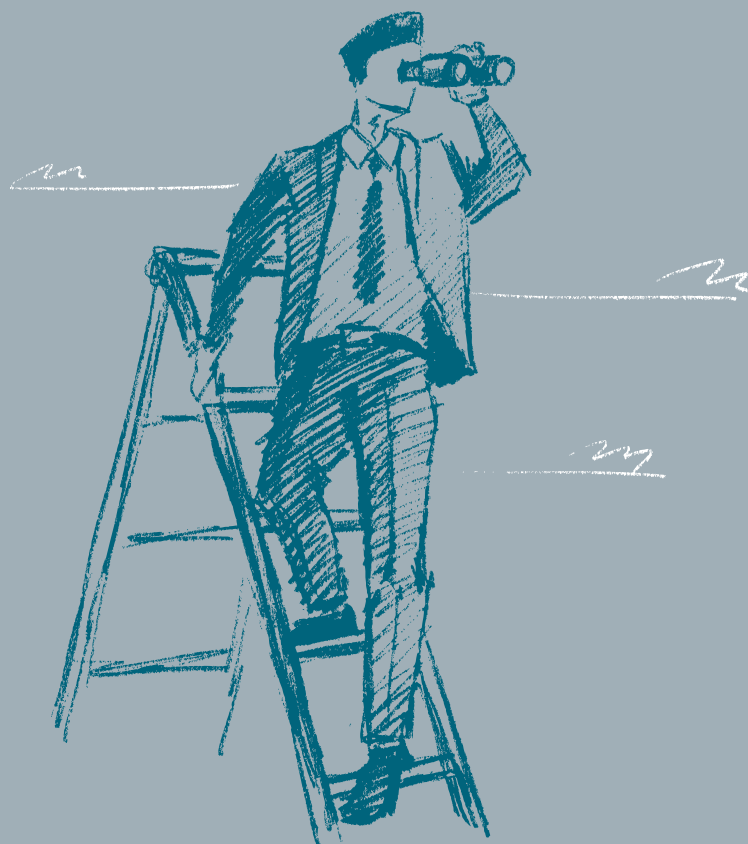


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An NMBA publication • **February 2020**

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# What to expect from NMBA in 2020



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2020 VISION – WHAT DOES THE YEAR HOLD FOR THE MARKETS?

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BE THE BEST VERSION OF YOURSELF FOR 2020

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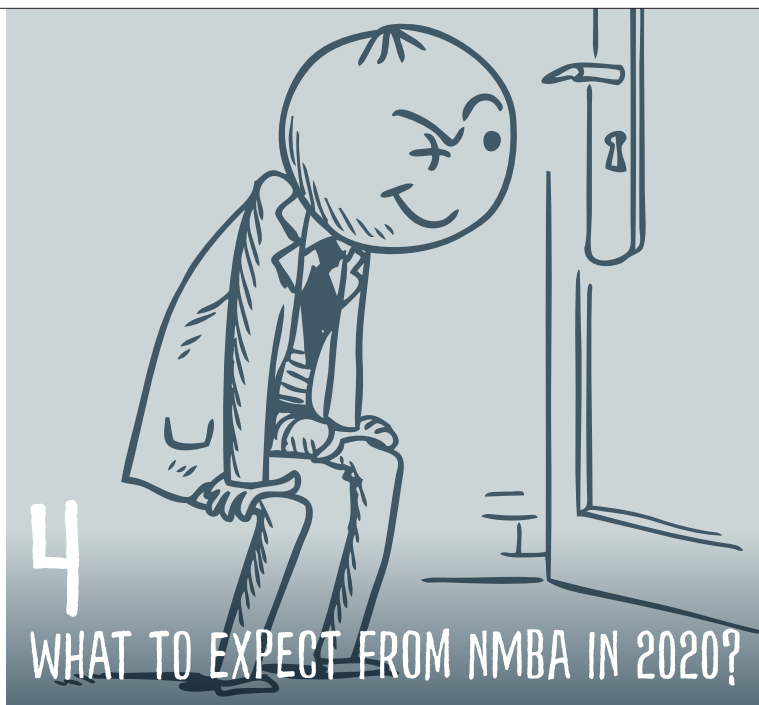
2020 EVENTS

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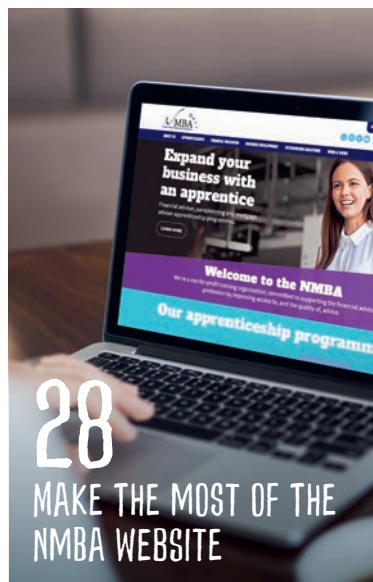
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# Hello, and welcome to the spring edition of Evolve magazine.

If, like us, you've had a bit of a spring clean of your business and are looking forward to introducing some fresh ideas for 2020, then you'll definitely find this edition of Evolve of interest. Not only do we highlight some new ways in which you may choose to interact with clients, but some business areas which are attracting increasing attention within the industry.

Firstly intergenerational advice; do you feel it would be beneficial to build relationships with the relatives of your existing clients? If so, are you confident about how to get started? Secondly, with the regulator's focus falling increasingly firmly on vulnerable customers, we hear from some of the providers operating in this space, and the options available to you through our outsourcing service.

In addition, SimplyBiz Group Chairman, Ken Davy, gives us his vision for 2020, and we give you some exclusive insight into what you can expect from the academy over the next 12 months.

As always, we'd be delighted to hear what you think of this edition of Evolve, and we'd love to hear about what you'd like to see covered in the future.

Very best wishes,

**The NMBA team**



For more information about our services, please call us on

**01484 439200**

Alternatively you can email [info@nmba.info](mailto:info@nmba.info) or visit our website [www.nmba.info](http://www.nmba.info)

**The content of this publication is for financial professionals use only, not for use with customers.**

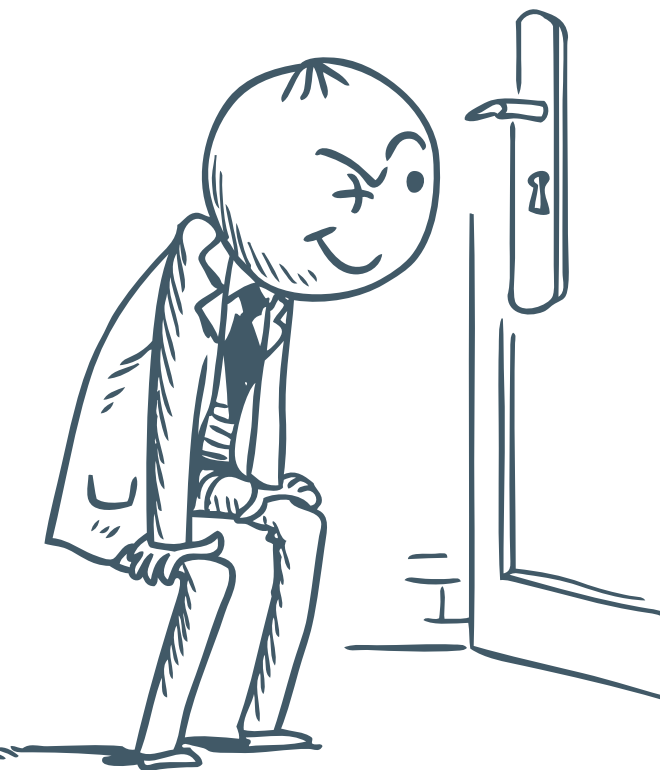
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The John Smith's Stadium, Stadium Way, Huddersfield, HD1 6PG  
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*2019 was quite a year for NMBA, we now have a bigger team, new leadership, some exciting new initiatives and we are determined to make 2020 even bigger!*

# What to expect from NMBA in 2020?



**WE DO LIKE SURPRISES, BUT WE THOUGHT WE WOULD GIVE YOU A SNEAK PEAK AS TO WHAT YOU CAN EXPECT IN 2020**

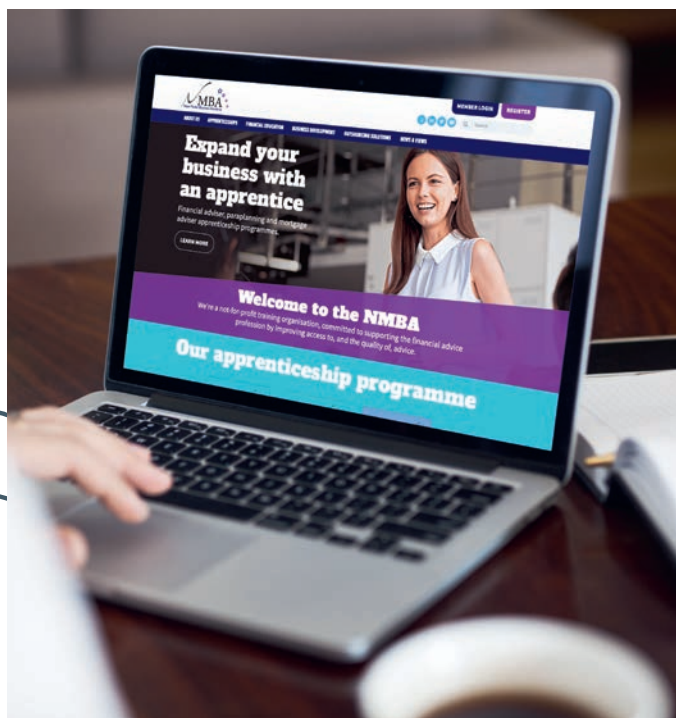
Many of you have joined us on our journey to 2020 and will be familiar with the programmes we offer, we will again be bringing these to you, along with new and exciting opportunities for you to get involved with all things NMBA. We do like surprises, but we thought we would give you a sneak peak as to what you can expect in 2020.

## NMBA events

Our events programme is bigger than ever as we now visit 15 venues for our Best Practice Meetings giving you more opportunities to join us this year. In 2020 we will run both the Best Practice Meetings and the Business Evolution Forums giving you the chance to engage with industry experts, your peers and our partners. You will find more information about our 2020 events programme on pages 20/21 or check out the NMBA website.

## New website

In 2019 you may have seen the NMBA public site receive a brand-new look! These updates will continue in 2020 as we look to make improvements to our member site. Our aim is to ensure you have the best experience when you visit NMBA; the information you are looking for (and more) is just a click away. We would love to hear from you if you have any comments or questions about these changes, in the meantime we will keep you updated!





## New bulletin!

We have given some of our bulletins a makeover to help you get the most out of your NMBA updates. You will now receive a bi-weekly issue with an online version on a monthly basis, giving you a round-up of all the recent updates. Make sure you keep up-to-date with the NMBA news as we may tell you more about those surprises! We'd love to know if you like this new look and if you feel it's easy to use, so please feel free to send us your thoughts and feedback to [info@nmba.info](mailto:info@nmba.info).

## Apprenticeships

Our apprenticeship programme has seen big growth in 2019 with many new apprentices, employers and members of the team joining us for both the financial adviser and paraplanner programmes. We now look to strengthen these programmes with new systems and processes designed to help our apprentices on their journey. While we make these changes, we are currently not recruiting but hope to re-open in the latter part of 2020.

## Financial education

Financial education remains an important initiative for NMBA, through our 'Young Persons Guide to Money' we aim to teach young people about personal finance. As we navigate through the next decade our commitment to financial education continues. In 2020 we look to strengthen and develop this initiative so keep a look out for exciting new updates; we would love to tell you more but NMBA really do like surprises! In the meantime, you can

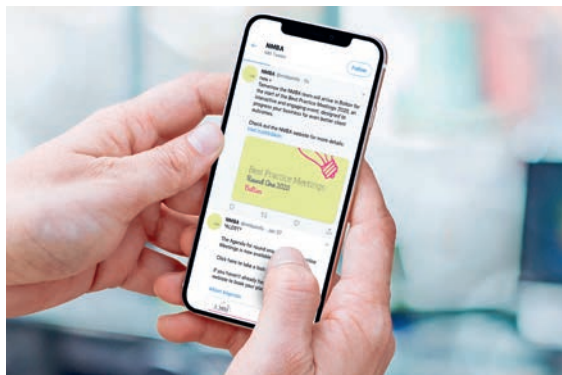
also read a financial education story on page 22 and head over to the NMBA website for more details on financial education.

## Our friends and family

During 2019 we worked with many partners to help bring you important updates and information from our industry. In 2020 you will see more updates from our friends and family via our website, weekly email bulletins and of course the evolve magazine: we hope you enjoy!

## Social butterflies

NMBA has some social butterflies within the team who keep you up-to-date via our social media accounts. If you have an account on LinkedIn or Twitter, make sure you are following NMBA to ensure you're in the loop.



## Thank you

We would like to say thank you to everyone who has joined us on our journey to 2020 and we look forward to bringing you new and exciting opportunities throughout the year. If you would like any more information on the above topics or have any comments, please do get in touch. We look forward to hearing from you all soon.

## The NMBA team

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## What does the year hold for the market?



*I feel that 2020 is going to be a very special year for all of us in the financial services sector; particularly your clients.*

### **KEN DAVY**

Chairman  
The SimplyBiz Group

**W**hilst the completion of our initial exit from the EU early in the new year will not completely eliminate the uncertainty we have experienced over the past few years, as there will still be the transition period and future trading relationship with

the EU to sort out, the main element will have been resolved. With that resolved, industry, commerce, financial services and the public will have had a great unknown lifted off their shoulders.

Uncertainty for businesses and for individuals is always the greatest evil, so this, of itself, will give everyone a real boost. With that cloud of uncertainty lifted, businesses will focus on looking outward for opportunities.

This certainty will, in turn, enable individuals to start making the decisions which they have been putting off during these past three years of confusion and doubt.

In particular, a decision around Brexit will release pent-up demand in the housing market, so in 2020 I visualise an increase in the mortgage sector, which I suspect will gather increasing momentum throughout the year.

**WITH THAT CLOUD OF UNCERTAINTY LIFTED, BUSINESSES WILL FOCUS ON LOOKING OUTWARD FOR OPPORTUNITIES**



# vision

Greater confidence in the direction of the future will also add a bounce to the stock market. However, when the dust settles and specific details of individual agreements start to emerge, I imagine we will see investors becoming a little more cautious and selective. Nonetheless, in overall global market terms, the UK stock market is likely to be seen as undervalued, well-regulated and with a stable political environment.

The removal of that same uncertainty will also enable financial advice firms to plan ahead with greater confidence. True, the shadow of DB transfers and the impact on the PI market will still be a threat to some firms, however, the increased profitability of advice firms, which was clear in 2019, will continue.

What will become ever more necessary, however, will be the need to stay ahead of the game from a technology perspective. Again, this was an emerging trend in 2019, but its importance will accelerate further over the next twelve months. Indeed, clients are going to expect you to be using

the latest research and technology to keep them on the right track. In particular, I believe that the use of face-to-face digital communication tools (such as Skype, FaceTime, WhatsApp and others) is going to explode in 2020.

The tipping point has been reached; if people will readily chat to their grandchildren on FaceTime, why would they not find it a good way to communicate with their financial adviser? The answer is that it will become as normal as giving them a call on the telephone, only much more effective. *(See page 6 for more information on the benefits video conferencing.)*

My 2020 vision is therefore not one that is cloudless, but one in which well-run financial advice practices, using the right technology tools, and with the right support, will have the opportunity to significantly enhance their business success, regardless of their size.

 **SimplyBiz Group**

**MY 2020 VISION IS... NOT ONE THAT IS CLOUDLESS, BUT ONE IN WHICH WELL-RUN FINANCIAL ADVICE PRACTICES, USING THE RIGHT TECHNOLOGY TOOLS, AND WITH THE RIGHT SUPPORT, WILL HAVE THE OPPORTUNITY TO SIGNIFICANTLY ENHANCE THEIR BUSINESS SUCCESS, REGARDLESS OF THEIR SIZE**





# Video killed the telephone call



*Advances in technology have established video conferencing to be an integral part of the modern workplace, creating a flexible yet personal approach to meetings.*

## **CHRIS COOP**

Business Support Executive  
NMBA

Video conferencing can ensure you go the extra mile for your clients, offering a personalised experience without either party having to travel the distance physically. Can video conferencing work for you?

## **Why Video conferencing?**

### **Flexibility**

There is a growing trend in the UK for more flexible working, this can be away from the 9–5 office hours or not at one centralised office location. Video conferencing supports this trend, as it offers the ability to have a personal face-to-face conversation from multiple locations. Whether you're working from the office, a coffee shop, the comfort of your own home or commuting to your next destination, video conferencing makes meetings possible regardless of location. This flexibility can help you and your clients manage workloads, offering greater options in terms of time and place for meetings. A video call can offer the face-to-face experience that cannot be found from a voice call, away from a 9–5 schedule; this will be especially valuable to your clients who are trying to juggle the pressures of modern living.

### **Inclusivity**

Video calling creates an inclusive experience by creating a simple method for everyone to dial-in for an important meeting or discussion, regardless of their location. As we operate in an increasingly globalised world, it remains difficult to meet everyone face-to-face, as individuals may

choose to work and live in different cities and countries. When a face-to-face meeting is not possible, a telephone call may have to suffice. However, video conferencing offers a greater personal experience by mimicking the face-to-face meeting.

### **Green**

Awareness and concern continues to grow around the damage we are having on the planet, there is a growing desire to adjust the way we live to ensure we are living within our means: one area of this is travel. Not having to travel to be in one physical location means lower CO<sub>2</sub> emissions.

## **Who's using video conferencing?**

It is likely that your clients already use a form of video conferencing or chat, with providers such as Facebook, Apple and Skype making this a part of daily life. Through apps such as Facebook and Whatsapp, video chat is readily available on a mobile or tablet device. Facebook has recently made improvements to this technology with a camera that pans and zooms to keep the user within the screen. This becomes an ideal technology for individuals to contact family/friends who live in different cities, countries or continents.

The demographic statistics may surprise you: according to Ofcom a 'record numbers of older people are embracing smart and social technology, with a quarter of over-75s using tablet computers'. Technology does not have an





VIDEO CONFERENCING ALLOWS YOU AND YOUR CLIENTS TO HAVE FLEXIBILITY IN BOTH THE TIME AND PLACE OF MEETINGS, BUT ALLOWS THE PERSONAL ASPECTS OF FACE-TO-FACE TO BE RETAINED

age limit, we now see older generations using smart technologies to communicate with friends and family.

Connecting using technology has become part of daily life, whether this is through social media, a phone call or a text. Face-to-face contact is important, video calling can help to close the generational gap by offering personal communication for all ages separated by geographical location.

### The services available

There are a number of different services out there that will be available for you and your business to use and it is recommended you assess which will be best suited to you.

One of these services is **Microsoft Teams** a platform that allows you to host meetings, whether this be 1:1 or for a larger audience. The platform even allows instant messaging to keep you in touch with your colleagues or clients; it makes it easy to share your screen or connect via a video call. It has different plans available at multiple price variations so you can choose the plan that best fits you.

**Google Hangouts** has messaging, voice and video calling, keeping you in touch with the world. You can have a 1:1 conversation or a group chat, you can easily turn a text message into a video call with a single touch. Google Hangouts lets you keep the chat going from multiple devices; enabling you to move from laptop to phone as circumstances demand. This is a great free way to keep in touch through messaging and video calls.

Another video conferencing service is **Zoom**. It offers the full package including: virtual meetings, video webinars, conferencing rooms and instant messaging; allowing you to choose the most appropriate method of communication. It has multiple plans so you can choose the one that's right for you and your business.

Video conferencing allows you and your clients to have flexibility in both the time and place of meetings, but allows the personal aspects of face-to-face to be retained. With the advances in technology these services are now easier to use and of higher quality, and, therefore, they have become a viable option for you to communicate at a time and in a method to suit your clients and their busy lives. The providers of these services offer more than video conferencing, with multiple communication tools running from the same application; you choose the best tool for the situation. As uptake of smart technology grows, more individuals will be using this service for both business and personal use and including this in your service ensures you can meet the needs and expectations of your clients. A client is only a video call away.

**Why not ask your clients if video calling is suitable for them?**

# Be the best version of yourself for 2020



**JAMES READ**

CCO  
Zing365

Even if you strive to 'be the best version of yourself', it isn't quite as easy as it sounds. We can be our own worst enemy when it comes to chasing our dreams and living a life that's filled with purpose. Some of us have a self-destruct button, but don't realise it, and those that do, lack the tools and knowledge to change things. There are several bad habits that make it impossible to achieve success, but this article will help you try to overcome these daily challenges.

## Silence your inner critic

Self-talk is a normal process we all experience, but once it becomes filled with irrational ideas it becomes 'negative self-talk'. Negative self-talk is a story that goes on in your head bearing little resemblance to the reality of your everyday life.

Putting a positive spin on things is the best way to eliminate negative self-talk; exchange negative vocabulary, such as can't, never and won't, to can, always and will.

V2 INSTALLING



72% COMPLETE



## Don't criticise or judge

Avoid criticising and judging others by not making assumptions; try to walk in their shoes and see the situation from their perspective. It's easy to judge and label those who have ideas different from your own. But when you throw negative energy at people, not only do you potentially damage a person's self-worth, but you fill your head with negativity too.

To be the best version of yourself, you need to eliminate all negative energy.

## Stop the fear of failure

Fear of failure will do one thing, and one thing only; hold you back! Do you tell people beforehand that you don't expect to succeed or thrive so as to lower their expectations?

It's important to understand that failure is a natural part of life and doesn't signal the end of the world, but failure can make you worry that people will think you are unintelligent or incompetent. Failure is needed because that's when valuable insights are learned that can drive you to become highly successful in life.

Overcome your fears by analysing all potential outcomes, practice positive thinking, have a worst-case scenario to ease your worries and practice setting goals.

## Don't be scared of success

Success is a good thing, and everyone deserves to live out his or her dreams, but some people are afraid of success.

## FAILURE IS NEEDED BECAUSE THAT'S WHEN VALUABLE INSIGHTS ARE LEARNED THAT CAN DRIVE YOU TO BECOME HIGHLY SUCCESSFUL IN LIFE

Whether it's a fear of more responsibility being added, raised expectations or simply not being able to handle success well.

Do you get nervous when everything seems to be going well, but in your mind, life can't possibly be this good, so naturally something goes wrong as expected? Do you get close to making the breakthrough, but something, somehow, falls through? If these examples happen repeatedly, this isn't a coincidence. It's actually a fear of success. Fear of success hides in our subconscious and displays itself in scenarios like the examples above.

Handle success by staying authentic and remembering who you are. Accept that you won't please everyone and be comfortable with every decision you make.

## Stop people pleasing

If any of the following descriptions apply to you then you are a people pleaser:

- I want everyone to like me
- I'm scared/I try to avoid disagreeing with people
- I never speak my mind
- I never say 'no'
- I never tell someone how I feel, even when they make me angry

It's time for you to stop playing the role of the 'doormat' and start putting yourself first. People pleasers are taken advantage of, prone to stress and depression and will develop resentment over time toward people in their lives.

Once you quit people pleasing, you'll regain your sense of who you are and increase your confidence. Start living your life to please yourself.

## Don't procrastinate

Procrastination is just another form of laziness. Procrastinators are side-tracked by insignificant factors that ultimately affect their goals and therefore prevent them from becoming the best version of themselves. Follow these tips to stop procrastinating:

- Make your actions precise and calculated
- Have some form of accountability established
- Set your goals up in a way that they are small, manageable, and easily achievable

To find out more, visit Zing365 at [www.zing365.co.uk](http://www.zing365.co.uk) or call us on 0117 959 4135.







# Retirement and pensions Outlook 2020

*The Retirement and Pensions industry continues to face a number of changes in 2020 which will affect both your clients and your business.*



**JOHN CHEW**

Pensions, Tax and Estate Planning Specialist  
Canada Life

During 2019, the FCA issued key papers PS19/21 and CP19/25, updated their business plan 2019/20 and introduced with TPR a template for standardised information for transfers.

By 6 October 2020, the state pension age will have increased from 65 to 66. The next planned increase will be in 2026 (affecting those born on or after 6 April 1960). It gradually increases through 2026 and 2028 and by 6 March 2028, SPA will be 67 for men and women.

## Investment pathways

As part of the FCA paper PS19/21, and to assist clients in non-advised drawdown from wholly investing into cash, there will be new rules placed upon providers to discuss the options available under the new investment pathways.



These rules require the provider to present pathways to clients and ask them to make a decision on which best suits their needs. The FCA has set these out as follows:

- **Option 1: I have no plans to touch my money in the next five years**
- **Option 2: I plan to use my money to set up a guaranteed income (annuity) within the next five years**
- **Option 3: I plan to start taking my money as a long-term income within the next five years**
- **Option 4: I plan to take out all my money within the next five years**

On the face of it, this appears sensible for non-advised clients. However, for at least some advised clients, the provider will be required to discuss the investment pathways with the client directly. In addition, when recommending an investment, either at outset or when changing a drawdown portfolio, an adviser will need to consider the new investment pathways and evidence why the recommended strategy is more appropriate for their client.

The FCA is proposing Investment Governance Committees will have independent oversight of the pathways being offered by a provider, and whether the pathways offer value for money to clients.

## Wake up packs

From age 50 and every five years thereafter, clients will receive new enhanced wake up packs which set out available options, including a single page summary highlighting the key elements of their pension, along with supporting information. The packs which launched on 1 November aim to prevent clients sleepwalking into retirement, and will also highlight the government's pension guidance service.

## Clarity around costs and charges

The FCA rightly continues to focus on creating greater clarity around charges, highlighting the monetary cost the client would have incurred in their pension during the previous 12 months. This will come into effect from 1 August 2020.

As part of this process, the new Money and Pension Service will launch a drawdown comparison tool to help clients looking for non-advised drawdown.

## Pension Transfers

Defined Benefit, and transfers in general, are very much front of mind for the FCA. CP19/25 paper looks at the wider issues and in particular we're likely to see a ban on contingent charging. A further potential development is a short form of advice, known as abridged advice, and there will be clarification regarding the position on firms offering a triage service.

DB transfers remain a specialist area, but with an increasing number of larger pension schemes offering partial transfers, the opportunity to continue to transact business in this area for the right client in the right circumstances remains.

## Lifetime allowance and State Pension

A few changes accompany the start of the new tax year. The pension lifetime allowance is edging back up again to £1,073,000 and the benefit of the triple lock will see state pensions increase by nearly 4%, with the single tier pension increasing to £175.20 per week.

Life in the world of pensions never stands still. Canada Life has recently greatly improved the investment options within our flagship pension solution, The Retirement Account, to give your clients the pension freedom they deserve. There's a wider choice of funds, easily selected from a new three tier framework.

**To find out more about retirement solutions from Canada Life visit [www.canadalife.co.uk/adviser/retirement](http://www.canadalife.co.uk/adviser/retirement)**

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# Intergenerational wealth transfer



## Is your firm ready?

**JENNIFER PARKER**

Head of NMBA

**I**t has been well reported that Baby Boomers are the richest generation in history and are set to remain so until around 2030. As such, over the next several decades, we can expect to see the largest intergenerational wealth transfer.

So, how can you get your business ready to support both the older generation and their younger beneficiaries?



**DATA PROVIDED BY THE SIMPLYBIZ GROUP, SUGGESTS THE MAJORITY OF ADVISERS SEE THIS AS AN OPPORTUNITY FOR 2020 AND BEYOND**

### Connecting with beneficiaries

Data provided by The SimplyBiz Group, suggests the majority of advisers see this as an opportunity for 2020 and beyond. However, there is a sense among some advisers that having these conversations and engaging with beneficiaries can be difficult.

A recent study from Octopus Investments found 86% of people surveyed, aged 30 to 60, did not have a financial adviser, which suggests a heavily untapped potential client pool.

Simon Rogerson, CEO at Octopus Group, suggests the biggest hurdle for intergenerational advice is educating the next generation on not only what financial advice can do for your investments, but, in turn, your life goals.

There's no doubt that those already working with an adviser see the value, with Sanlam research suggesting that:

- advised clients were twice as confident about being able to retire how and when they would like to (59% compared to 30% non-advised), and
- more than a quarter of advised clients (27%) had set a target income for their retirement, compared to 19% of non-advised people.

Moreover, the research from Octopus found that 81% of retirees said they had already spoken to their children about their will, while a further 12% said they hadn't but planned to do so. While Sanlam found two-thirds (67%) of people with advisers have allocated and already passed on money for their dependents. This compared to 40% of people without an adviser.

Clients may in fact be ahead of advisers in this respect, as they're already engaging with their children or grandchildren.



While having these conversations is essential, it's also worth ensuring you have accurate client records that capture details of clients' beneficiaries. Although it will take time to gather this information, your business will be in a stronger position having done so.

## Holistic planning

There are a range of services advisers can provide which will naturally lead to conversations around later life needs and beneficiaries.

If you don't hold the required permissions to advise in these areas, or you simply choose not to, you can still offer a holistic service to your clients through NMBA's Outsourcing Solutions, while generating an additional income stream for your business and potentially tapping into a new client base.

NMBA's Outsourcing Solutions gives Members access to will writing, estate planning and powers of attorney, thanks to our partnership with **APS Legal & Associates**, the UK's largest and most reputable will writing and estate planning company.

Ensuring your clients have a valid will and powers of attorney in place will naturally open the conversation towards your clients' beneficiaries and whether they're aware of their future inheritance or, indeed, if they're already being advised elsewhere.

Furthermore, being involved at the probate stage creates direct channels to executors, beneficiaries and trustees enabling you to provide much needed support at a difficult time.

The NMBA Care Programme can support clients who may need advice on their available options, or those whose situation is more pressing and requires solutions. Our

dedicated referral programme has everything you need to support clients including access to resources such as Care Box, a technical resource for advisers where you can quickly and easily check relevant information. *(You can find out more about Care Box on page 16.)*

**Care Sourcer** is the UK's first comparison matching site for care, where anyone can enter their needs and be matched with suitable providers in their area. There's also access to free online training from leading industry experts, **Just**.

For client support, advisers can rely on **My Care Consultant** who offer a free 15-minute personal telephone consultation with your clients to discuss their individual needs. Where appropriate, this can be extended to a 60-minute session, helping clients navigate the complexities of the care and welfare system easily.

## Marketing to millennials

While most of your current client base could be classed as Baby Boomers, their beneficiaries will likely be a mix of Generation X and Generation Y, or as they're more commonly referred to, Millennials.

It's important to note that these generations are fundamentally different in terms of how they research, select and purchase a product or service. These are the last generations to grow up unencumbered by technology, smart phones and social media.

That being said, they are tech savvy and are used to 24/7 support. Although these generations are comfortable with being technology enabled, they also still value a face-to-face service and physical presence.

To appeal to this younger generation, Yardstick Agency founder and director Phil Bray warned delegates at the Money Marketing conference in 2019 that what someone sees online can be 'absolutely vital'.

NMBA can help you set up a modern website, that's not only fully responsive and mobile friendly, but also comes with pre-written, compliant content. You can also integrate digital tools and calculators into your NMBA NextGen site, using technology to enable a smoother customer transaction, while appealing to a new demographic.

Websites start from as little as £30 per month and can include regular updates to your news feed or blog, plus integration with email marketing and social media. When you consider how younger generations research and interact with brands, these touchpoints are key.

## Find out more

**For more information on how NMBA can help your firm, log into the Members website at [nmba.info](http://nmba.info) or speak to the team on 01484 439200.**

**Alternatively, you can email [info@nmba.info](mailto:info@nmba.info)**



# What exactly is Care Box Online and what can it do for me?



**JACQUELINE BERRY**

Founding Director  
My Care Consultant

RESEARCHING QUALITY INFORMATION ABOUT THE VARIOUS ASPECTS OF THE CARE SYSTEM AND FUNDING CARE CAN BE VERY TIME CONSUMING AND WHILST THERE ARE A LOT OF SOURCES OF INFORMATION AVAILABLE, IT COMES FROM A MYRIAD OF PLACES. HAVING EVERYTHING THAT YOU NEED IN ONE PLACE IS EXTREMELY USEFUL.

*Graham Duffy, Care Specialist from Just, commenting on CareBox*

Whether you're an adviser or a paraplanner, there must be times when you spend hours on research, getting up to speed and up-to-date on a particular subject, just to be able to respond to an identified client need. Each client is unique, and it might have been a while since you last had someone with similar needs asking for your help. Do you sometimes wonder whether the client will appreciate, let alone pay for, this effort? Particularly when many misunderstand the value of professional financial advice, thinking that its primary role is to recommend financial products.

When it comes to care advice, these and related issues can be even more acute, given that the ultimate 'client' may be an elderly relative of an existing client, with little or no direct experience of financial advice. Furthermore, their immediate, urgent needs will typically relate to the complex, often unfamiliar area of unregulated advice. They need answers to questions such as; "Where can I get the care I urgently need?" "How will I know if it's right for me?" "Will the local authority or NHS pay for any of it?"

To keep up to speed with the knowledge required to provide fast, accurate advice in these situations is a time-consuming challenge, so for those looking to deliver comprehensive care advice, or simply to provide clients with some initial guidance, My Care Consultant launched **Care Box Online**.

Full of extensive care-related information that's regularly updated and added to, the Care Box Library acts as a central repository of key information sheets, check lists,





**CAREBOX IS A BRILLIANT RESOURCE FOR ADVISERS ACTIVE IN CARE PLANNING/ ADVISING. IN FACT, I'D SUGGEST THAT MEMBERSHIP IS ALMOST A NECESSITY IF ONE WANTS TO BE TRULY UP-TO-DATE WITH CURRENT LEGISLATION AND POLICY.**

*David Firman, Founding Partner of Sandringham Financial Partners*

flow charts, comprehensive guides, podcasts, videos and literature reviews, which can contribute to annual CPD requirements, can be shared with clients, and can provide quick, practical answers to most care-related questions. Rather than scouring the internet and other sources for the information you need, it's all here in one place. In addition, Care Box features an adviser toolkit designed to help firms build their business and underpin profitability in delivering care advice – unregulated and regulated. It includes communication templates and articles, 'off the shelf' presentations to customise, useful links and online tools, including those that can be used to source local care providers, content for adviser website development, case studies and a section keeping you up-to-date on regulations.

To access a one month free trial (no payment details required and takes less than a minute to sign up), visit: [www.careboxonline.co.uk/buy-a-membership-simplybiz-special-offer/](http://www.careboxonline.co.uk/buy-a-membership-simplybiz-special-offer/)

Following the one month free trial, NMBA Members are able to subscribe to Care Box on either a monthly or annual basis at a reduced price, which has been subsidised by The SimplyBiz Group as part of the new 'SimplyCare' programme of support, available exclusively for Members of the Group.

**If you have a question, client referral, or simply would like to get in with My Care Consultant, we'd love to hear from you!**

**You can either email us at [ask@mycareconsultant.co.uk](mailto:ask@mycareconsultant.co.uk) or call our helpdesk on 020 3290 3110.**

**...CARE BOX FEATURES AN ADVISER TOOLKIT DESIGNED TO HELP FIRMS BUILD THEIR BUSINESS AND UNDERPIN PROFITABILITY IN DELIVERING CARE ADVICE...**



# 2020 Events



The New Model Business Academy’s event programme is built around its key objectives; to improve access to, and the quality of, financial advice.

Rather than providing product information, NMBA events instead focus on wider issues, soft skills and how insight from our partners – and your peers – could help you develop your business even further.



## Best Practice Meetings

15 venues • 2 rounds

Our Best Practice Meetings are unique and allow delegates to tap into the shared collective of ‘adviser intelligence’, allowing you to exchange thoughts and ideas on practical, productive solutions, and overcome challenges together, and enhance the quality of advice and outcomes delivered to your customers.

## Round 1 (remaining events)

MARCH		
Tue 3	Birmingham	Village Hotel Solihull
Wed 4	Nottingham	Eastwood Hall
Tue 10	Chelmsford	Pontlands Park Hotel
Wed 11	Central London	Congress Centre
Thu 12	North London	Holiday Inn London/Elstree
Tue 17	Southampton	Macdonald Botley Park Hotel
Wed 18	Exeter	Sandy Park Conference & Banqueting Centre
Wed 25	Birmingham	Village Hotel Solihull
Tue 31	Cardiff	The Vale Resort
APRIL		
Thu 2	Central London	Congress Centre



## Business Evolution Forums

### 10 venues • 1 round

Our increasingly popular, flagship Business Evolution Forums continue into 2020. Drawing on the expertise of our industry experts, we will update attendees on current key market updates, trends and focusses, highlighting the importance of continued professional and personal development to stay ahead of the curve when it comes to the ever-changing industry and markets.

We will take a look at how to hone in on soft skills to improve performance, grow engagement levels with clients and expand business propositions into the most successful and profitable areas of the market.

Through the use of case studies we will explore real life examples to exemplify a greater, high level of understanding, across all subject areas and specialties relevant to you and your business. The day will include six provider sessions for that ever important CPD, breakfast and lunch, updates from NMBA and the opportunity to network with local advisers.

Through the support of our provider partners, we are able to offer these events free of charge to those that would like to attend, but places are limited and we encourage early booking to guarantee a place.

### Round 2

#### SEPTEMBER

Tue 8	<b>Birmingham</b>	Village Hotel Solihull
Wed 9	<b>Central London</b>	Congress Centre
Tue 15	<b>Birmingham</b>	Village Hotel Solihull
Wed 16	<b>Nottingham</b>	Eastwood Hall
Tue 22	<b>Southampton</b>	Macdonald Botley Park Hotel
Wed 23	<b>Exeter</b>	Sandy Park Conference & Banqueting Centre
Thu 24	<b>Cardiff</b>	The Vale Resort
Tue 29	<b>Wakefield</b>	Cedar Court Hotel (Wakefield)
Wed 30	<b>Bolton</b>	Bolton Whites Hotel

#### OCTOBER

Thu 1	<b>Manchester</b>	Manchester Airport Marriott Hotel
Tue 6	<b>Chelmsford</b>	Pontlands Park Hotel
Wed 7	<b>North London</b>	Holiday Inn London/Elstree
Tue 13	<b>Glasgow</b>	Westerwood Hotel & Golf Resort
Thu 15	<b>Bolton</b>	Bolton Whites Hotel
Wed 21	<b>Central London</b>	Congress Centre

#### MAY

Tue 5	<b>Chelmsford</b>	Pontlands Park Hotel
Wed 6	<b>Central London</b>	Congress Centre
Wed 13	<b>Glasgow</b>	Westerwood Hotel & Golf Resort

#### JUNE

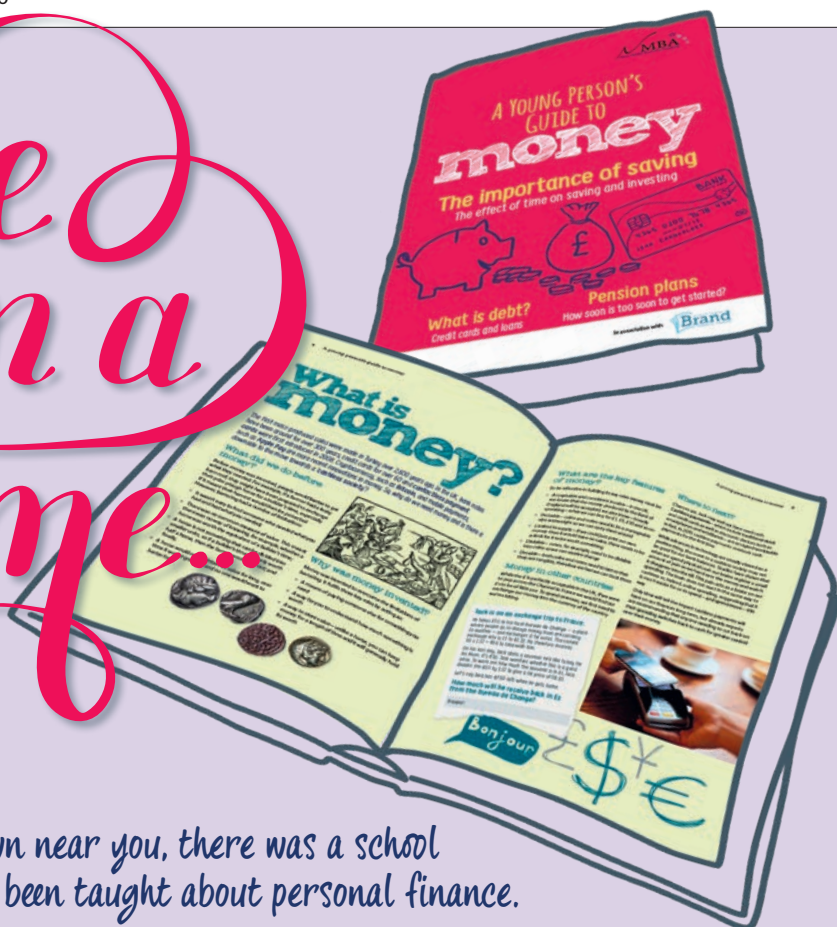
Tue 2	<b>Birmingham</b>	Village Hotel Solihull
Wed 3	<b>Nottingham</b>	Eastwood Hall
Tue 9	<b>Bolton</b>	Bolton Whites Hotel
Wed 10	<b>Wakefield</b>	Cedar Court Hotel (Wakefield)
Tue 16	<b>Southampton</b>	Macdonald Botley Park Hotel
Wed 17	<b>Exeter</b>	Sandy Park Conference & Banqueting Centre
Thu 18	<b>Cardiff</b>	The Vale Resort

...WE WILL UPDATE ATTENDEES ON CURRENT KEY MARKET UPDATES, TRENDS AND FOCUSSES, HIGHLIGHTING THE IMPORTANCE OF CONTINUED PROFESSIONAL AND PERSONAL DEVELOPMENT TO STAY AHEAD OF THE CURVE WHEN IT COMES TO THE EVER-CHANGING INDUSTRY AND MARKETS.

Find out more about our 2020 events and book your place at [www.nmba.info](http://www.nmba.info) or call 01484 439200.



# Once upon a time...



Once upon a time, in a town near you, there was a school full of pupils who had not been taught about personal finance.

Their school had trouble properly allocating time and space in the curriculum to deliver financial education. Therefore, the children did not know how to manage their pocket money and did not understand the different aspects of money. Soon the children will have to get jobs, pay tax, pay into a pension and even think about investments... where can they turn for help?

Despite the inclusion of financial capability in the national curriculum, schools continue to experience difficulty in allocating time and space to deliver financial education. The NMBA remains committed to supporting the delivery of financial education in schools as, even though children in schools and colleges are not likely to have to make financial decisions now, an increase in awareness could improve their ability to do so in the future.

With your support, we have continued to develop and deliver our 'Young Person's Guide to Money' initiative, with many of you attending local schools, colleges and community groups to share your knowledge and expertise.

However, we know financial debt continues to be an issue in the UK as; "331,337 people contacted StepChange for help with their debts in the first six months of 2019".

With your help, we can influence the financial capability of the next generation of consumers. As we enter the next decade, NMBA will continue our commitment to financial education and we hope you will join us.

Armed with their knowledge and the Young Person's Guide to Money, the adviser travelled to the school on their noble steed. Now the children had learned about personal finance and were more prepared for what the future may hold...

## The end

If you would like to deliver a financial education presentation in your area to a local school, college or community group please do get in touch with a member of our business support team. We can provide you with some helpful resources and our 'Young Person's Guide to Money' to get you started. Head over to the NMBA website for more information or contact us on [info@nmba.info](mailto:info@nmba.info) or call 01484 439 200.



# Test your knowledge

Having trouble? For help with your CII exams including mock exam papers, calculation workbooks, study notes, audio masterclasses and e-learning videos please visit Brand Financial Training at [www.brandft.co.uk](http://www.brandft.co.uk).

**These questions relate to examinable Tax year 19/20, examinable by the CII from 1 September 2019 until 31 August 2020.**

1. Which of the following is responsible for watching for systemic risks to the financial system as a whole?
  - a. The Prudential Regulation Authority
  - b. The Financial Conduct Authority
  - c. The Financial Policy Committee
  - d. HM Treasury
2. At what age does a child take over the role from their parent as the 'registered contact' of their Junior ISA?
  - a. 21
  - b. 18
  - c. 17
  - d. 16
3. Georgia spends from 1 December to 31 March in her house in Spain and returns to the UK for the rest of the time. She is likely to be treated by HMRC for residence purposes:
  - a. as automatically not resident in the UK
  - b. as automatically resident in the UK
  - c. according to the split year rules
  - d. according to the sufficient UK ties test
4. Why might an employer decide to provide death in service benefits through a separate insured scheme as opposed to through a defined benefit scheme?
  - a. To maintain death in service benefits without draining the fund
  - b. To treat the death in service benefits as an allowable expense
  - c. If the employees were all below 45
  - d. As the defined benefit scheme is fairly large
5. Where a life assurance policy includes a critical illness benefit, which type of trust should be used?
  - a. Split benefit trust
  - b. Absolute trust
  - c. Flexible trust
  - d. Discretionary trust
6. A property was bought at £117,000 and had tenants paying £525 per month, with general management costs of 25% and £1,100 worth of purchase costs. What is the rental yield?
  - a. 4.08%
  - b. 4.04%
  - c. 4.00%
  - d. 5.38%
7. A trade has been executed over the telephone by a member broker. When must the trade be reported to the exchange?
  - a. Within 1 minute of execution
  - b. Within 3 minutes of execution
  - c. At the end of automatic trading i.e. 4.30pm
  - d. By the time the LSE system finishes running i.e. 5.15pm
8. Which organisation introduced specific Training and Competence (T&C) requirements for those advising on long term care?
  - a. Prudential Regulatory Authority
  - b. Financial Conduct Authority
  - c. Association of British Insurers
  - d. Personal Finance Society
9. Louise, a widow aged 75, lives in a house valued at £600,000 that she is finding very hard to maintain on her level of income. She asks for advice about releasing equity to boost her income, what course of action would you suggest she considers first?
  - a. Home Income Plan
  - b. Shared Appreciation Mortgage
  - c. Trading down to a lower cost property
  - d. Drawdown scheme
10. Sandy is buying a property for £120,000 and Barney is buying a house for £150,000. What rates of stamp duty land tax will both pay assuming these are the only properties the two of them will own and neither of them is a first-time buyer?
  - a. Sandy will pay 0% and Barney will pay 0% and 1%
  - b. Sandy will pay 0% and Barney will pay 0% and 2%
  - c. Sandy will pay 1% and Barney will pay 1% and 2%
  - d. Sandy will pay 1% and Barney will pay 0% and 2%

Question	Your answer	Score
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
Total		

Answers on page 31.

# COMPTENCY FRAMEWORKS

The SimplyBiz Group's Group Training and Knowledge Manager, Michael Pashley, shares his insight into these highly effective management and supervision tools, including how SM&CR has made them more relevant than ever.

YOUR GUIDE



## MICHAEL PASHLEY

Group Training and Knowledge Manager  
The SimplyBiz Group

If you're interested in increased efficiency, productivity, and transparency in your business, a competency framework may be the answer.

A competency framework is a written, published document which details the behaviour, knowledge, and skills (collectively referred to as 'competencies') required for each role in your firm. Competencies may also be referred to as Key Performance Indicators, or KPIs.

Each competency within the framework should be SMART:

<b>S</b>	<b>Specific</b> , so employees understand exactly what they need to accomplish
<b>M</b>	<b>Measurable</b> , so they understand the degree to which they need to accomplish it
<b>A</b>	<b>Achievable</b> , so success is realistic and not just a pipedream
<b>R</b>	<b>Relevant</b> to their role and the firm's objectives
<b>T</b>	<b>Time-bound</b> ; with set, regular performance management reviews

The best competency frameworks are created as a team effort, with input from employees across the business. Ultimately, employees understand their roles, so they're best placed to determine which competencies would be most effective in managing and motivating them.

## Why do I need one?

Competency frameworks are incredibly useful in performance management. They enable something as subjective as a performance review to become an objective assessment. This degree of objectivity allows for bonus schemes and other performance-related remuneration to be based on a wide range of competencies – not just volume-based sales which can potentially drive the wrong kinds of behaviour.

The framework should contain competencies from all role profiles, so it provides employees with a greater understanding of what their colleagues do within the business.

When training staff, some may not consider what they're learning to be relevant to their role. As such, the competency framework can be useful to point out the relevant knowledge expected of them, and link it back to the firm's objectives.



When disciplining staff, the framework can help explain why the person is being disciplined and how it's relevant not only to their performance, but how it's relevant to the firm achieving its objectives as well.

The SM&CR brought with it the requirement for Certification employees, such as financial advisers and mortgage advisers, to be annually certified as Fit and Proper to perform their roles. What better, more transparent, way is there to evaluate Certification staff as Fit and Proper than using a SMART Competency Framework?

In summary, these competency frameworks are a golden ticket in terms of the training and competency side of your business. They can be used in practically every T&C scenario in order to make the process more efficient, keep employees on-side and drive forward a more effective, profitable enterprise in 2020.

### How do I write one?

The first rule of competency frameworks is that they need to be simple, easy-to-understand, and user-friendly. As such, if I was a business owner, I would opt for the following structure:

There'd be a cover page with 'ABC Financial Planning Limited Competency Framework 2020' at the top. The reason you'd put the year is because, over time, your framework is going to evolve and develop alongside regulation and business management. I'd suggest reviewing it annually.

Over the page would be the table of contents. Across from this would be the firm's objectives. For example, my firm's objectives might be:

- **To deliver high-quality, compliant financial advice service to our clients**
- **To be a profitable, commercial enterprise within a competitive financial services market**
- **To foster a culture of integrity, competence, and transparency**

All the competencies of all employees in the business should feed into helping the firm achieve its objectives. Everything done by advisers, paraplanners, and administrators should feed into the previous three objectives. By creating the framework this way, we're communicating to all employees how what they do has real purpose in contributing to the firm's objectives.

Next, I'd detail how the framework will be used, because a clear purpose is essential to getting buy-in from your employees, and indeed how to use it! In practice, staff using the framework should be properly trained how to do so. A paragraph should also go at the bottom of this page clarifying the position of any potentially discriminatory competencies (i.e. that the firm has tried to ensure there are none) because for the framework to be effective, it must be non-discriminatory.

Then, there would be the competencies for each role in the business. Each of these roles would have the role title at the top, then three headings: knowledge, behaviour, and skills. Below each of these would be four to five SMART competencies. You don't want too many – too many spinning plates can quickly become unachievable which goes against the SMART principle.

The competencies don't just have to be based on past performance – you can also include and reward future potential, for example if any of your employees are studying towards professional exams.

**Michael Pashley is Group Training & Knowledge Manager for The SimplyBiz Group. He is an award-winning Chartered Financial Planner, SM&CR specialist, investment technician, and a passionate presenter.**

# Should you pay for a review if you fail an exam?

*It happens to nearly everyone at some point – failing a CII exam. It's never a happy time but failing by only a few marks makes it feel even worse. What are your options if you believe you should have passed?*



**CATRIONA STANDINGFORD**

Managing Director  
Brand Financial Training

There is always the opportunity to re-sit an exam, but if you have sat a written paper, such as the CII's Ro6, AF papers or some Jo papers, you also have the opportunity to apply for your paper to be reviewed. The options come in the form of a clerical re-check, or a 'post-results review of marking'.

## Clerical re-check

A free clerical re-check is simply having someone ensure that no part of the script was missed, marks are totalled and recorded correctly, any adjustments that should have been made have been made and that if there were any special considerations to be taken into account, that they were.

## Post-results review of marking

This option is for those candidates who want an in-depth marking review. For £84, as well as the clerical re-check, the original marking of the paper will be reviewed to ensure the marking scheme was correctly applied to the paper. Any marks that should have been awarded at the original marking but were not, should now be given. Your £84 is refunded if you pass as a result of the review, but if the result is still a fail, the candidate will receive a report on the areas that need improvement.





## Who marks your paper?

The CII have qualified and experienced examiners who have been trained to mark written papers in line with specific criteria. They have a system to ensure that all pages of an answer book are accounted for, marked properly and marks correctly totalled. There are also processes in place so that not only are full marks given if an answer matches that given in the marking scheme, but also if an alternative, but just as valid, answer is given.

There is also a quality assurance process where a senior examiner reviews the original marking of a number of scripts to ensure that all examiners are working in line with the standards.

Despite this, errors do occur and candidates who should have been awarded a pass, are awarded a fail.

## Is it worth paying for a review?

We know of many candidates who have applied for a review and passed as a result. Sometimes only a mark or two were needed, but many candidates have received multiple additional marks after a review of their paper. Whilst this level of marking error shouldn't occur in the first place, it seems that it could be worth the £84 to have a failed paper reviewed.



**WE KNOW OF MANY CANDIDATES WHO HAVE APPLIED FOR A REVIEW AND PASSED AS A RESULT. SOMETIMES ONLY A MARK OR TWO WERE NEEDED, BUT MANY CANDIDATES HAVE RECEIVED MULTIPLE ADDITIONAL MARKS AFTER A REVIEW OF THEIR PAPER.**



## About Brand Financial Training

Brand Financial Training provide a variety of immediately accessible free and paid learning resources to help candidates pass their CII exams. Its resource range ensures there is something that suits every style of learning including mock papers, calculation workbooks, videos, audio masterclasses, study notes and more. As a member of NMBA, you can also claim 20% off every order by using code CORPNMBA at the checkout.

Visit Brand Financial Training at [www.brandft.co.uk](http://www.brandft.co.uk) or email [enquiries@brandft.co.uk](mailto:enquiries@brandft.co.uk).

# Apprenticeships in practice

The NMBA apprenticeship has now been up and running since April 2018. During that time, we have had over 300 apprentices and employers come on board to complete an apprenticeship. We therefore thought we would take a look at what the perceived benefits of an apprenticeship are amongst the national population.



Let's look specifically at the employer and business benefits of an apprentice. There are three main benefits to look at:

## Boosting productivity and competitiveness

Employing apprentices is evidenced, through recent research, to improve company productivity in the long and short term. It was found by the Centre for Economics and Business Research (CEBR) that, on average, each apprentice brings a gain in productivity of more than £10,000 per year for their employer, with figures for some sectors being even higher.

## APPRENTICESHIP STATISTICS 2018/19



Nearly

**75%**

of apprentices agreed that their chances of earning a higher wage in future had increased

**80%**

of apprentices agreed that their chances of progressing to a higher level of training had also increased



Source: Learners and Apprentices Survey 2018

## BY RECRUITING & TRAINING APPRENTICES, YOU CAN DEVELOP PEOPLE IN A WAY THAT PROMOTES THE SPECIFIC SKILLS REQUIRED BY YOUR BUSINESS & INDUSTRY, TO ENABLE THEM TO MOVE INTO THEIR DESIRED PROFESSION

Apprenticeships can also help companies to compete in the modern marketplace through innovative thinking and fresh ideas. In industry research, almost 8 out of 10 employers agreed that taking on apprentices helped to make their organisations more competitive. Another finding was that more than 80% of customers prefer to buy from companies which employ apprentices.

### Training apprentices, building skills and keeping staff

There is currently a skills gap within the UK which makes it hard to fill vacancies, and this is particularly true within financial advice and paraplanning. By recruiting and training apprentices, you can develop people in a way that promotes the specific skills required by your business and industry, to enable them to move into their desired profession. Another option is to offer apprenticeships to your existing staff as a way of improving their training, which many of our employers do.

One concern for many employers is an apprentice leaving after their apprenticeship has finished to join another business or start their own. Typically, apprenticeships actually boost staff retention as staff feel loyal to those who have invested in their training, and are therefore more motivated to stay in the business.

### Cost-effective training

Apprenticeships are particularly cost-effective as a form of training, because apprentices are making a contribution to the workplace while they are learning. Apprentices spend much of their time gaining skills on the job, and are only expected to complete their apprenticeship study during 20% of their weekly working hours.

Another cost advantage for employers is that, while you are expected to pay your apprentices' wages, 95% of the remaining training cost is paid for by the government. In 2020, employers will have much more control over the use of funding for apprentices, and it will be much easier for employers to access funding.

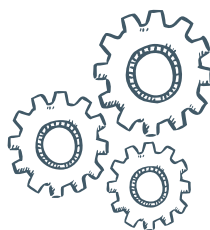
Source: Skills Training UK



## EMPLOYERS ALSO BENEFIT

78%

of employers that hired an apprentice reported improved productivity



65%

recognise the new ideas apprentices bring to their organisation



83%

would also recommend apprentices to other businesses

## AFTER COMPLETION



90%

of apprentices will get a job or go into further training after finishing an apprenticeship

72%

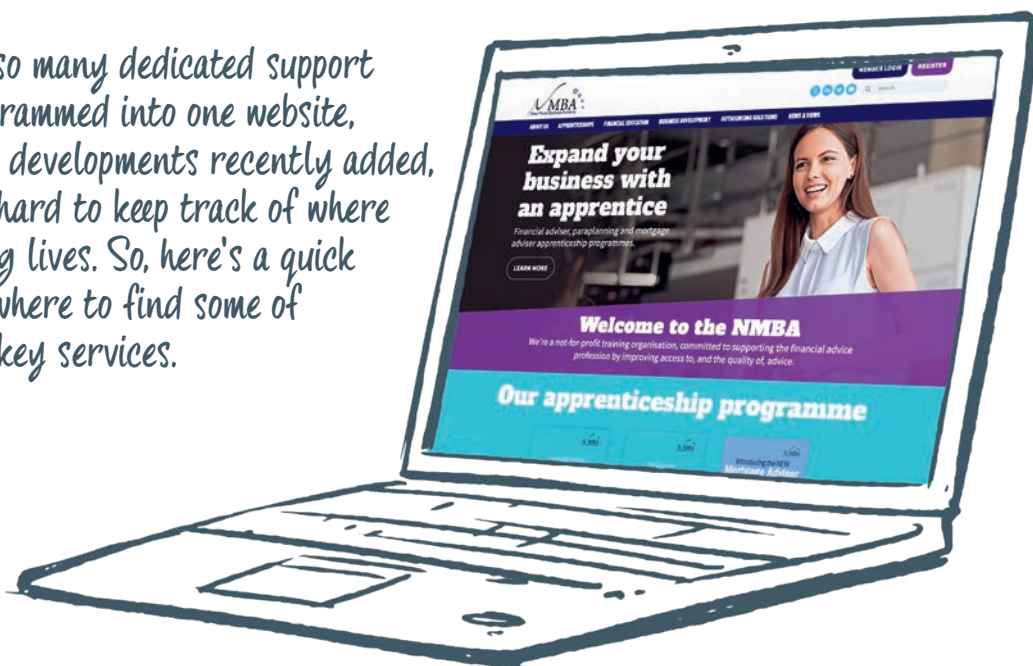
will find sustained employment



Source: B2W Group



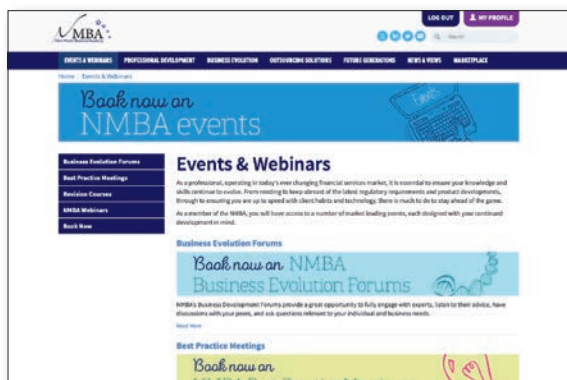
We have so many dedicated support services crammed into one website, with more developments recently added, it can be hard to keep track of where everything lives. So, here's a quick guide on where to find some of NMBA's key services.



# Make the most of the NMBA website

## Events and webinars

You can't miss this, it's the first item in the menu and it's where you can find all the dates and venues for two rounds of Best Practice Meetings, the first round of Business Evolution Forums plus all our exclusive webinars, all designed to deliver vital CPD with leading industry partners, as well as revision courses.



## Business evolution

Under this menu heading you'll find our business development support, which includes the NMBA Care Programme, NextGen websites, marketing, communications, social media and sales support, as well as access to SIFA Professional who facilitate connections between financial advisers and solicitors.



## Outsourcing Solutions

If you don't have the required qualifications to advise in certain areas, or you simply choose not to, NMBA Outsourcing Solutions can provide you with a selection of trusted referral partners who can support your clients' needs and some in cases, provide a referral fee to you.

### DB transfer bureau

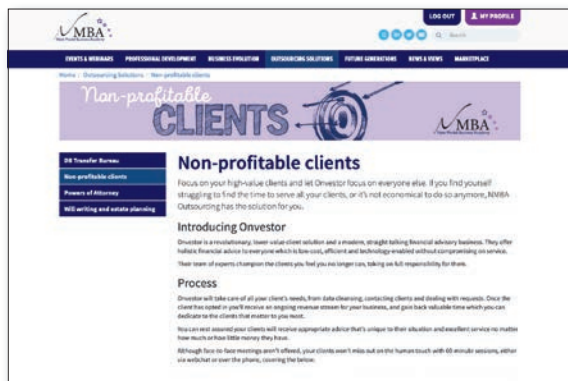
Our dedicated panel, comprising Onvestor and Pensionhelp, are experts in DB pension transfers, meaning you can still offer advice in this critical area, even if you've made the decision not to conduct them yourself. As with all our referral partners, they've gone through our extensive due diligence process and you can rest assured your clients will receive a first-rate service.

### Non-profitable clients

If you're struggling to find the time to focus on your high-value clients, Onvestor can help.

Their revolutionary, lower-value solution offers clients a modern, straight-talking financial advisory service. Their approach to holistic financial advice is available to everyone, and is not only low-cost, but also efficient thanks to their technology-enabled processes.

Their team of experts champion the clients you feel you no longer can, taking on full responsibility for them.



### Powers of Attorney

A loss of capacity can strike anyone, at any age, which is why it's imperative your clients have valid Powers of Attorney in place.

A Power of Attorney is a legal document that allows an individual to appoint a third party to make decisions on their behalf when they no longer have the capacity to do so themselves. Without it, should the worse happen, your client's assets may be frozen, and their spouse or children will have to apply to the courts to access them.

To start offering these valuable services to clients, you simply need to become an APS Affiliate which involves watching two short webinars and a quick self-test.



## Wills, estate planning and probate

Helping your clients establish a will is a great way to ensure your clients' assets are well managed, even when they pass onto the next generation. Being involved at the probate stage will also provide you with direct access to beneficiaries, executors and trustees.

It's never been easier to add these vital services to your business thanks to APS Legal & Associates which offer various routes to do so, including referral only or its full associate route.

## Future generations

Under here, you'll find a wealth of information on our apprenticeship programme and our Young Person's Guide to Money initiative, including resources to help you deliver much needed financial education to young people in your area.



Visit [www.nmba.info](http://www.nmba.info) and see what you might have been missing.

*We get a lot of questions at NMBA, about a wide variety of things, but there are some questions we are asked more than others. We will review some of these (and their answers!) here...*

# YOUR QUESTIONS ANSWERED

**If I am an investment adviser, but also advise on mortgages and protection, does that mean I have to do 15 hours of IDD CPD in addition to the standard 35 hours?**

The FCA requires investment advisers to undertake a minimum of 35 hours of CPD each year, 21 of which need to be structured. The Insurance Distribution Directive (IDD) also brought in a regulatory requirement for all staff involved in insurance distribution to complete a minimum of 15 hours CPD each year. For investment advisers the 15 hours of CPD can be included within the annual 35 hour requirement, but must be annotated as IDD related CPD.



### What is structured and unstructured CPD?

To be classed as **structured CPD**, an activity must meet certain requirements, including being at least 30 minutes long, have set learning objectives and be validated. Structured CPD must be validated by either a test or a reflective statement, to evidence what you have learnt. Examples of structured CPD could be a seminar, event or presentation, with learning objectives. When you undertake a CPD activity, check whether it meets these requirements – if it doesn't, you can't claim it as structured CPD.

**Unstructured CPD** can be any time length and may not have learning outcomes. It doesn't have to be validated, however that is best practice to evidence that the activity was of value and added to your development through a reflective statement. An example of an unstructured activity could be a piece of reading or research.

### When should I complete my CPD?

You should be completing CPD often. We would recommend completing 3 hours of CPD each month. This is best practice, so that in any rolling 12 month period you are continuously meeting your CPD requirements. When you apply for your SPS renewal, you will be asked to confirm you have met the CPD requirements, so make sure you have got 35 hours in the 12 months before your SPS renewal date.

### Do I need a CPD certificate?

Technically no, as this doesn't validate your learning. If you didn't have a CPD certificate but did have validation (like a test or reflective statement), you CPD still counts. If you don't have any validation but just have a certificate, that is not sufficient to allow you to claim that activity as structured CPD. It is best practice to be provided with a CPD certificate for some activities as this confirms your attendance/participation.

### Do I need to fill in the reflective statement?

Unless there is a test which can otherwise evidence your learning, yes. Whether the activity is structured or unstructured, we would always recommend completing a reflective statement to demonstrate your learning from the activity you have undertaken.

If there are any questions you'd like us to cover next time, please send them to [info@nmba.info](mailto:info@nmba.info)



#### Test your knowledge (page 21) – answers and cross-references:

1. C – CII Ro1 Study Text Chapter 4
2. D – CII Ro2 Study Text Chapter 6:2
3. B – CII Ro3 Study Text Chapter 5
4. A – CII Ro4 Study Text Chapter 4
5. A – CII Ro5 Study Text Chapter 7
6. C – CII J10 Study Text Chapter 2:1
7. B – CII J12 Study Text Chapter 6
8. B – CII CF8 Study Text Chapter 1
9. C – CII ER1 Study Text Chapter 6
10. B – CII Ro7 Study Text Chapter 4



For more information about our services,  
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