

Annual Professional Development Plan

Date:

Part 1: My Professional Development Goals for [insert year]
Description of the goals I plan to achieve this year:
I have assessed my professional development needs to achieve my goals by:
The areas of competency I need to improve/develop to achieve my goals are: The training I will undertake is:
The knowledge I need to acquire is: The training I will undertake is:
The skills I need to improve/develop are: The training I will undertake is:

The core knowledge I must maintain throughout the year is:

I will maintain my core knowledge by:

Other competencies or skills I want to develop:

Part 2: Examples of Continuing Professional Development

Product Knowledge

- Product accreditation
- Product knowledge
- Changes in provider agreements
- Provider quote system access
- New business submission procedures
- Commission reconciliation and payments

Financial Advice Processes

- Promotion of financial advice (lead generation and referral sources)
- Six step advice process
- Effective plan writing
- Implementation of advice
- Managing claims
- Disclosure
- Documents and record-keeping

<ul style="list-style-type: none"> • Replacement advice • Identifying vulnerable clients
<p>Regulatory Framework</p> <ul style="list-style-type: none"> • FAP obligations • Disclosure obligations • The FMC Act • Privacy Act 2020 • Consumer law: fair trading, consumer guarantees, CCCFA, etc. • AML/CFT Act • Disputes resolution registration and requirements • FAP Policies • Code of Professional Conduct for Financial Advice Services
<p>Skills and Competencies</p> <ul style="list-style-type: none"> • Consumer psychology • Time management • Cyber security procedures • Handling complaint resolution • Communication skills • Difficult conversations
<p>Other</p> <ul style="list-style-type: none"> • Understanding market trends • Understanding the changing environments • Business tool development