



# Strategic Wealth 360 Student FAQ

## Key Features and Introduction to the SW360

### Can you provide me with a snapshot of the various components of the SW360?

Once enrolled in the SW360 - please complete the following steps:

- Review your enrollment letter. Be ready to commit to a 10 week program.
- Review the Learning Guide and these FAQs.
- Thoroughly review the case and note any gaps or missing information you feel will be necessary to complete your wealth plan.
- Respond to CSI communications to select one of the dates and times for a client discovery interview, WebEx test and Oral Presentation.
- Use the information you gathered from your client discovery interview, the clients' Missing Information Synopsis (provided after the client discovery interview) and the financial case (available with your online course) to create a comprehensive strategic wealth plan. Submit the wealth plan for scoring.
- Present your wealth plan to a client panel.

### Where can I find a schedule of the 10 week program?

Once logged in to your online course look for your session and student resources. Click on *Booking Your SW360 Client Discovery Interview, Oral Presentation, and WebEx Test Call*. Print the schedule and refer back to it during the course of your 10 week program so that you do not miss any key dates. The schedule is also available to CSI's website at [www.csi.ca](http://www.csi.ca) - search for 'SW360' in the search bar to review the full course information.

### Will I receive text material with my SW360 enrollment?

No, for certifications courses such as the SW360, students are expected to use all their previous knowledge, learning, skills and work experience to prepare. With your SW360 you will receive the following online material:

- *Learning Guide*
- *FAQ's*
- *Client Discovery Communication (Missing Information Synopsis)*
- *The Case Study*
- *Sample Plan Template and Heading Structure*
- *Sample Feedback*

## Client Discovery Interview

### **How do I book my Client Discovery Interview?**

An email will be sent to you the first business week after registration has closed that will ask that you go to your session folder, (for instance, April 2016). In the folder, open the *Booking Your SW360 Client Discovery Interview, Oral Presentation, and WebEx Test Calls* document that contains the link where you will be able to book your Client Discovery Interview. Select and schedule a time that best works for you. Please keep in mind that slots fill up quickly and are available on a first come first serve basis.

### **How long do I have to complete the client discovery interview?**

You have one hour to complete the client interview.

### **How should I prepare for the client discovery interview?**

This will be your only opportunity to speak with the client before completing the wealth plan. Candidates should treat this part of the assessment as a live client discussion and come to the call having read the case materials and with questions ready, as you would when having a discovery interview with an actual client. Please review the evaluation checklist found in the Learning Guide to ensure you are fully aware of the areas you will be evaluated on.

### **At what stage of the relationship am I at with the client prior to the client discovery interview?**

The client discovery interview represents a continuation of conversations you have been having with the client. The expectation is that you have spoken with the clients a few times previously and they have indicated they are now ready for you to go to the next step, the process of developing a wealth plan. In response to your request from previous meetings for financial statements and a list of desired information, the clients have met with their accountant to put together the package of statements. These statements are available in the Resources section of the case.

### **What is evaluated during my client discovery interview? Who completes the evaluation?**

You will be evaluated on conversation flow, communication skills, and relationship building. For full details, please refer to the Learning Guide as the criteria are outlined therein. The person with whom you conduct the interview, and who will be acting as the client will complete the evaluation.

### **Is the client discovery interview recorded?**

Client discovery interview calls are recorded and kept on file for a short period for quality assurance, workforce management, training, evaluation and verification.

### **Can I reschedule my client discovery interview?**

You may reschedule your telephone Client Interview only under extenuating circumstances such as medical, bereavement, or similar circumstances. In the case of an extenuating circumstance request, you must provide relevant documentation. For more details, please see [the Policies for CSI Students](#). To reschedule your Client Interview, please email your request to [sw360@csi.ca](mailto:sw360@csi.ca).

## Wealth Plan

### **How long should my wealth plan be?**

As a guideline, a typical plan should be around 35-45 pages, and while we encourage you not to exceed that length, you should consider the client when setting up the length of your plan. This is a document that a client needs to understand and gain value from. Keeping the plan at a reasonable length and presenting it in a professional manner will greatly assist in meeting that goal.

### **Am I able to use financial planning software?**

You may use financial planning software to complete Section 2 of the wealth plan. Do not over-rely on financial planning software, as it will only help you with one section of the wealth plan. Ensure that you provide your own analysis of the results.

### **Are there format requirements that I should be following when creating my wealth plan?**

Yes, a pre-formatted template is provided for you to use. If you decide not to use the preformatted template, please adhere to the formatting guidelines in the Wealth Plan section of the Learning Guide. The format of your plan, as a stand-alone item, is not a graded component of the assignment; however, formatting may contribute to the presentation, readability and flow of your plan, all of which form a component of the scoring. Further, candidates should submit a plan that would be appropriate to deliver to a client for review.

### **Can I request an extension on the deadline for submitting the wealth plan?**

Extensions beyond the deadline for submitting your wealth plan will only be granted under extenuating circumstances such as medical, bereavement, or similar circumstances. In the case of an extenuating circumstance request, you must provide relevant documentation. For more details, please see the [Policies for CSI Students](#). To reschedule your Client Interview, please email your request to [sw360@csi.ca](mailto:sw360@csi.ca).

### **What are my options if I receive a failing grade on my wealth plan?**

Successful completion of the Wealth Plan component is required to pass Strategic Wealth 360. All plans are automatically marked by two markers independently of one another and those combined marks determine the final result. If the marking of your Wealth Plan results in a failing grade, you will receive feedback on your plan; to complete the program you would need to re-enroll in the program.

### **In the wealth plan template, under the analysis section, there is a placeholder for *Cash Flow & Net Worth (Year 2) Statements*. Should I prepare a projection of how my potential recommendations will impact cash flow and net worth for two years?**

Yes, the preparation of a projected cash flow and net worth statements for Year 1 and Year 2 will help support your final recommendation. Typically, you would prepare projected statements for a longer period, but, for the purposes of the Strategic Wealth 360, two years is sufficient.

**The Learning Guide asks for me to provide two potential recommendations per goal. Should I prepare a thorough analysis for both solutions (including the projected net worth and cash flow statements) or only for the one that I am recommending?**

You need to provide two potential recommendations per goal. Full analysis is required for both potential recommendations so that you can show your client the benefits of one recommendation over the other. This analysis is what adds value to your wealth plan.

**Part 3 of the wealth plan Evaluation Checklist makes reference to a ‘detailed rationale’ for final recommendations. What is the expectation?**

You will be expected to provide a one or two paragraph summary of your rationale based on information from your analysis.

**Is it acceptable to use Word and Excel?**

If you are using Excel, you should paste tables into the wealth plan which should be created in Word. Your final wealth plan should consist of a single Word document.

**In the Analysis section, do I need to show calculations for each of my solutions or just include written descriptions for my recommended solutions?**

Consider the value to your client that showing a calculation would bring to your wealth plan. This should help you determine whether it should be included or not.

**Should I only provide a description of each section in the analysis or are you looking for the actual statements, charts and graphs?**

You should use a combination of written analysis, sample statements, charts and graphs to clearly show the differences in your two potential recommendations.

**If I need to provide a projected Cash Flow & Net Worth Statement for each goal, are these cumulative, or do I only show the effects of each particular solution?**

In your potential recommendations, it is important to understand the interdependencies of each decision and document them, but for the Strategic Wealth 360 it's not necessary to create a cumulative statement.

**In Part 3, Recommendation and Rationale, do I need to include statements such as net worth, cash flow, or are you just looking for written descriptions as it states in the format?**

The recommendation and rationales only need to be written descriptions with references to the Analysis sections where appropriate.

## Oral Presentation

### **How do I book my Oral Presentation?**

An email will be sent to you the first business week after registration has closed that will ask that you go to your session folder (for instance, April 2016), open the *Booking Your SW360 Client Discovery Interview, Oral Presentation, and WebEx Test Call* document that contains the link where you will be able to book your Oral Presentation. Select and schedule a time that best works for you. Please keep in mind that slots fill up quickly and are available on a first come first serve basis.

### **When presenting the wealth plan, who will I be presenting to?**

Your audience will be a panel of CIWM designation holders. One of the panel members will play the role of your client. During the presentation, the client may ask questions about your approach and your recommendations. The other two panel members will play a role as a spouse/advisor and observer. All will score the presentation.

### **Why do we do an oral presentation?**

The oral presentation is your opportunity to articulate on your recommendations and rationale. Feedback will be provided on the presentation flow, your presentation style, and communication skills. The oral presentation will have no impact on the grading of your wealth plan; your wealth plan will be graded before your oral presentation.

### **What is a WebEx test call?**

A WebEx test call is a dry run of your oral presentation. Please note that you will not be asked to present your wealth plan. Please see the Learning Guide for further information about the WebEx test call.

### **I am unable to attend my oral presentation. Am I able to reschedule it?**

You are allowed to reschedule your oral presentation only under extenuating circumstances such as medical, bereavement, or similar circumstances. In the case of an extenuating circumstance request, you must provide relevant documentation. For more details, please see the [Policies for CSI Students](#). To reschedule your Client Interview, please email your request to [sw360@csi.ca](mailto:sw360@csi.ca)