

Responsible Manager Training

AGENDA

Time	Description
9:00am	Welcome and housekeeping
9:10am	<p>Case Study 1 – Managing a cyber incident Cybersecurity is a key focus for licensees, advisers and clients. In this session, we will look at a recent cyber incident and examine:</p> <ul style="list-style-type: none"> • how the incident occurred and how it could have been prevented • how to respond to the incident including assessing and reporting a data breach • the role of cybersecurity insurance <p>Presenter: Nicole Alexander Estimated CPD areas: Regulatory Compliance and Consumer Protection</p>
10:30am	Morning tea
10:45am	<p>Case Study 2 – Managing a client complaint Licensees must have and follow dispute resolution procedures when responding to client complaints. In this session we will look at a client complaint and examine:</p> <ul style="list-style-type: none"> • the IDR steps to acknowledge, investigate, resolve and respond to the complaint • using the complaint register and IDR reporting • examining the complaint for reportable situations <p>Presenter: Nicole Alexander Estimated CPD areas: Regulatory Compliance and Consumer Protection</p>
12:00pm	<p>Atlas Outsourcing Outsourcing administrative services is an option to provide compliant and cost-effective administrative services for your business. This can reduce overheads and time efficiencies for clients, resulting in increased capacity to hold greater focus on the more profitable areas of your business.</p> <p>Presenter: Richella Daly Estimated CPD areas: N/A</p>
12:30pm	<p>Lending as a Service Discuss the lending market and various lending structures available to advisers. Lending as a Service creates an opportunity for your core business that referrals don't, adding security around existing client base & close the service loop.</p> <ul style="list-style-type: none"> • Attracts younger clients to your business for future business growth and has the potential to bridge the client age gap. • Understand the cloud-based platform, CRM and Referral portal. <p>Presenter: Glen Maestri – Lending Service Estimated CPD areas: N/A</p>
1:00pm	Close and lunch