exchange & Logging your CPD

AMP's Education Exchange for advisers, as well as being used to deliver training, is an effective tool to document your Training Plan objectives, achieved CPD events, and structured CPD hours.

2.0 Overview: Training plan objectives

Objectives are very flexible and are a helpful way of personalising your training plan.

A number of generic 'complete activity' type training objectives are added to your training plan by AMP when your adviser education exchange access is set up. You can modify your training plan objectives list as you wish:

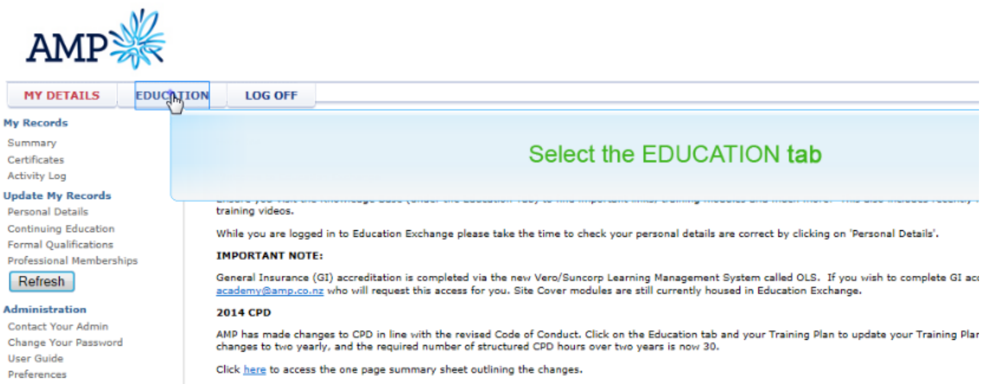
- If you see an objective that does not relate to your personal training plan you can delete it
- If you see an objective that needs personalising to your situation you can edit it
- You can add a new objective (i.e. one that is not already specifically covered by an objective) that relates to your personal training plan.

3.0 Edit my Training Plan Objectives

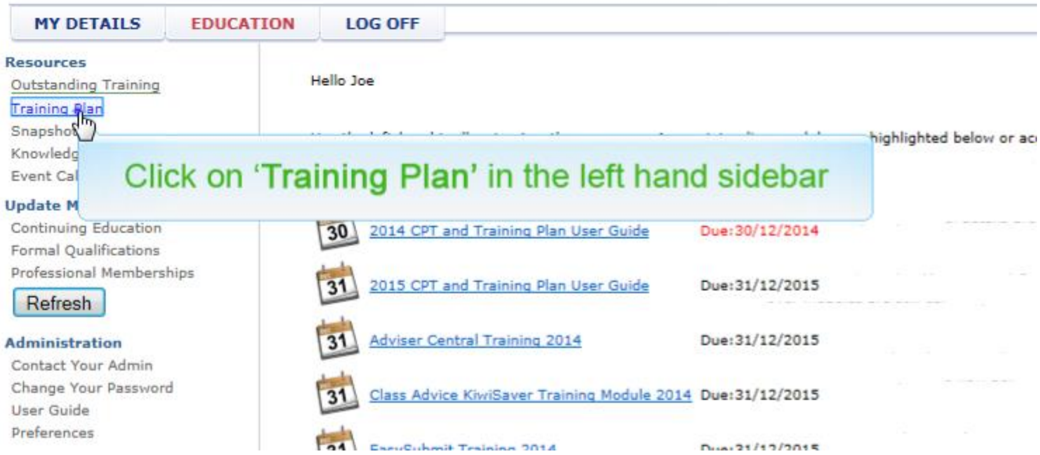
This section shows how to edit training plan objectives using examples. First you must log into your Education Exchange account for Financial Advisers using your personal username and login.

3.1 View your Training Plan

1. Click on the 'EDUCATION' tab to select that (as highlighted below). The heading font will turn red.



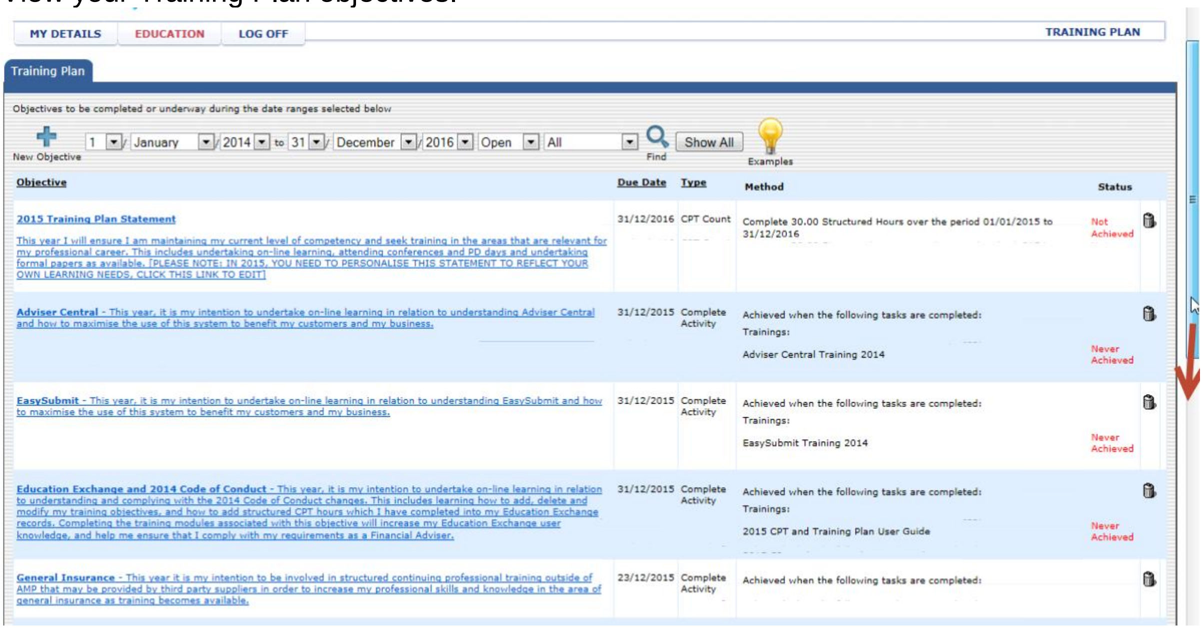
2. Click on ‘Training Plan’ to view your Training Plan objectives.



- AMP assign advisers training plan objectives, some of which are generic in nature and can be personalised to better fit your circumstances. The below example is a generic training plan objective which is assigned to the education exchange profile of advisers that started in 2015. This objective is a generic statement added to make it easier for you than you adding it. You will need to *personalise this statement to better state your learning needs*.

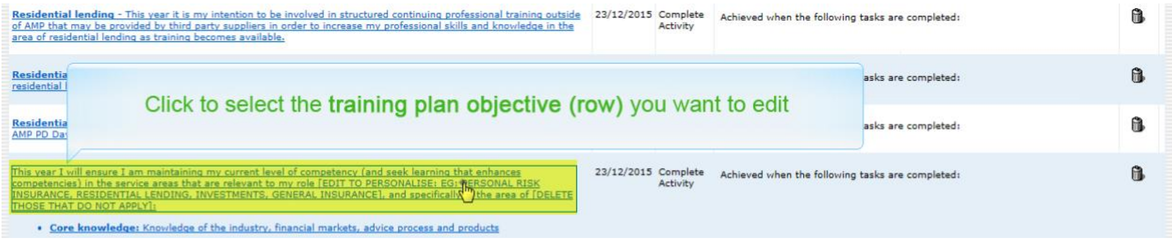
3.2 Edit your Training Plan

3. View your Training Plan objectives.

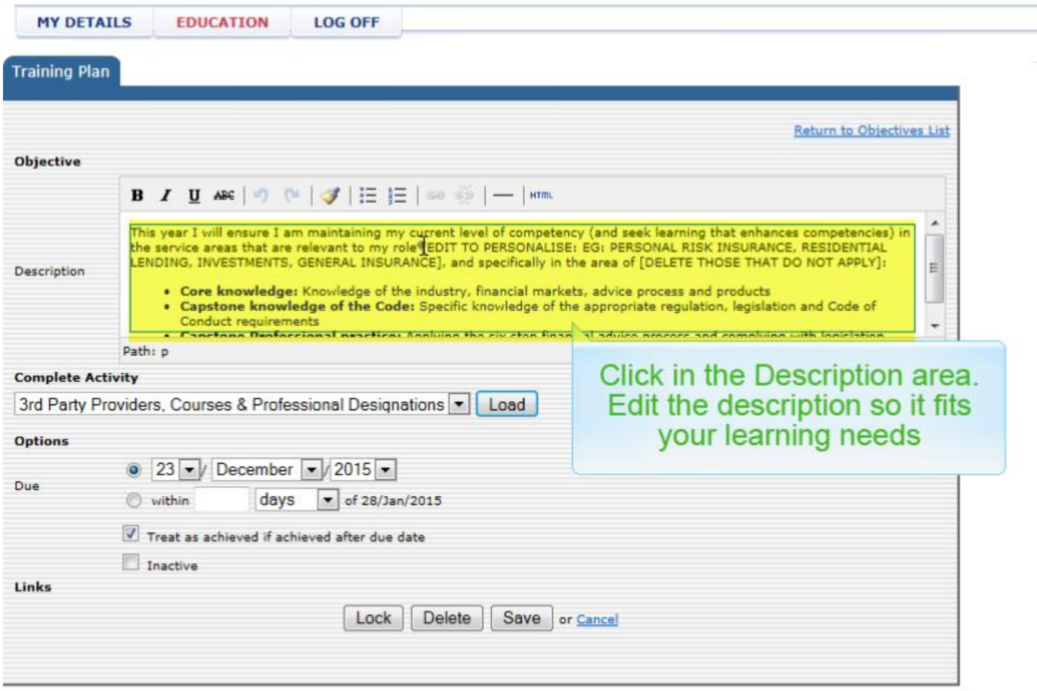


– Scroll down (if necessary)

4. To edit your training plan statement, click on the training plan statement (click on the blue hyperlink for that row).



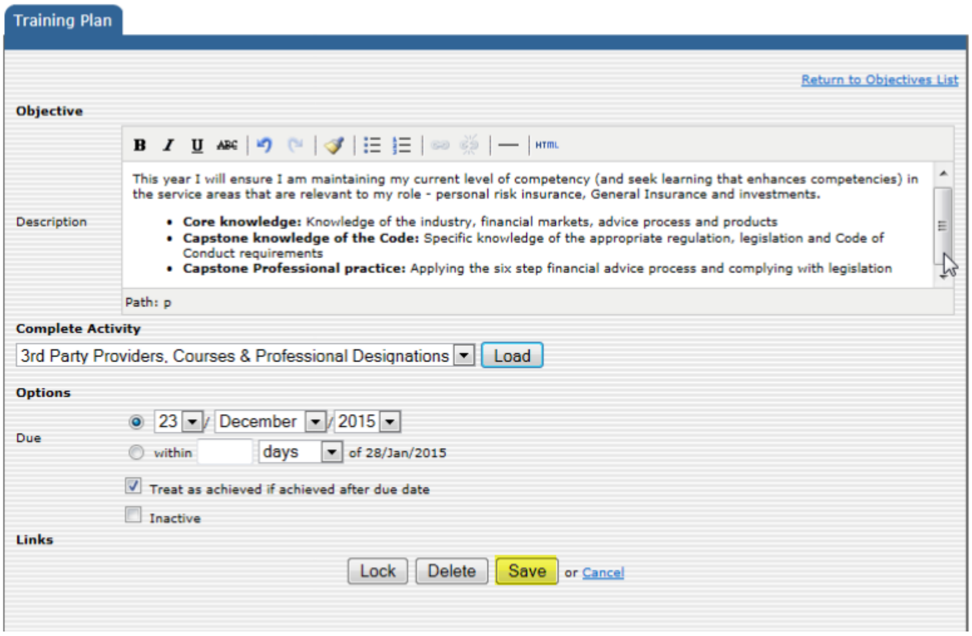
5. A new screen opens. Now <u>you can make changes so the statement is more relevant to *you* personally and *your training* this year.</u>



As you personalise your training plan statement for an objective:

- Ask yourself: what are my learning intentions for the year? <u>Your training plan statement must outline exactly what *you* intend to do</u>
- Note that if you are audited by the Financial Markets Authority (FMA), you will need to be able to show your learning intentions for the year, and that all the CPD hours claimed relate to your training plan.
- Remember that you can change your training plan at any time throughout the year, by going through the relevant steps outlined in this CPD and Training Plan user guide.

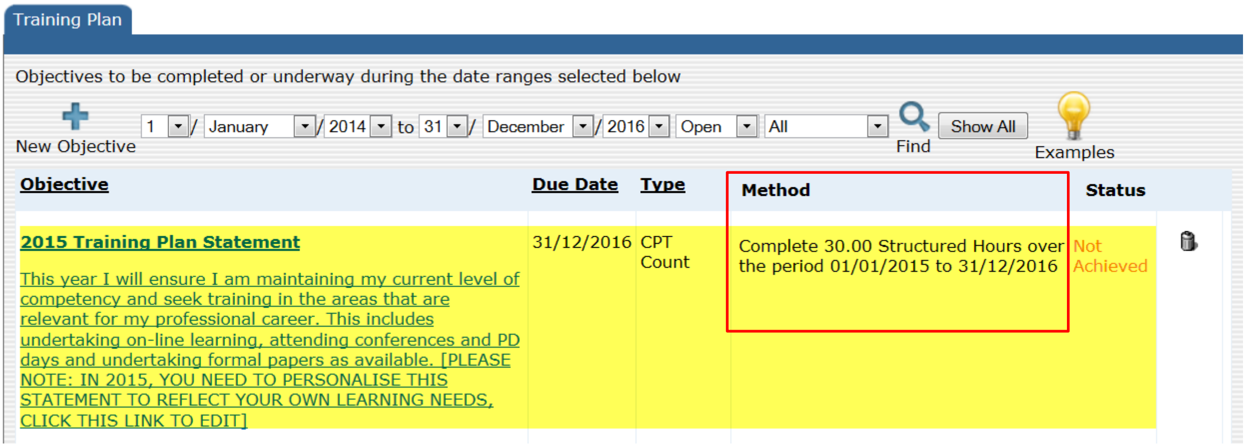
– Click 'Save' regularly and when finished. You could lose your work if you get logged out due to system inactivity or a break in your internet connection.



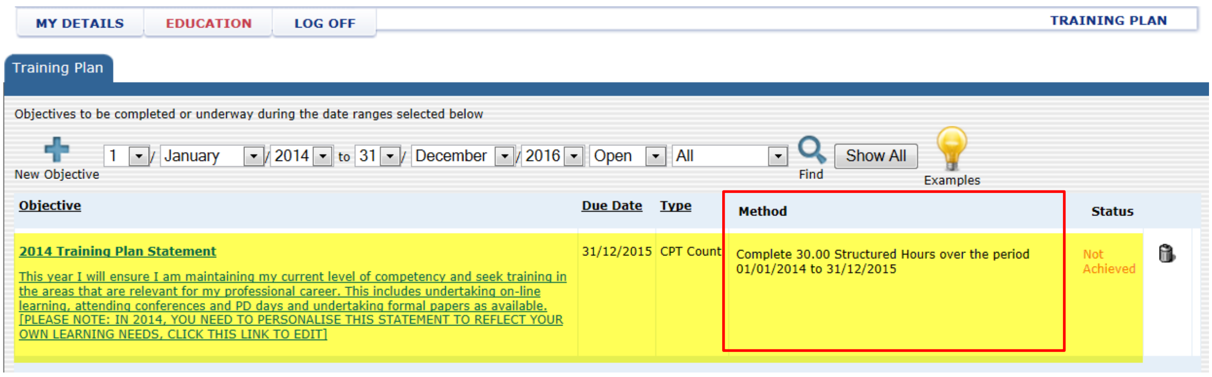
3.3 Your annual CPD count Training Plan objective

6. From the training objectives screen, view your **Training Plan Statement**. This important objective sits at the top of the list and will be different for advisers who started in 2015 and those who were advisers in 2014.

This Training Plan Statement is assigned to AMP advisers that start in 2015:



This Training Plan Statement was assigned to AMP advisers in 2014:



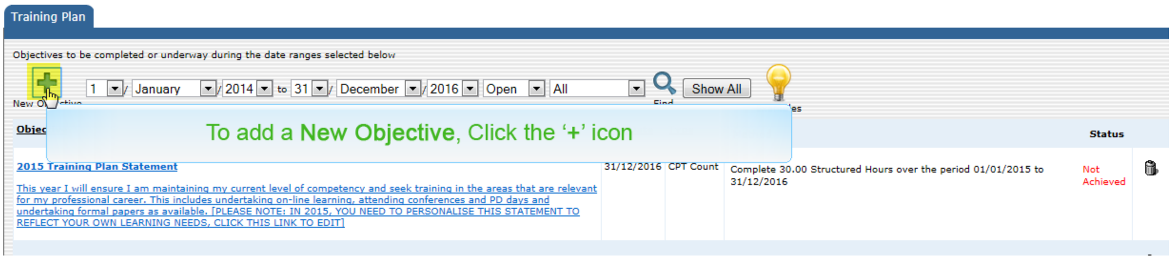
Please note:

- AFAs and QFE Advisers who start in 2015 will need to achieve at least 30 structured CPD hours over the period: 1 January 2015 to 31 December 2016
- AFAs and QFE Advisers from 2014 (or earlier) need to achieve at least 30 structured CPD hours over the period: 1 January 2014 to 31 December 2015
- The minimum 30 hours CPD training objective should show in your training plan as a ‘Training Plan Statement’ for the appropriate two-year period
- 30 Structured CPD hours is the minimum mandatory requirement, however you are encouraged to complete more than 30 CPD hours to improve and maintain your knowledge.

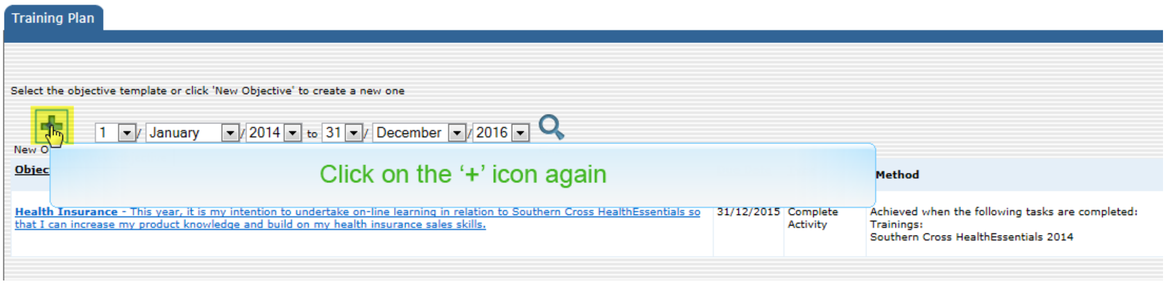
3.4 Add a new Training Objective to your Training Plan

You can add a new training objective from the training plan screen. To add a new objective:

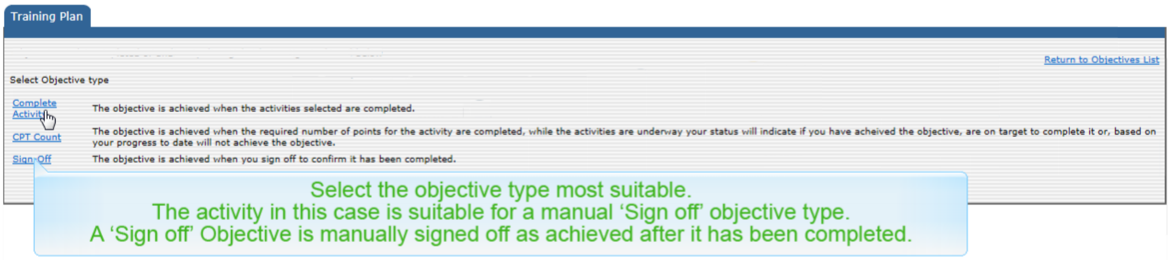
1. Click the '+' icon for New Objective, as highlighted:



2. You may need to click on another '+' icon for New Objective



3. Choose the type of objective by selecting it.

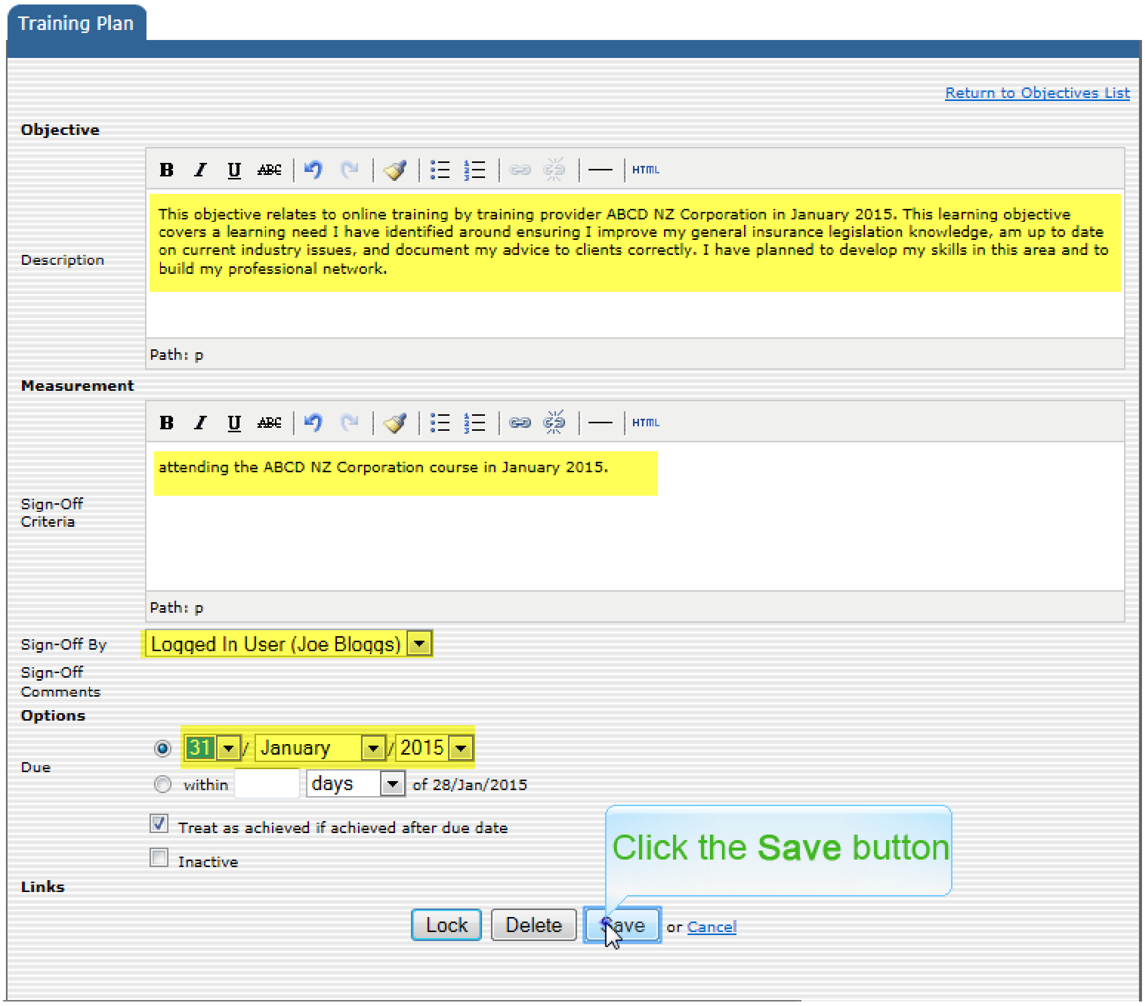


– When you add a new objective to your training plan, you will typically use either a 'Sign-Off', or 'Complete Activity' objective type. Types of objectives are explained below

Type of Training Plan	Explanation
Complete Activity	• If you set up a 'complete activity' training plan objective, you can link your new training objective to associated training modules • Can be used for training which is hosted in EE and which show on the list of options • This way, the training modules will be added to your training plan and show in the 'outstanding training' screen • After you complete all the EE module(s) associated with the training objective, the training plan objective will automatically update to show as completed. • Many of the training plan objectives advisers are assigned by AMP are set up this way – i.e. are linked to the achieving of relevant AMP EE modules and will show as achieved after all the linked modules are completed
CPD count	• This is used in your training plan for your 'training plan statement', which relates to the 30 hours structured CPD per two-year period that must be completed.
Sign-Off	• When you set up a sign-off training plan objective, marking the objective as competed is a manual sign off that you must do after you have completed all associated learning events. Can be used for non-AMP training.

- Note that many of the training plan objectives assigned to new advisers are 'Complete Activity' types of objectives, which may show as completed after advisers pass all required activities which are linked to that training plan objective

4. Type in your Training Plan objective description. The below example is for a new 'Sign-Off' type of objective.



– If you add a 'Complete Activity' type objective you can choose the associated training module in EE (this is not covered by the screenshots in this guide)

– If you add a 'Sign-Off' type objective you detail what must be done before 'Sign-Off' and who will sign it off. For instance, in the above example you may choose to sign off the activity as complete yourself after you attend the relevant training course.

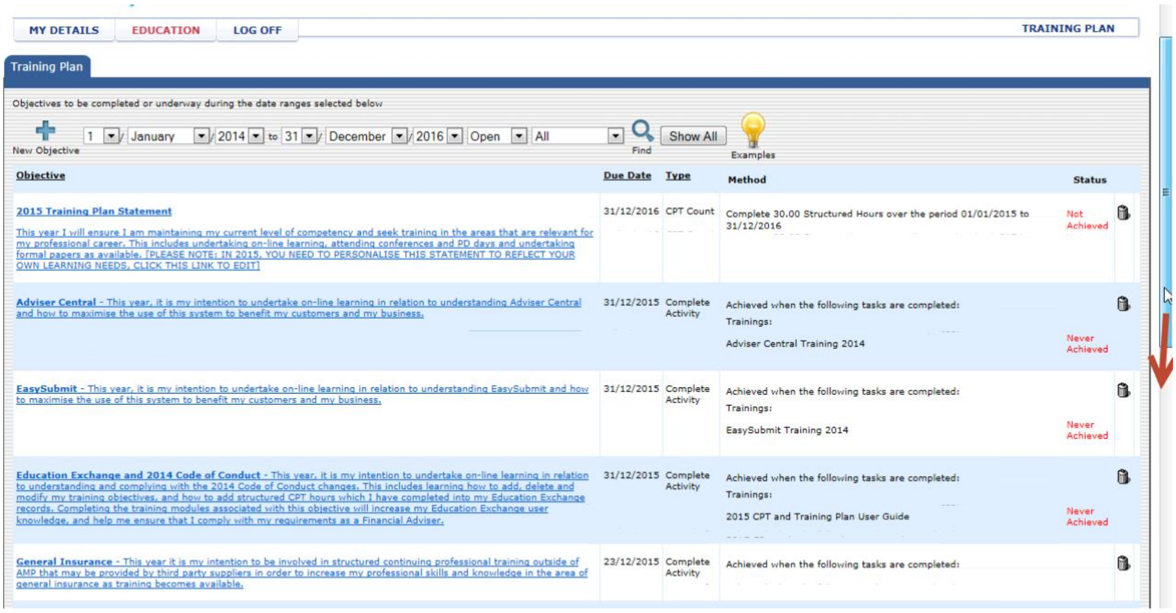
5. 'Save' the new objective.

3.5 Delete a Training Objective from your Training Plan

You can delete a training objective from the training plan screen. To delete a training plan objective:

1. Open your training plan (this is explained above in a previous section).

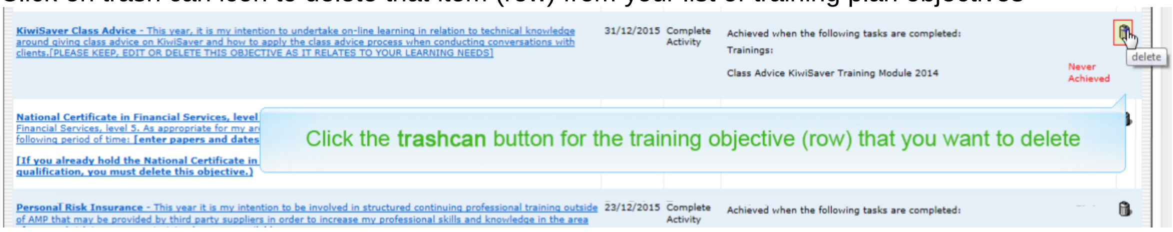
2. Find the objective you want to delete.



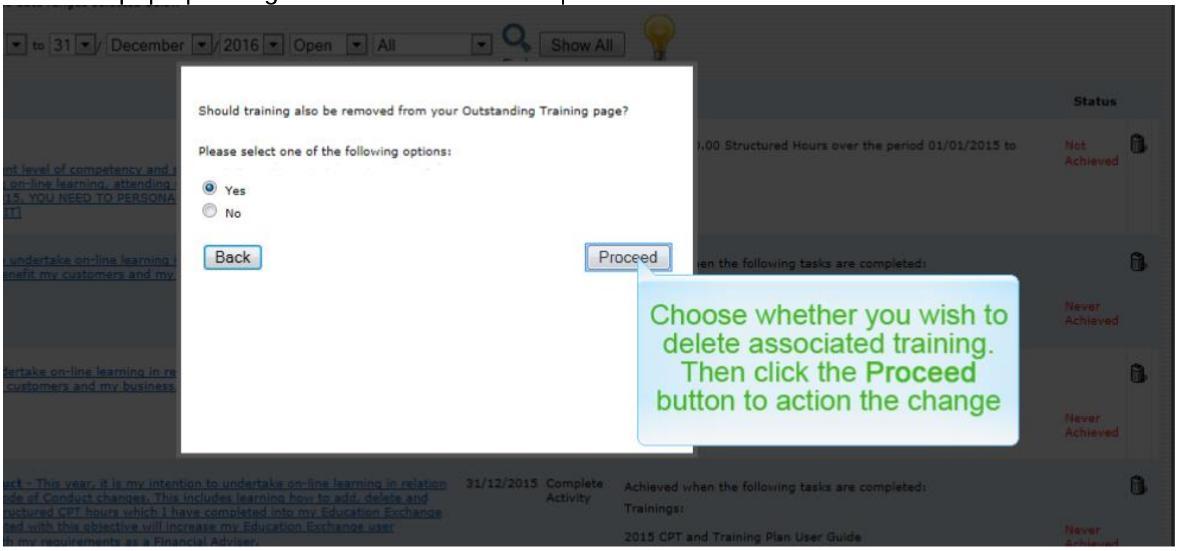
– Scroll down (if necessary)

– Read carefully – sometimes there are several training objectives which look similar, but cover slightly different learning areas

3. Click on trash can icon to delete that item (row) from your list of training plan objectives



4. Read the pop up dialog box and decide how to proceed



5. If you click ‘Yes’ then training which is linked to this objective will disappear from your ‘outstanding training’ screen. There may be a delay before linked training disappears. Next time you log in, and view to your outstanding training it should be removed from that list.

Remember:

– All your intentions to complete training should be clearly outlined in your training plan objectives. Your list will include a ‘Training Plan Statement’ which states your plan to complete at least 30 structured CPD hours within the two-year period appropriate for you.

– You can change your training plan (i.e. edit, add and delete objectives, as shown in this guide) and ensure your training plan objectives are appropriate for your learning needs.

4.0 Link a CPD event to an identified Training Plan objective

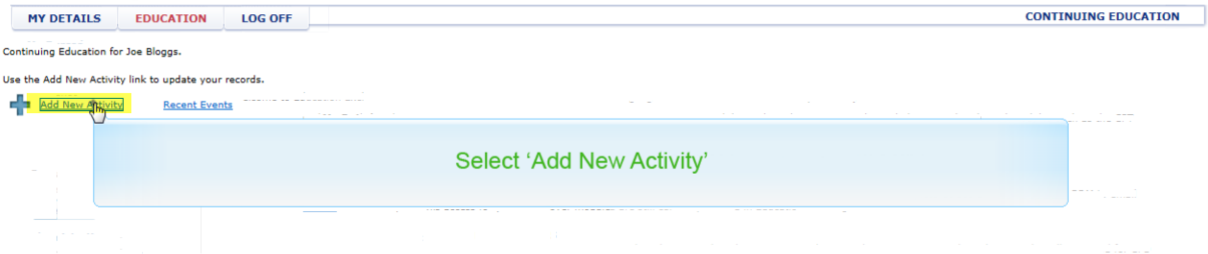
If you attend or undertake training you may wish to log CPD hours into your Continuing Education records in EE for this CPD event. You will need to add non-AMP events manually.

This guide explains (in a previous section) how to add a new training plan objective. Recommended best practise is to add training plan objectives in advance for the year and in advance of attending/completing the relevant training (e.g. a course). This section explains how you add a new CPD event, claim CPD hours for it and link the training event to an objective identified in your training plan.

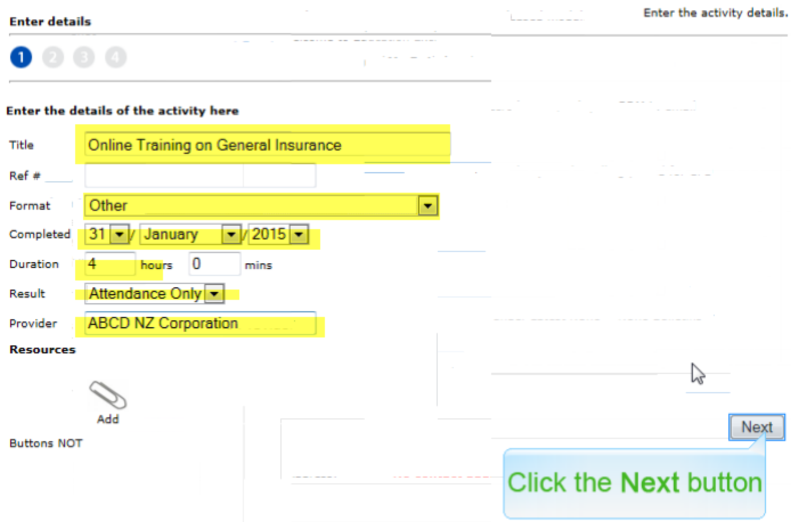
4.1 Add a CPD event

To add a CPD event:

1. Click the 'EDUCATION' tab
2. Click on 'Continuing Education' in the left hand sidebar
3. Click on the 'Add New Activity' hyperlink



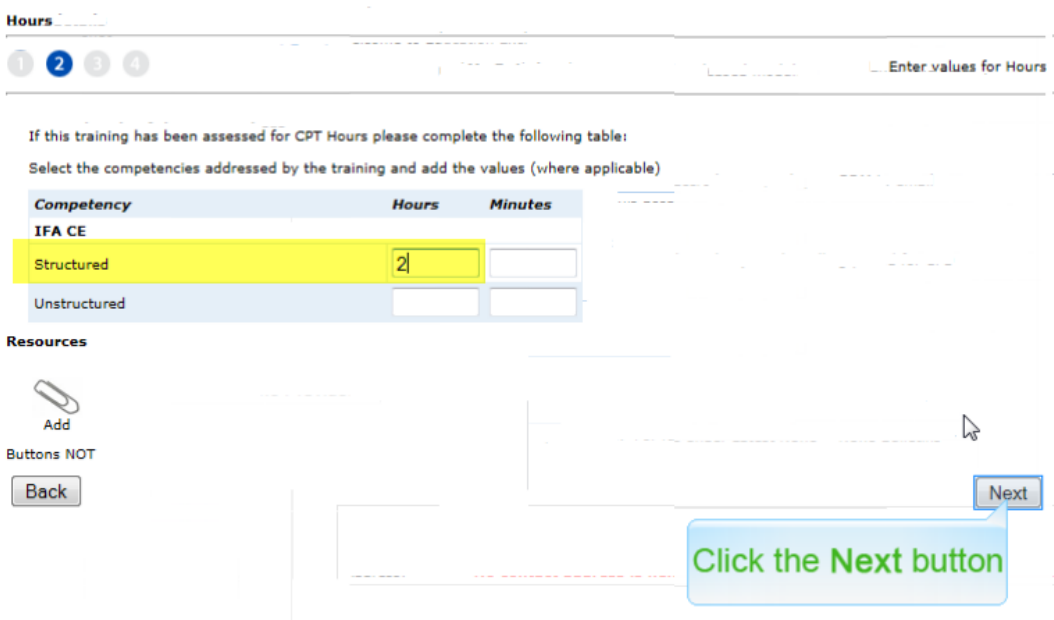
4. Complete the fields as appropriate for your CPD activity. An example case is shown below



   – Note: the 'duration' field mentioned above is not the number of CPD hours you are claiming, it is for how long the event lasted, or took to complete

5. Click 'Next'.

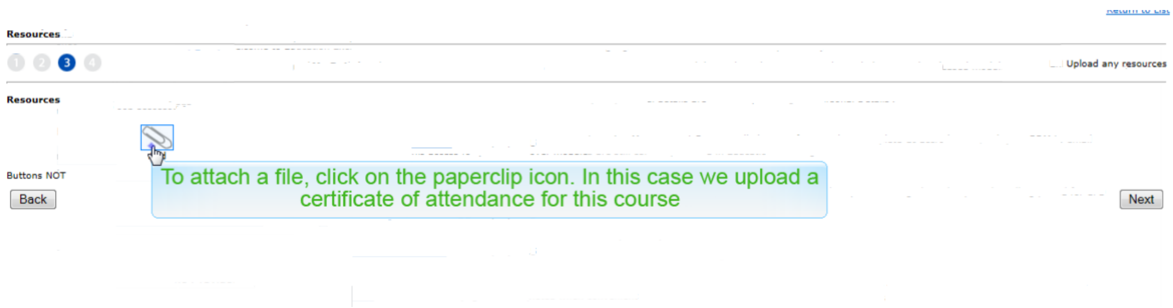
6. In the field shown below, enter in the number of structured CPD hours you will claim for this training.



Note that there should be no need to complete the 'unstructured' hours from 2014 on.

7. Click 'Next'.

8. Click on the paperclip icon to add the verification from the 'Other Provider' of your successful completion of the training. This might be an email or certificate in pdf form.

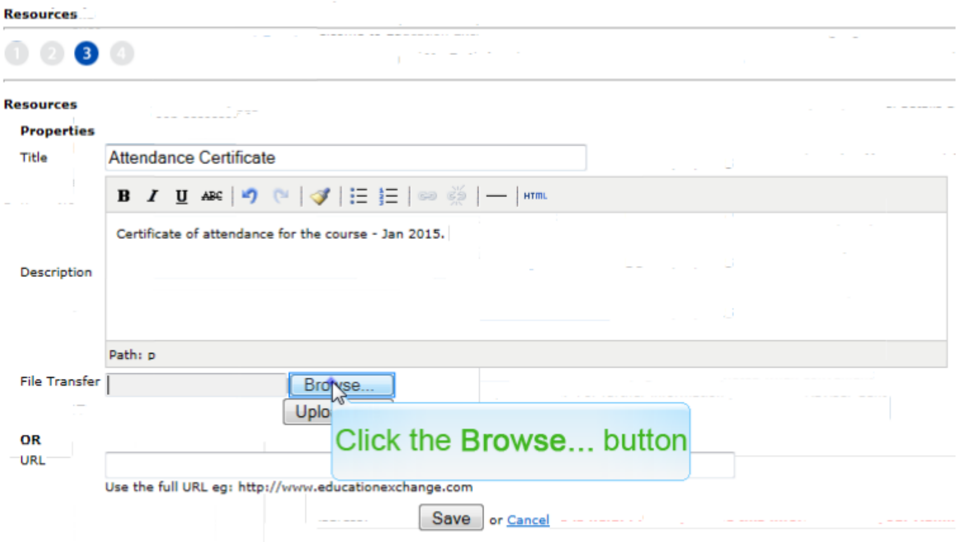


9. A new window opens to add the 'resource' to.

    a. Complete the details as appropriate.

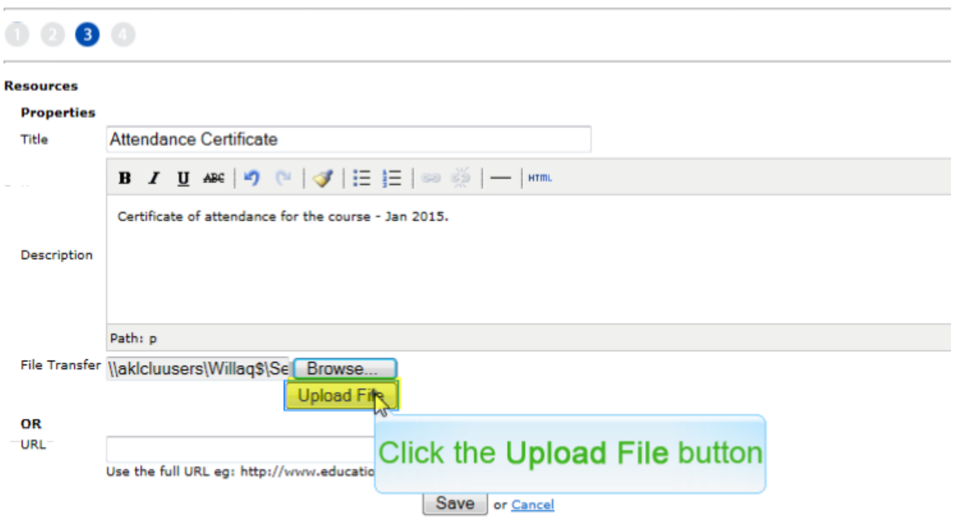
    b. To upload the file and save your 'resource' (confirmation of CPD activity):

        i. Click on the 'Browse' button icon.



        ii. Locate the file and select it. In this example, we choose a certificate of attendance pdf

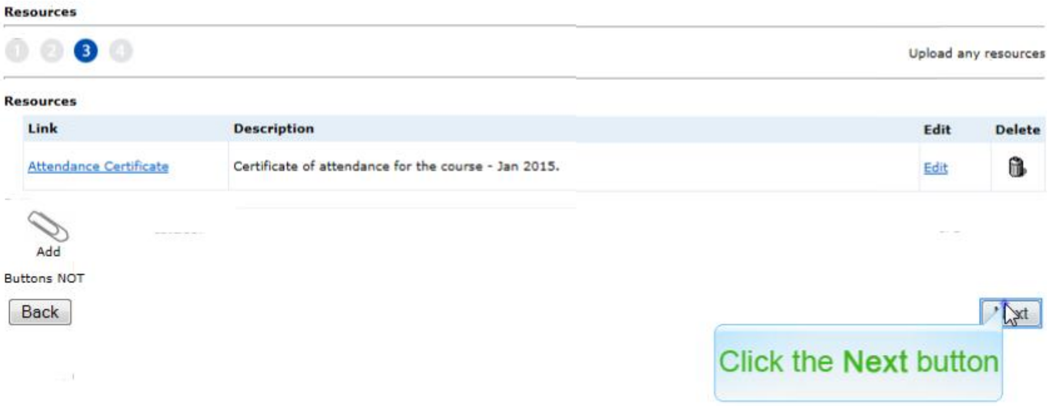
        iii. Click on 'Upload File' button



        iv. Click on 'Save' button

10. The screen will show your newly-added details

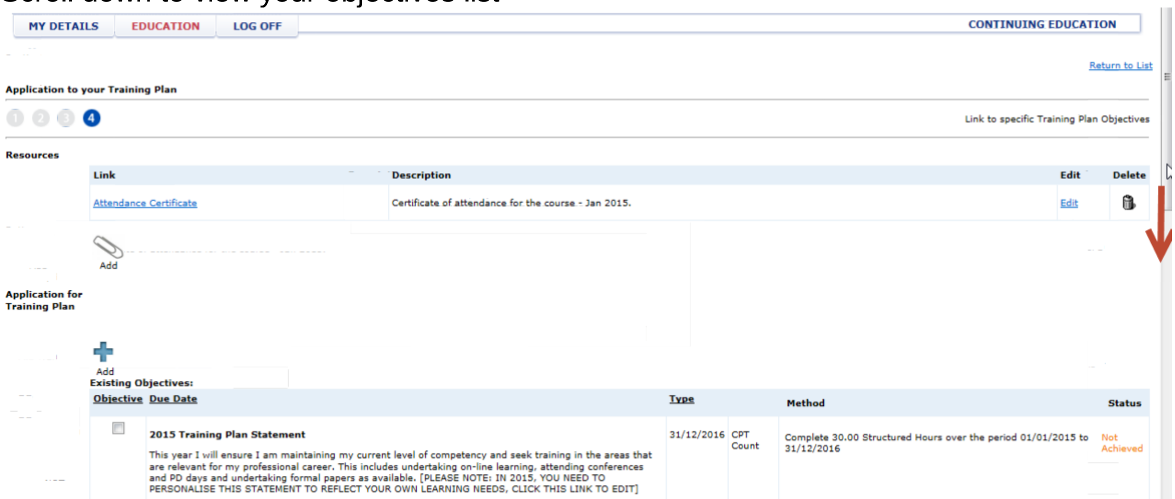
11. Click 'Next'



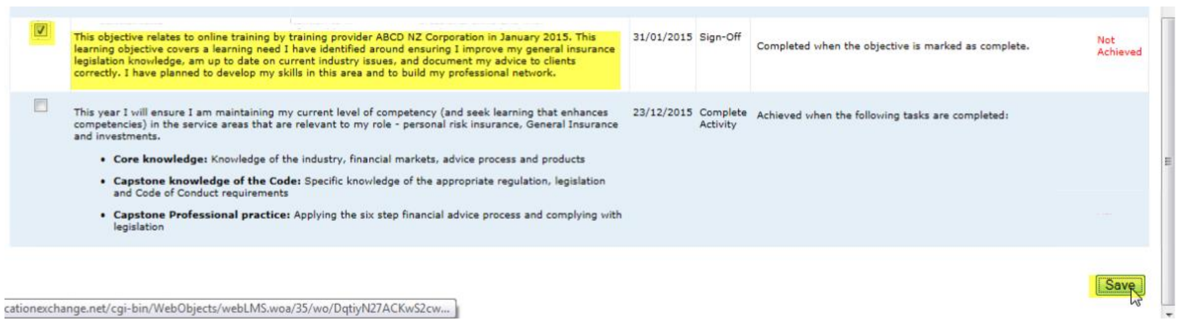
4.2 Link CPD event to a relevant training objective

12. Now you link the CPD event you just entered to a relevant training objective, which you set up previously (in an earlier step, outlined above).

13. Scroll down to view your objectives list



14. Click on the tick box to add a tick in the appropriate row for the relevant training objective.



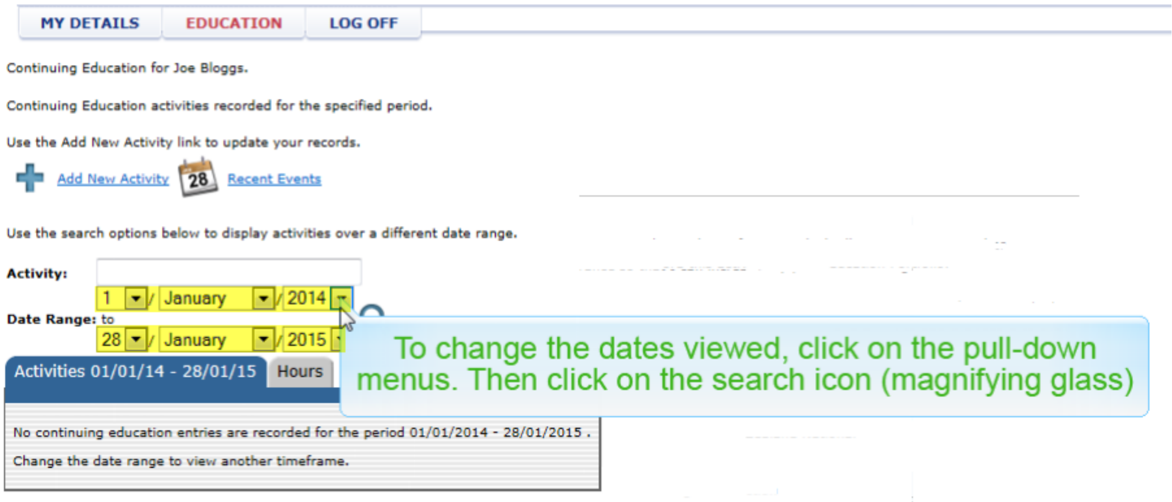
15. Scroll to the bottom of the page. Click 'Save' (it is on the right hand side).

4.3 Check CPD activities on your 'Continuing Education' list

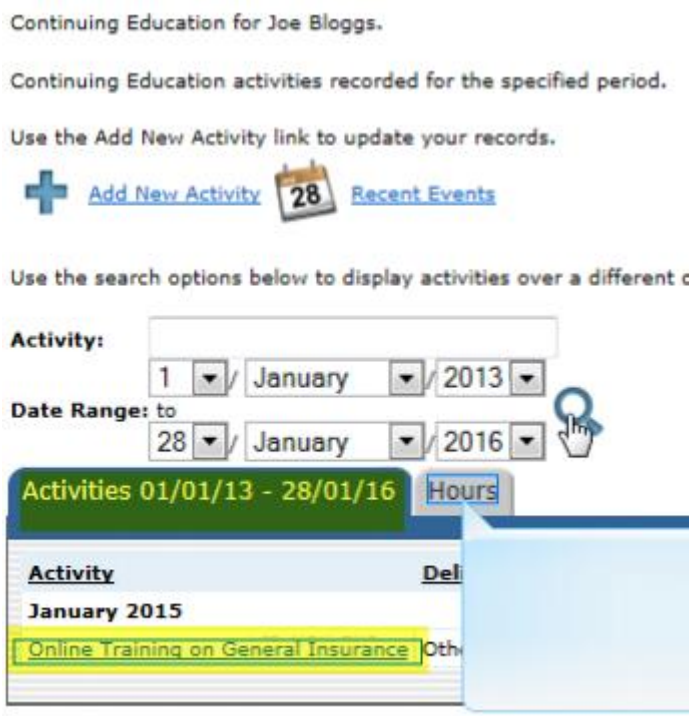
16. You will return to your 'Continuing Education' list.

17. The date parameters will affect what is viewed.

   – E.g. You can change date parameters to view just CPD events that fall within your two-year reporting period (or to help you find if an event has been logged)



18. The 'activities' tab will now include the new CPD activity that you logged.



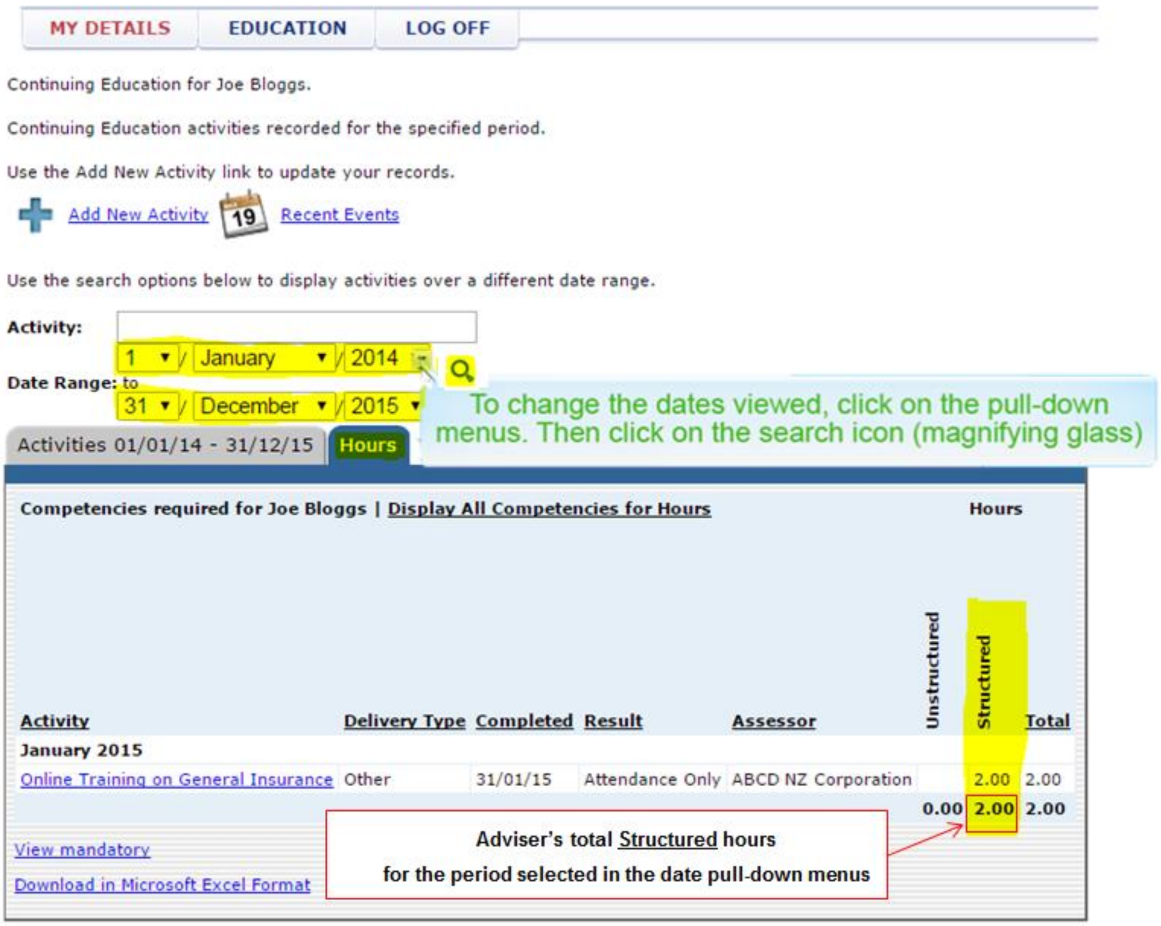
19. Click on the 'hours' tab to check that any CPD hours claimed for now show.

20. To adjust the date period viewed, click on the date pull-down menus highlighted below. Then click on the search icon (magnifying glass) to update the list.

    CPD reporting period dates to note:

    – AFAs and QFE Advisers who commence in 2015 will need to achieve at least 30 structured CPD hours over the period: 1 January 2015 to 31 December 2016

    – AFAs and QFE Advisers from 2014 (or earlier) need to achieve at least 30 structured CPD hours over the period: 1 January 2014 to 31 December 2015



- The **Structured** Hours column includes a total at the bottom that adds up all your CPD hours logged within the date period you have selected.

4.4 Check Training Plan 'status' for a training plan objective

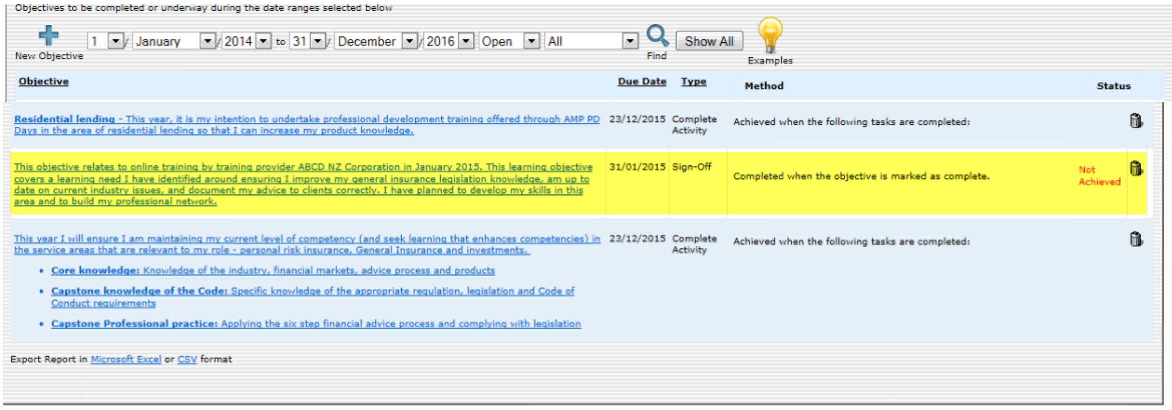
21. Navigate to your training plan:

    – Click on 'Continuing Education'

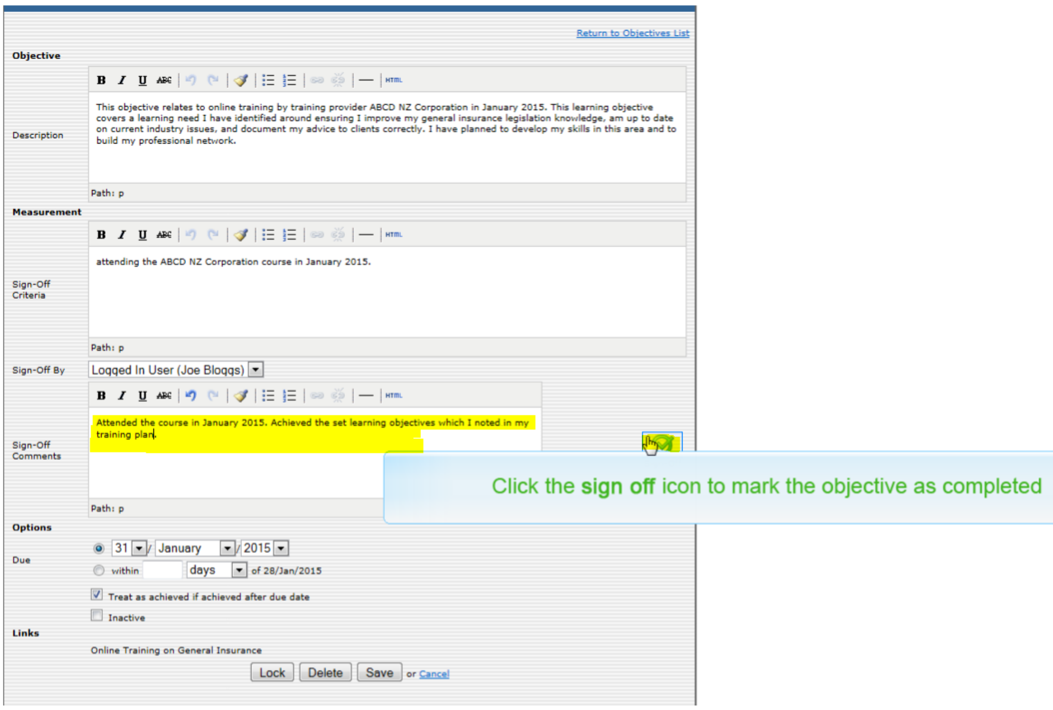
    – Click on 'Training Plan'

22. Find the relevant objective (scroll down if you need to)

23. View the ‘Status’ column for that objective. (In the example highlighted below, the status shows as ‘Not Achieved’).

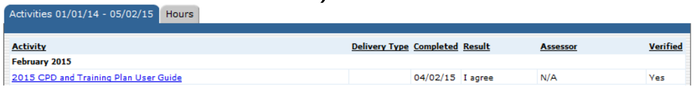


- If it was set up as a ‘Sign-Off’ type of training objective, you may need to sign that off, if the required sign-off criteria are now met. In the example shown above it is set up as ‘sign-off’ and to do this you would:
  - Click on the hyperlink for that training objective
  - Enter the sign off comments and then click on the sign off icon, as shown below. Note that the status may not show as ‘Achieved’ until after the event date you selected for this activity.



- For a training plan objective which is setup as a ‘Complete Activity’ type of training objective linked to training module(s) which you have completed:
  - A continuing education entry may appear automatically upon completion (e.g. after you complete the *2015 CPD and Training*

Plan User Guide module).



- You will need to claim CPD hours if appropriate. To do this, you click on the hyperlink for that event on the 'continuing education' screen, log your hours and save it
- The training objective 'Status' may show as 'Achieved' automatically after all linked module(s) are completed.