March Masterclass 2021

Agenda

8:45 am	**Arrival**
9:00 am	**Welcome**
9:05 am	**Centrepoint update** **Presenter:** Executive, Centrepoint Alliance
9:30 am	**Research and economic update: Portfolio construction examples with a deep dive into ESG responsible investing** Are you and your clients ready for 2021? Centrepoint Research will provide an economic outlook for the year ahead, including potential impacts and considerations for your clients. Build on portfolio construction examples from the last masterclass and learn more about ESG and responsible investing, to help navigate this growing area of interest. **Presenter:** Daniel Stojanovski, Head of Research, Centrepoint Alliance **FASEA CPD areas:** General, Technical Competence **Topic areas:** Generic Knowledge, Managed Investments
10:30 am	**Morning tea**
10:55 am	**It is never a good time...** The passing of a loved one is a traumatic event and for those left behind. There are many issues to consider, and navigating Superannuation funds and Centrelink can be a nightmare. Advisers help clients steer their way through the maze of legislation and make sense of the confusion. Peter and Mark present an overview of potential issues to ensure that you are well equipped to provide this valuable service to your clients at this difficult time. **Presenters:** Peter Kelly and Mark Teale, National Technical Managers, Centrepoint Alliance **FASEA CPD areas:** Technical Competence, Client Care & Practice **Topic areas:** Centrelink, Superannuation, Estate Planning, Taxation

For more information, please contact our events team at **events@cpal.com.au**

CENTREPOINT ALLIANCE

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12.10pm

What complaints and breaches tell us about ethics

Ethics guide us by establishing rules, principles, and values on which we base our conduct. Commissioner Hayne said that the proper conduct of financial service entities can be based on the following ideas:

- Obey the law
- Do not mislead or deceive
- Act fairly
- Provide services that are fit for purpose
- Deliver services with reasonable care and skill
- When acting for another, act in the best interest of that other.

We can see that the five values set out in the Code of Ethics echo these ideas. It is important to note that being ethical requires constant review, evaluation, and adjustment. As it has now been a year since commencement of the Code of Ethics, we ask the question, “how well are we doing?”

In this session the Centrepoint Compliance team will:

- Examine the conduct underlying recent complaints and breaches,
- Identify the key ethical takeouts, and
- Consider how ethical culture and ethical leadership can reduce complaints and breaches.

Presenters: Nicole Alexander, Head of Licensee Standards and Justin van den Boog, Head of Professional Standards, Centrepoint Alliance

FASEA CPD areas: Professionalism & Ethics, Regulatory Compliance & Consumer Protection

Topic areas: Ethics, Generic Knowledge

1.10pm | **Lunch**

1.55pm

Behavioural finance: what advisers need to know and how they can use it

Under FASEA, existing advisers are be required to complete a behavioural finance-related bridging unit, or to pass an exam that has a behavioural finance-related component, or both. This session endeavours to provide advisers with a taste of the types of behavioural issues and opportunities they will encounter.

Then, through a number of interesting psychological studies and fun examples for advisers to try themselves, the session will demonstrate how advisers can apply psychological insights in the way they frame and present their emails, presentations, investments reports, statements of advice and client conversations. Small psychological tricks can sometimes create meaningful differences.

Presenters: Simon Russel, Founder and Director of Behavioural Finance Australia

FASEA CPD areas: Client Care and Practice

Topic areas: Skills

3:25 pm | **Close**

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