

Title	Provide advice in a personal lending context using the Six Step Process		
Level	5	Credits	5

Purpose	People credited with this unit standard are able to provide advice in a personal lending context using the Six Step Process.
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Classification	Financial Services > Financial Services - Professional Practice
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Available grade	Achieved
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Guidance Information

1 References

Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
 Code of Banking Practice 2018;
 Code of Professional Conduct for Financial Advice Services;
 Consumer Guarantees Act 1993;
 Credit Contracts and Consumer Finance Act 2003;
 Fair Trading Act 1986;
 Financial Markets Conduct Act 2013;
 Financial Service Providers (Registration and Dispute Resolution) Act 2008;
 Financial Services Legislation Amendment Act 2019;
 ISO 22222:2005 *Personal Financial Planning – Requirements for personal financial planners*, available from <https://www.iso.org>;
 KiwiSaver Act 2006;
 Reserve Bank of New Zealand Act 1989;
 Responsible Lending Guidelines, published by the Financial Services Federation, Wellington, 2011. Available at www.fsf.org.nz;
 relevant industry codes of conduct;
 and all subsequent amendments and replacements.

2 Definition

Six Step Process – the financial services industry standard for the provision of personal financial advice internationally, derived from ISO 22222 *Personal Financial Planning*.

3 All tasks must be carried out in accordance with industry good practice based on:

- a ISO 22222 *Personal Financial Planning*, at a similar level to that described in the many summarised forms that are published by local and international financial planning industry participants;
- b legislation, regulations, and best practice, including any guidance notes published by the agency responsible for the relevant enactment or code; and
- c the Code of Professional Conduct for Financial Advice Services.

Assessments requiring application or demonstration of skills and knowledge may be performed using workplace evidence or evidence derived from simulation or scenario based activities.

- 4 Assessments of any aspects of the Six Step Process do not require candidates to be familiar with the formal terms of ISO 22222.
- 5 This unit standard is intended to build on the technical competency articulated in Unit 28382, *Develop personal lending solutions to meet lending framework requirements and process a personal loan application*, Unit 31880, *Demonstrate and apply knowledge of the personal lending services environment and concepts*, and Unit 31881, *Gather and analyse information and apply knowledge of products to meet personal borrowing needs*. Candidates need to be able to develop and deliver advice, using the skills covered in these standards, according to a recognised process and sequence.

Outcomes and performance criteria

Outcome 1

Provide advice in a personal lending context using the Six Step Process.

Performance criteria

- 1.1 Establish and define the relationship with the personal lending client.

Range may include but is not limited to – meeting disclosure requirements; obtaining privacy acknowledgements; establishing scope of service, any known limitations to the service, obligations of parties; agreeing nature of remuneration for the service.
- 1.2 Determine borrowing goals and collect qualitative and quantitative information for the agreed scope of service.

Range may include but is not limited to – identifying objectives, needs, and priorities; collecting quantitative and qualitative information.
- 1.3 Analyse and evaluate client information to determine client financial situation.

Range may include but is not limited to – analysing client information compared to assessment of objectives, needs, and priorities; identifying any issues or concerns.
- 1.4 Develop personal lending recommendations and present to the client.

Range may include but is not limited to – modelling of alternative strategies; communicating how the advice meets the client's needs and objectives; outlining risks and/or disadvantages of recommendations; establishing responsibilities of the parties.

1.5 Implement personal lending recommendations.

Range may include but is not limited to – negotiating any variations required for implementation; arranging client acceptance and sign off; communicating with client through the application process.

1.6 Monitor and review personal lending recommendations.

Range may include but is not limited to – establishing terms for review, timetable for review, responsibilities of the parties; assessing progress towards goals; determining any changes needed.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 January 2020	N/A

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.