

# AIST Education Course Guide

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# 2017



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Australian Institute of Superannuation Trustees

## *Professionally develop your way to the top*

Research shows that a planned approach to skills development helps you move up the career ladder more quickly and in a direction of your choosing. In fact, one recent study found that 68 per cent of workers identified training and development as the most important workplace policy.

As the super industry evolves, so do the roles within it. Upskilling – or simply refreshing – can lead to new ideas, increased efficiency and, ultimately, better results both for you and your organisation.

Ongoing professional development is also important to ensure you and your fund are across new industry regulations and the latest technology developments.

Attending courses in a stream outside your primary role can also be of benefit to your professional development – understanding the other processes or functions in your business can change the way you approach your own work.

Designed specifically for professionals working in profit-to-member super funds, AIST's annual calendar of courses, along with our training partnerships with the Australian Institute of Management (AIM) and the Association of Data-driven Marketing & Advertising (ADMA), provide a full suite of learning programs for AIST members and the broader super sector.

We hope that you find the right professional development solution for you enclosed. Alternatively, you can contact our training team for a personalised solution.

Good luck with your training endeavors.



**Sharon Bierens**  
Executive Manager, People & Culture  
Australian Institute of Superannuation Trustees

# CONTENTS

## COURSES FOR TRUSTEES, CEOS AND EXECUTIVES

### Trustee Director Course

Build your Expertise	4
Enhance your Excellence	4
Director Briefings	5
In-House Board Briefings	5

## COURSES FOR FUND STAFF

<b>FNS50715 Diploma of Superannuation</b>	<b>6</b>
RG146 for the Superannuation Industry	6
Insurance for the Superannuation Industry	6
Investment for the Superannuation Industry	7
Professional Development Series	8
RG146 Refresher	9
Superstarter – an Introduction to Superannuation	9
Assessing TPD & Death Benefit Claims	10
Facts, Information and General Advice	10

## DEVELOPING YOUR YOUNG PROFESSIONALS

AIST Super Grads Program	11
Mentoring@AIST	12
Young Super Network	12

## RECOGNISE YOUR TRAINING

AIST Accreditation Program	13
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## TRAINING PARTNERSHIPS

AIST's Training Partnerships	14
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## TAILORED AND IN-HOUSE TRAINING

Can't find a course that's right for you? AIST's experienced and highly-qualified education team can build programs to suit you and your fund's needs. We pitch our delivery to your audience and take a flexible approach to all aspects including location, time and value for money. When you invest in AIST education, you can be assured that we are dedicated to professional development and your fund's business success.

Group discounts apply. Contact AIST for more information.

Contact the AIST Education and Leadership team via [training@aist.asn.au](mailto:training@aist.asn.au)

# COURSES FOR TRUSTEES, CEOS AND EXECUTIVES

## TRUSTEE DIRECTOR COURSE

AIST's flagship educational offering – the Trustee Director Course – recognises the unique role that superannuation trustee directors have in providing a better retirement outcome for working Australians.

The flexible delivery of the Trustee Director Course means participants can complete the full course in 5 days or break it down into individual days across any time period. Participants can also choose to attend individual days of the Trustee Director Course at any time to address specific professional development needs.

Facilitated by AIST and industry experts, each program is delivered via a combination of interactive case studies and practical 'real life' learning experiences.

### BUILD YOUR EXPERTISE

The essential requirement for directors and fund executives in superannuation.

#### COURSE OUTLINE

The role and responsibilities of a trustee director are different to a corporate director. This course will develop competence in the regulatory environment of superannuation, trustee director responsibilities, understanding how super fund boards work and analysing super fund board reports.

#### KEY TOPICS:

- The superannuation industry
- Trustee director duties and obligations
- Superannuation fund operations
- The risk framework
- Interpreting financial statements
- Introduction to investment principles
- The trustee board
- Analyse board reports

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<b>Location:</b>	All states
<b>Duration:</b>	5 days (also available as individual modules)
<b>Full Course Price:</b>	\$8,650 + GST
<b>Individual Modules Prices:</b>	Full day: \$1,730 + GST 3/4 day: \$1,295 + GST 1/2 day: \$865 + GST 1/4 day: \$435 + GST
<b>CPD (hours):</b>	36 (upon completion of all assessment requirements)

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### ENHANCE YOUR EXCELLENCE

For experienced trustee directors wanting more.

#### COURSE OUTLINE

Designed for experienced trustee directors, this course enables participants to become more effective in the boardroom by improving decision-making skills, developing the capacity to lead board discussions and making more valuable contributions to the fund's strategic direction.

Participants will examine the best ways to evaluate the outcomes of board decisions in relation to members' best interests and gain the confidence to challenge boardroom debates.

#### KEY TOPICS:

- The board's role in strategic oversight
- Guide the strategic direction of the fund
- The economic and investment environment
- Managing and monitoring risk
- Investment governance
- Monitoring management
- Board culture and governance

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<b>Location:</b>	All states
<b>Duration:</b>	5 days (also available as individual modules)
<b>Full Course Price:</b>	\$8,650 + GST
<b>Individual Modules Prices:</b>	Full day: \$1,730 + GST Half day: \$865 + GST
<b>CPD (hours):</b>	40 (upon completion of all assessment requirements)

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## DIRECTOR BRIEFINGS

### COURSE OUTLINE

AIST's 90 minute Director Briefing sessions address current areas of change and challenges in governance and fund leadership.

These sessions are designed to provide continuing professional development (CPD) opportunities for trustee directors in a collegiate forum.

Topics are set on a rolling basis to ensure the latest and most topical content for profit-to-member super fund directors.

Examples of previous topics have included:

- Managing risk
- Insurance and claims
- Block chain
- Key super Budget measures

<b>Location:</b>	Melbourne and Sydney
<b>Duration:</b>	1.5 hours
<b>Prices:</b>	AIST member: \$200 (incl. GST) Non-AIST member: \$240 (incl. GST)
<b>CPD (hours):</b>	1.5

## IN-HOUSE BOARD BRIEFINGS

### COURSE OUTLINE

AIST's popular Board Briefings offer a short, sharp training session that is delivered on demand at your board meetings. Drawing on AIST's policy and governance expertise – as well as our unique insight into developments with the government, the regulators and other key stakeholders – these sessions will ensure your board is across the issues that matter to your fund.

### KEY TOPICS:

Topics are decided by your board, however examples include:

- Latest insights from APRA and ASIC
- Risk culture and your fund
- Strategic planning
- Investment beliefs

<b>Location:</b>	Available in all capital cities at an agreed place and time
<b>Duration:</b>	1–2 hours
<b>Prices:</b>	Contact AIST
<b>CPD (hours):</b>	1 for every hour of training (eg. 2 training hours, 2 CPD hours)

*"The Trustee Director Course is a fantastic way to ensure you are bringing best practice to your role as a trustee director. The course material delivered by expert facilitators and networking with other trustee directors is engaging and valuable. The assignment is a great way to apply and consolidate the learnings from the course. I would recommend this course to all trustee directors."*



Lisa Marty,  
GAIST (Adv.),  
Trustee Director, First Super

*"I found the Trustee Director Course educational and challenging. It also allowed participants the opportunity to share like or dissimilar experiences and possible alternative thoughts on how to tackle the various issues raised. The presenters were excellent. A very good course and I would thoroughly recommend it to other trustee directors."*



Gary Humphrys,  
GAIST (Adv.),  
Trustee Director, HESTA

## COURSES FOR FUND STAFF

# FNS50715 DIPLOMA OF SUPERANNUATION

Tailored to those looking to bolster their superannuation industry training and secure a nationally recognised diploma level certification, AIST's Diploma of Superannuation is a solid foundation and highly respected qualification upon which to build your career in super.

These three diploma level courses meet nationally recognised units of competency. They may be completed as standalone subjects or combined to obtain a FNS50715 Diploma of Superannuation.

## RG146 FOR THE SUPERANNUATION INDUSTRY

Complete as a standalone course or as part of the FNS50715 Diploma of Superannuation

### COURSE OUTLINE

RG146 is widely considered to be an essential prerequisite for many careers in the superannuation industry. This fundamental course is regularly updated to ensure you meet the Australian Securities and Investments Commission's (ASIC) Tier 1 Compliance requirements.

This course is relevant to those currently working in – or aspiring to work in – member-facing roles within profit-to-member super.

### KEY TOPICS:

- The purpose of superannuation
- Receiving contributions
- Paying benefits
- Understanding your legal responsibilities
- The Australian economic environment
- Asset classes and investment vehicles
- Taxation
- Licensing, disclosure and communication requirements
- Insurance
- Retirement income streams
- Social security
- Estate planning & the financial planning process



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<b>Location:</b>	All states – e-learn also available
<b>Duration:</b>	Facilitated 3 days
<b>Early bird prices:</b>	AIST member: \$1,720 (GST exempt) Non-AIST member: \$2,130 (GST exempt)
<b>Standard prices:</b>	AIST member: \$1,890 (GST exempt) Non-AIST member: \$2,340 (GST exempt)
<b>CPD (hours):</b>	24 (upon completion of all assessment requirements)

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## INSURANCE FOR THE SUPERANNUATION INDUSTRY

Complete as a standalone course or as part of the FNS50715 Diploma of Superannuation

### COURSE OUTLINE

For those working in insurance roles or if you are a trustee director looking to gain a deeper understanding of your obligations, AIST's Insurance for the Superannuation Industry will provide you with a better understanding of the structure, regulation and design of insurance within profit-to-member super.

This course is relevant to both those currently working in insurance roles as well as those looking to make a career move towards insurance-focused roles within super.

### KEY TOPICS:

- Introduction to insurance
- Legislation and regulatory bodies
- Other insurance considerations for trustees
- Insurance within superannuation
- Insurance benefit design
- Underwriting and risk assessment
- Death and disability claims
- Dispute resolution



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<b>Location:</b>	All states – self-paced also available
<b>Duration:</b>	Facilitated 3 days
<b>Early bird prices:</b>	AIST member: \$1,720 (GST exempt) Non-AIST member: \$2,130 (GST exempt)
<b>Standard prices:</b>	AIST member: \$1,890 (GST exempt) Non-AIST member: \$2,340 (GST exempt)
<b>CPD (hours):</b>	18 (upon completion of all assessment requirements)

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## INVESTMENT FOR THE SUPERANNUATION INDUSTRY

Complete as a standalone course or as part of the FNS50715 Diploma of Superannuation

### COURSE OUTLINE

With more than half of member queries based around investment decisions, AIST’s Investment for the Superannuation Industry course will enable participants to have better conversations with their internal investment teams as well as members by providing an overview of how investment works in the profit-to-member super sector.

This intensive three-day course is relevant to those looking to have deeper investment conversations with members, as well as those with a non-investment background looking to gain more than just a 101 understanding in this important area.

### KEY TOPICS:

- Introduction to investments
- Asset classes
- Investments, economics and regulation
- Managed investment products
- Service providers and market participants
- Asset valuations
- Investment management styles
- Trustee considerations



<b>Location:</b>	All states – self-paced also available
<b>Duration:</b>	Facilitated 3 days
<b>Early bird prices:</b>	AIST member: \$1,720 (GST exempt) Non-AIST member: \$2,130 (GST exempt)
<b>Standard prices:</b>	AIST member: \$1,890 (GST exempt) Non-AIST member: \$2,340 (GST exempt)
<b>CPD (hours):</b>	18 (upon completion of all assessment requirements)

*“Highly informative and practical session.”*

Ian Steel,  
Trustee Director,  
Statewide Super


  

*“Very engaging and at an appropriate level.”*

Patrick Fitton,  
Team Manager,  
Employer Relationships,  
Cbus



# COURSES FOR FUND STAFF

## PROFESSIONAL DEVELOPMENT SERIES

### COURSE OUTLINE

Designed for superannuation fund professionals in member and employer facing roles AIST's Professional Development (PD) Series consists of four half-day seminars.

Our PD Series focuses on issues identified by members working in the profit-to-member super sector and provides appropriate and relevant Continuing Professional Development (CPD) in a format that is both informative and interactive.

With topics changing annually to keep pace with the rapidly changing superannuation landscape, the PD Series is an effective way of ensuring your ongoing competency on a range of issues impacting your employers and members.

### WORKSHOP 1 – APRIL/MAY 2017 RELATIONSHIP AND ACCOUNT MANAGEMENT

As member and employer engagement becomes an increasing focus for both member acquisition and retention, having the right skills to develop and foster these important relationships is a must.

This three hour session is specifically designed to help you hone your communication and account management skills to build stronger and more meaningful relationships.

#### KEY TOPICS:

- How to formulate conversations for maximum collaboration and outcome
- Creating, monitoring and evaluating your account management plans
- Identifying, responding to and customising services to meet different employer needs

### WORKSHOP 2 – JUNE 2017 SUPPORTING YOUR MEMBERS' GOALS IN RETIREMENT

Helping your members achieve appropriate financial and lifestyle goals in retirement is a key role for both member-facing and employer-facing fund professionals.

#### KEY TOPICS:

- Hear the latest research findings from both AIST and National Seniors on trends in retirement including intentions, attitudes and spending
- Understand the range of products and asset allocations appropriate at different stages of retirement
- Discuss lifestyle planning and transition options you can provide employers and members as they consider retirement

### WORKSHOP 3 – SEPTEMBER 2017 COMMUNICATING THE INVESTMENT RISK/REWARD TRADE OFF

This deep dive session – aimed at member and employer-facing fund professionals – will provide valuable insights into the key factors that influence investment decisions, and ultimately impact on your members' returns.

This session is a must for those looking to help members enhance their understanding of long term investment returns.

#### KEY TOPICS:

- Explore the factors that influence the risk/reward trade off
- Learn what drives the performance of various asset classes
- Discover how investment markets have changed
- Understand the issues important to members in selecting their investment options

### WORKSHOP 4 – OCTOBER/NOVEMBER 2017 DIGITAL: THE GAME CHANGER FOR ADMIN AND YOUR MEMBERS

Technology and digital developments are rapidly transforming member education and employer administration.

Covering both the role of technology in revolutionising administration and the future of member education in a digital age, member and employer-facing fund professionals should not miss this session.

#### KEY TOPICS:

- Discuss the impact of Single Touch Payroll and myGov on your employers and members
- Review the impact of Gateway services and SuperStream
- Examine the digital trends influencing member education
- Learn how behavioural finance can enhance your online member education programs

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<b>Location:</b>	All states	<b>Standard prices:</b>	AIST member: \$545 (incl. GST)	<b>CPD (hours):</b>	3
<b>Duration:</b>	3 hours		Non-AIST member: \$660 (incl. GST)		

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**These workshops will be accredited for CPD hours by the Financial Planning Association of Australian (FPA). Please note: accreditation does not constitute endorsement.**

## RG146 REFRESHER

### COURSE OUTLINE

The RG146 Refresher is a half-day facilitated training course that is designed for people who are already RG146 compliant. It is recommended that you refresh your RG146 accreditation at least every two years.

AIST's RG146 Refresher provides an overview of recent – and upcoming – changes to super legislation and the regulatory landscape. The course is continually updated to provide delegates with the most relevant and timely information.

### KEY TOPICS:

The content of each workshop will vary to match the current legislation and regulatory changes, however topics may include:

- Update on the economic environment
- Superannuation and the tax system
- Recent legislative changes to superannuation
- Financial advice regulation and disclosure obligations
- Changes to trustee governance obligations
- Investment update

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<b>Location:</b>	All states
<b>Duration:</b>	3 hours
<b>Early bird prices:</b>	AIST member: \$545 (incl. GST) Non-AIST member: \$660 (incl. GST)
<b>Standard prices:</b>	AIST member: \$600 (incl. GST) Non-AIST member: \$725 (incl. GST)
<b>CPD (hours):</b>	3

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It is recommended that you refresh your RG146 accreditation at least every two years.

## SUPERSTARTER – AN INTRODUCTION TO SUPERANNUATION

### COURSE OUTLINE

AIST's Superstarter is an introductory course for people who have recently entered the superannuation industry. No previous knowledge or experience is required to attend this course.

A straightforward and interactive workshop, Superstarter will provide all the essentials needed to kick off a career in super. Superstarter will help participants to make sense of the jargon, acronyms and complexity that is typical of the super industry. It will provide an overview of the history and mechanics of superannuation to help you to be more effective in your role.

AIST's Superstarter is deliverable as a full day or a half day workshop. Contact AIST to discuss your needs.

### KEY TOPICS:

- Introduction to superannuation
- Contributions to superannuation funds
- An introduction to Investment
- Withdrawal of superannuation benefits
- Insurance within super overview

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### ESSENTIAL FACTS – HALF DAY

<b>Location:</b>	All states
<b>Duration:</b>	3 hours
<b>Early bird prices:</b>	AIST member: \$545 (incl. GST) Non-AIST member: \$660 (incl. GST)
<b>Standard prices:</b>	AIST member: \$600 (incl. GST) Non-AIST member: \$725 (incl. GST)
<b>CPD (hours):</b>	3

### COMPREHENSIVE – FULL DAY

<b>Location:</b>	All states
<b>Duration:</b>	6 hours
<b>Early bird prices:</b>	AIST member: \$810 (incl. GST) Non-AIST member: \$990 (incl. GST)
<b>Standard prices:</b>	AIST member: \$890 (incl. GST) Non-AIST member: \$1,090 (incl. GST)
<b>CPD (hours):</b>	6

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## COURSES FOR FUND STAFF

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### ASSESSING TPD & DEATH BENEFIT CLAIMS

#### COURSE OUTLINE

AIST's Assessing TPD & Death Benefit Claims workshop provides the skills and knowledge needed to develop and implement best-practice claims assessment practices.

This half-day course uses real-life case studies from the Superannuation Complaints Tribunal (SCT) to demonstrate some of the issues commonly encountered during the assessment of total permanent disability (TPD) and death benefit claims.

The course provides students with the skills and knowledge to process and handle the assessment of TPD and death benefit claims with the view to improving a fund's service levels and reputation.

#### KEY TOPICS:

- Overview of the insurance claim process and potential outcomes to fund members
- Importance of beneficiary nominations to fund members
- The role of the Superannuation Complaints Tribunal (SCT)
- The role of the Financial Ombudsman Service
- TPD and death benefit case studies

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<b>Location:</b>	All states
<b>Duration:</b>	3.5 hours
<b>Early bird prices:</b>	AIST member: \$690 (incl. GST) Non-AIST member: \$855 (incl. GST)
<b>Standard prices:</b>	AIST member: \$760 (incl. GST) Non-AIST member: \$940 (incl. GST)
<b>CPD (hours):</b>	3.5

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### FACTS, INFORMATION AND GENERAL ADVICE

#### COURSE OUTLINE

Providing non-compliant financial advice can be detrimental for the member and may result in legal consequences for the fund.

This half-day workshop provides participants with the skills and tools they need to outline the different types of financial advice defined in the Corporations Act, to provide an overview of advice documentation and to understand best practice in the provision of financial advice.

#### KEY TOPICS:

- The different levels of advice given to members
- Common queries that could lead you to give the wrong level of advice
- Strategies on how help members without putting you or their retirement savings at risk

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<b>Location:</b>	All states
<b>Duration:</b>	3 hours
<b>Early bird prices:</b>	AIST member: \$545 (incl. GST) Non-AIST member: \$660 (incl. GST)
<b>Standard prices:</b>	AIST member: \$600 (incl. GST) Non-AIST member: \$725 (incl. GST)
<b>CPD (hours):</b>	3

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## AIST SUPER GRADS PROGRAM

The AIST Super Grads Program provides participating organisations the opportunity to offer university graduates or existing employees a pathway to leadership in the profit-to-member superannuation industry.

### PROGRAM OUTLINE

The program is committed to identifying and developing talented individuals from across the country in a variety of specialist fields to work in the profit-to-member superannuation industry. The program grants organisations access to a vast number of candidates to choose from, or alternatively, can be utilised by an existing staff member.

The 12 month program is aimed at developing young people who are genuinely committed to making a difference to the quality of retirement for all Australians, with an understanding of the underlying ethos of profit-to-member super.

The program is suitable to develop people in a number of roles including marketing and communication, legal and compliance, finance, investment, business development, policy and research, human resources, IT and client relations.

### THE SUPER GRADS PROGRAM OFFERS:

- A nationally recognised qualification in RG146 for the Superannuation Industry
- Soft-skills training at two separate training and development retreats
- Two one-week work placements at associated entities
- Access to a formal mentor from the industry
- Attendance at Australia's largest profit-to-member super conference, the Conference of Major Superannuation Funds (CMSF)
- Networking opportunities with other graduates and senior leaders in the super industry

All AIST member funds and associate members are eligible to participate in the national program.

<b>Location:</b>	All states
<b>Duration:</b>	12 months
<b>Prices:</b>	Contact AIST
<b>CPD (hours):</b>	Dependent on the Super Grad's Professional Development Plan
<b>Program designed for:</b>	Graduates or existing employees on a pathway to leadership
<b>Register interest:</b>	Additional information about the program is available on our website. Register your interest for an AIST representative to get in contact to discuss how the program can meet your organisational development needs.
	<a href="http://supergrads.aist.asn.au">http://supergrads.aist.asn.au</a>

*“The Super Grads program is vital if we want to recruit and develop future leaders who understand the history and ethos of the sector and our unwavering focus on member best interests – whether they are employed in investment, member services, governance or communications. The program injects a cohort of impressive, enthusiastic and diverse young people into the sector.”*



Cate Wood,  
Chair – Member Director,  
CareSuper

# DEVELOPING YOUR YOUNG PROFESSIONALS

## MENTORING@AIST

As part of its ongoing commitment to professional development and education for the individuals working within Australia's \$700 billion profit-to-member superannuation sector, AIST is proud to deliver our mentoring program for AIST members, Mentoring@AIST.

### PROGRAM OUTLINE

Our mentoring program provides both mentors and mentees with an opportunity to develop and advance in their careers.

The one-on-one program uses a structured mentoring schedule to facilitate both the mentor and mentee in meeting their personal mentoring objectives.

The program offers mentees an additional layer of support and advice in their careers, helping them to maximise their potential and achieve career goals.

For mentors, the program can improve leadership and networking skills, and provide alternate approaches and ways of thinking. Participating as a mentor can also be used as part of an application to become a Fellow of AIST in AIST's member accreditation program.

The duration of each mentoring partnership is 12 months however participants are welcome to continue their partnership once the program ends.

Mentoring@AIST provides numerous resources to assist in making the mentoring partnership productive and successful. This includes handbooks, meeting templates, online tutorials and networking events.

Intakes for the program occur twice yearly in February and July.

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<b>Location:</b>	All states
<b>Duration:</b>	12 months
<b>Program designed for:</b>	All
<b>Register interest:</b>	Additional information about the program is available on our website. Register your interest for an AIST representative to get in contact to discuss how the program can support your professional development. <a href="http://mentoring.aist.asn.au">http://mentoring.aist.asn.au</a>

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## YOUNG SUPER NETWORK

The Young Super Network (YSN) is an organised professional network for people working in the profit-to-member superannuation industry.

Created by AIST in 2010, the network holds events across various states in Australia, facilitating open and creative discussion of current and future industry issues.

YSN caters to the growing number of young professionals in the industry, providing them with topical content on big-picture industry issues and encouraging them to expand their networks within superannuation and the broader financial industry.

Free to join for AIST members, YSN currently delivers educational events and social gatherings throughout the year in Melbourne, Sydney, Brisbane, Adelaide and Hobart.

*“The Young Super Network is an invaluable forum for young super professionals to learn and engage with experts, connect with peers, and lay the foundations that will become the collective future of the industry.”*



Miki Crosbie,  
Publications Co-ordinator –  
Marketing and Communications,  
Super SA

## AIST ACCREDITATION PROGRAM

Demonstrate your commitment to your role and the wider superannuation industry with AIST member accreditation.

### PROGRAM OVERVIEW

AIST’s membership accreditation program provides individuals with the prestige of being recognised for the valuable contribution that they have made in their role and to the superannuation industry.

Accreditation demonstrates your experience in the industry as well as your ongoing commitment to upholding higher professional standards by acknowledging the time you spend attending accredited training programs, professional development events and approved courses.

### AIST POST-NOMINALS

AIST offers two post-nominals determined by length of service and industry contribution, Associate of AIST (AAIST) and Fellow of AIST (FAIST).

AIST’s member accreditation framework is outlined below:

Associate of AIST (AAIST)			
Education requirement:	Length of service:	Industry contribution:	Ongoing annual CPD:
RG146 for the superannuation industry  <i>or</i>  Diploma qualification (the qualification does not have to be related to the superannuation or financial services industry).	1 year +	Not applicable.	30 hours per year or 90 hours over a rolling 3 year period.  At least 50% of the CPD hours recorded must be completed with AIST.
Fellow of AIST (FAIST)			
Education requirement:	Length of service:	Industry contribution:	Ongoing annual CPD:
Bachelor degree (any course of study)  <i>or</i>  Trustee Director Course.	3 years +	An individual will need to submit an application of 100 words or less explaining how they have made a contribution to the industry.	30 hours per year or 90 hours over a rolling 3 year period.  At least 50% of the CPD hours recorded must be completed with AIST.

Application to AIST's accreditation program is open to all trustee directors and fund professionals working within AIST member funds. It is a complimentary benefit to AIST members – no application fees apply.

For more information and to apply, visit [www.aist.asn.au/education](http://www.aist.asn.au/education)

## AIST'S TRAINING PARTNERSHIPS

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### LOOKING FOR TRAINING OUTSIDE OF SUPER? TAKE ADVANTAGE OF AIST'S TRAINING PARTNERSHIPS

AIST understands that many people in the superannuation industry have a range of professional development needs.

To help our members meet their training goals, AIST has partnered with the Australian Institute of Management (AIM) and the Association for Data-driven Marketing & Advertising (ADMA) to deliver many of the courses provided by both associations to AIST members at reduced rates.

#### WHO IS AIM?



AIM is Australia's largest membership organisation for managers and leaders. AIM has provided training to at least half a million people in its 75 year history and is a trusted training partner to over half the companies on the ASX200.

AIM's reputation in delivering soft skills – or interpersonal skills training – makes them an ideal AIST training partner to enhance the skills in your fund.

Adding over 100 courses on a wide range of topics including communication and presentations skills, relationship management, managing client relationships and more, AIST's partnership with AIM can support your range of ancillary training needs.

#### WHO IS ADMA?



ADMA is Australia's leading association for data-driven marketers and advertisers. ADMA IQ Education has been created to deliver dedicated education programs that give marketers the practical skills they need to produce highly effective and successful creative marketing, across multiple channels.

With marketing, media and analytics changing fast, ADMA IQ's comprehensive marketing education program provides courses on a range of topics including analytics, content, data, digital marketing, mobile, search and more to meet the needs to your growing member experience programs.

Programs from both AIM and ADMA can also be tailored and delivered in-house to your teams to provide an exclusive training experience for your fund and teams.

For full details on the courses available and to book, visit [www.aist.asn.au](http://www.aist.asn.au)

# 2017 EVENT DATES



AIST's annual calendar of superannuation events and conferences are tailored specifically for professionals working in profit-to-member funds.

Activity	Location	Date/s
AIST Advice Symposium	Melbourne Exhibition Centre, Melbourne	28-Feb
Conference of Major Super Funds (CMSF)	Gold Coast Convention Centre, Gold Coast	22 – 24 Mar
Thought Leadership Lunch	Sofitel, Melbourne	18-Apr
Thought Leadership Lunch	Amora Hotel, Sydney	20-Apr
Chairs Forum	Melbourne	8-May
CIO Forum	ME Bank, Melbourne	20-Jun
Thought Leadership Lunch	Amora Hotel, Sydney	27-Jun
Thought Leadership Lunch	Sofitel, Melbourne	29-Jun
Chairs Forum	Sydney	31-Jul
Member Experience Ideas Exchange	Hilton South Wharf, Melbourne	1-Aug
Employer Engagement Ideas Exchange	Hilton South Wharf, Melbourne	2-Aug
AIST Super Investment Conference (ASI)	Sheraton Mirage, Gold Coast	6 – 8 Sep
Insurance Ideas Exchange	Hilton South Wharf, Melbourne	4-Oct
Governance Ideas Exchange	Hilton South Wharf, Melbourne	25-Oct
Legal & Compliance Ideas Exchange	Hilton South Wharf, Melbourne	26-Oct
Contact Centre Study Tour	USA	TBA
Chairs Forum	Melbourne	13-Nov
Thought Leadership Lunch	Amora Hotel, Sydney	14-Nov
Thought Leadership Lunch	Sofitel, Melbourne	16-Nov
AIST Awards Dinner	RACV Club, Melbourne	7-Dec

For full details visit [www.aist.asn.au](http://www.aist.asn.au)

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