



Insurance Broking

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FINANCIAL SERVICES SCHOOL - **An Overview**

The Financial Services School (The FSS) is a Registered Training Organisation Provider Number 31916. It is approved to deliver Certificate III and Diploma of Insurance Broking and Certificate IV in General Insurance. The FSS has been involved in training in the insurance broking and claims sector since 2005. Trainers have significant practical industry experience and provide students with ongoing support and feedback.

Training and Delivery

The Financial Services School team pride themselves on the personalised service provided to clients and students. The process adopted is to provide students with continual feedback and support in the learning process. We recognise that each student's abilities will differ and will provide additional support where needed. We understand not everyone learns in the same manner. Our courses are adapted to fulfil these variations in learning.

We do expect students to take responsibility for their learning, which includes meeting the timelines we establish for completion of assessments. Timelines for completion are allocated on the student's dashboard, or if additional training and assessment is required, allocation of timeframes is made by the trainer. Flexibility is applied where there are extenuating circumstances and/or at the request of an authorised supervisor. From time to time we may require students to complete a course earlier than indicated. This only occurs when there has been a change to the training package (qualification) and the student is in danger of exceeding the teach-out period provided by the regulators.

When students submit their assessments, our trainers will review the assessment and contact the student to provide them with feedback. If the student requires additional training this will be completed via telephone at that time. If students require additional support completing the assessments, they can contact their trainer during office hours to gain assistance.

Our Courses

Our courses have been developed with practicality in mind. Our trainers and resource developers have all worked extensively in the general insurance and insurance broking profession. The courses are designed with practical day to day broking practices in mind. We recognise that whether a person is 6 or 60, they all learn differently. Our objective is to accommodate the varying ways people learn.

Our training modules contain a variety of text-based learning modules, interactive info-graphics and animations to maintain the students' interests.

It is our view that technical insurance knowledge is formative to the development of insurance broking skills. Our training courses incorporate technical knowledge, generic product knowledge and broking skills.

SHORT COURSES

Beginners

COURSE CONTENT

This short course is designed for new-comers to the industry. The purpose of this course is to introduce new-comers to basic insurance principles; roles and legal obligations of an insurance broker; overview of industry participants; the concept of insurance; interpreting insurance documents and insurance terms; overview of types of insurance covers; provision of advice and disclosures; information required to arrange a quotation; traps and pitfalls of insurance products; how to read the PDS – generic domestic product knowledge focusing on private motor, home and contents and landlords and communicating with the client.

The short course covers the knowledge and skills required to meet ASIC RG146 Tier 2 requirements.

Modules in this course include:

- Introduction to Insurance
- Fundamental Compliance – Provision of Advice and Disclosure
- Providing Advice on Private Motor Insurance
- Providing Advice on Domestic Property Insurance

*THESE MODULES ARE ALSO AVAILABLE AS INDIVIDUAL LEARNING MODULES.

TRAINING AND ASSESSMENT PROCESS

The assessment process for this short course will include:

- Combination true/false, multiple choice and short answer questions
- Case studies
- Practical assessments (students unable to complete practical assessments will be provided with case studies and additional methods of assessment)
- Trainer/Assessor or supervisor's observation in the workplace
- Post gap assessment test, role play or verification questions (if required).

Students are provided with feedback on the completion of each training module. Students may contact their trainer for assistance during working hours without a prior appointment. Where an employer has paid for the student to complete the course, the employer will be provided with feedback on the student's progress when requested. Students are required to agree to this on initial enrolment.

No feedback is provided to employers where the student has self funded their course unless with the express permission of the student.

TIMELINE FOR COMPLETION

This course is self-paced. The average timeline for completion is between 2 and 6 months depending on the learner's previous experience and exposure to practical application within the work environment.

UNITS OF COMPETENCY

THIS COURSE FORMS PART OF FNS31615 CERTIFICATE III IN INSURANCE BROKING

Code	Name
	Module 1 (Introduction to Insurance)
FNSINC301A	Work effectively in the financial services industry
	Module 2 (Tier 2 General Insurance for Insurance Brokers) – Compliance – Advice and Disclosures; Providing Advice on Private Motor; Providing Advice on Domestic Property Risks.
FNSASIC305	Provide Tier 2 personal advice in general insurance
FNSASIC304	Provide Tier 2 general advice in general insurance
FNSIBK302	Provide general advice in general insurance broking products and services
BSBCUE309	Develop product and service knowledge for customer engagement operation

TIER 2 General Insurance

COURSE CONTENT

This short course is designed for individuals with some general insurance industry experience. The purpose of this course is to provide students with the opportunity to demonstrate the knowledge and skills required to meet ASIC RG146 requirements for Tier 2 General Insurance. This course explains the compliance standards required to be met by insurance brokers including provision of advice and disclosures; information required to arrange a quotation; traps and pitfalls of insurance products; how to read the PDS – generic domestic product knowledge focusing on private motor, home and contents and landlords; communicating with the client.

The short course contains covers the knowledge and skills required to meet ASIC RG146 Tier 2 requirements.

Modules in this course include:

- Fundamental Compliance – Provision of Advice and Disclosure
- Providing Advice on Private Motor Insurance
- Providing Advice on Domestic Property Insurance

*THESE MODULES ARE ALSO AVAILABLE AS INDIVIDUAL LEARNING MODULES.

TRAINING AND ASSESSMENT PROCESS

The assessment process for this short course will include:

- Pre- gap assessment test - this test determines the students current level of knowledge and allows us to determine gap training requirements and to consider prior knowledge (this is only available to students with prior industry knowledge)
- Combination true/false, multiple choice and short answer questions
- Case studies
- Practical assessments (students unable to complete practical assessments will be provided with case studies and additional methods of assessment)
- Trainer/Assessor or supervisor's observation in the workplace
- Post gap assessment test, role play or verification questions (if required).

Students are provided with feedback on the completion of each training module. Students may contact their trainer for assistance during working hours without a prior appointment. Where an employer has paid for the student to complete the course, the employer will be provided with feedback on the student's progress when requested. Students are required to agree to this on initial enrolment.

No feedback is provided to employers where the student has self-funded their course unless with the express permission of the student.

TIMELINE FOR COMPLETION

This course is self-paced. The average timeline for completion is between 2 and 6 months depending on the learner's previous experience and exposure to practical application within the work environment.

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UNITS OF COMPETENCY

THIS COURSE FORMS PART OF FNS31615 CERTIFICATE III IN INSURANCE BROKING

Code	Name
	(Module - Tier 2 General Insurance for Insurance Brokers) – Compliance – Advice and Disclosures; Providing Advice on Private Motor; Providing Advice on Domestic Property Risks.
FNSASIC305	Provide Tier 2 personal advice in general insurance
FNSASIC304	Provide Tier 2 general advice in general insurance
FNSIBK302	Provide general advice in general insurance broking products and services
BSBCUE309	Develop product and service knowledge for customer engagement operation

Intermediate – Tier 1 Insurance Broking

COURSE CONTENT

This module covers the knowledge and skills, required to meet ASIC RG146 Tier 1 Insurance Broking.

Designed for brokers handling SME business including Farm (optional), the course is broken down into six (6) learning modules, one of which is optional. Exemptions may apply to some of these modules if recognition of prior learning has been assessed through a pre-gap assessment test. The last three modules focus on the formative technical training required to operate as an insurance broker, including the importance of gathering information about the risk, risk exposure and risk assessment, generic product knowledge – traps and pitfalls of policy wordings, placement of risk

Learning modules include:

- ASIC Generic Knowledge Requirements
- Fundamental Insurance Law
- Arranging insurance for a Trades or Mobile Business
- Arranging Insurance for a Professional Person;
- Alternative to the above – Arranging Farm Insurance;
- Arranging Insurance for SME Business

**THESE MODULES ARE ALSO AVAILABLE AS INDIVIDUAL LEARNING MODULES.

Students who successfully complete the Tier 1 course and wish to move on to completing the full Diploma will have two remaining modules to complete the Diploma of Insurance Broking. These modules are:

- Managing Complex Renewals
- Managing Complex Claims.

For students dealing primarily with retail domestic lines (excluding personal accident and illness) we recommend our Tier 2 Short Course.

TRAINING AND ASSESSMENT PROCESS

The assessment process for this short course will include:

- Pre-gap assessment test- this test determines the students current level of knowledge and allows us to determine gap training requirements and to consider prior knowledge
- Combination true/false, multiple choice and short answer questions
- Case studies and practical assessments (students unable to complete practical assessments will be provided with additional case studies and additional methods of assessment as required).
- Trainer/Assessor or supervisor's observation in the workplace
- Post gap assessment test, role play or verification questions (if required).

Students are provided with feedback on the completion of each training module. Students may contact their trainer for assistance during working hours without a prior appointment. Where an employer has paid for the student to complete the course, the employer will be provided with feedback on the student's progress when requested. Students are required to agree to this on initial enrolment.

No feedback is provided to employers where the student has self funded their course unless with the express permission of the student.

TIMELINE FOR COMPLETION

This course is self-paced. The average timeline for completion is between 2 and 12 months depending on the learner's previous experience and exposure to practical application within the work environment.

UNITS OF COMPETENCY

THIS COURSE FORMS PART OF FNS51215 DIPLOMA OF INSURANCE BROKING

Code	Name
Tier 1 Course module units	
FNSIBK406	Deliver professional insurance broking services
FNSIBK508	Implement changes to broking client's insurance program
FNSIBK513	Prepare submission for new business
FNSINC402	Develop and maintain in-depth knowledge of products and services used by an organisation or sector.
FNSASICY503	Provide advice in Insurance Broking

QUALIFICATION COURSES

FNS30615 Certificate III in Insurance Broking

Who should undertake this course?

This qualification is designed to reflect the role of entry level employees working in broking assistant or support roles in small or large organisations offering insurance broking services to retail and wholesale client. Broking assistants undertake a range of core broking skills around customer service, client advice and clerical and administrative support duties.

Pathways

The Certificate III in Insurance Broking provides a foundation for further studies at Certificate IV or Diploma level in Insurance Broking.

Students who complete the Certificate III in Insurance Broking are equipped for roles such as administration assistant/data processor/client service officer/brokers assistant/claims service officer. Completing the Tier 2 short course will meet ASIC RG146 requirements for Tier 2 advisers.

TRAINEESHIPS

This course is offered as a traineeship to **new workers** (employed for less than three (3) months) who qualify for traineeship status through the relevant State Training Authorities) - refer to information on traineeships in this kit.

DURATION OF COURSE

The duration of the course will depend on the students work experience and exposure to workplace activities. Course duration is generally 9 to 18 months.

QUALIFICATION COURSE

FNS30615 Certificate III in Insurance Broking is a nationally recognised qualification course.

To attain a Certificate III in Insurance Broking, 12 units must be achieved.

Students must undertake **6 core units** plus **6 elective units** outlined on the following pages.

Students wishing to meet ASIC RG146 Tier 2 compliance course must take the units of competency indicated under RG146 Tier 2 competencies. This training course has been tailored to suit the needs of industry.

COURSE CONTENT

Module 1- Part 1 - Introduction to Insurance

This module is designed for new-comers to the industry, the purpose of this module is to introduce new-comers to basic insurance principles; roles and legal obligations of an insurance broker; overview of industry participants; the concept of insurance; interpreting insurance documents and insurance terms; overview of types of insurance covers.

Recognition of prior learning may be available for individuals with prior general insurance experience.

Module 2 – Part 1 - Fundamental Compliance – Advice and Disclosures

This module covers the compliance standards required to be met by insurance brokers in their day to day dealings with clients including understanding advice and disclosure requirements.

Module 2– Part 2 – Providing Advice on Private Motor Insurance

This module covers the knowledge and skills required to arrange private motor insurance on behalf of a client. This module includes technical training and generic products training.

Module 2– Part 3 – Providing Advice on Domestic Property Insurance

This module covers the knowledge and skills required to arrange owner occupied home and contents insurance or landlords insurance on behalf of a client. This module includes technical training and generic products training.

Module 3 – Part 1 – Handling Private Motor Claims

This module provides the student with the knowledge and skills to collect information from a client required to lodge an insurance claim, consider insurance laws and product detail including basis of settlement when reviewing settlement. This module includes formative technical training as well as process training.

Module 3 – Part 2 – Handling Property Damage Claims

This module provides the student with the knowledge and skills to collect information from a client required to lodge an insurance claim, consider insurance laws including proximate cause and other common law principles, consideration and interpretation of policy wording, including basis of settlement when reviewing settlement. This module includes formative technical training as well as process training.

Module 4 –Sales Training and Insurance Broking Processes

This module provides the student with fundamental sales skills. The module includes an overview of consumer laws in relation to sale of general insurance products (what you can and can't say or do); tips on competing with the direct market; the importance of comparing products and understanding the product being sold and fundamental insurance broking practices including placement of new business, renewals and endorsement processes. The module covers the reasons why a process must be completed in a specific manner, alerting students to PI exposures when processing data.

(ALL TRAINING MODULES LISTED ARE AVAILABLE AS INDIVIDUAL LEARNING MODULES)

TIMELINE FOR COMPLETION

This course is self-paced. The average timeline for completion is between 12 and 18 months depending on the learner's previous experience and exposure to practical application within the work environment.

UNITS OF COMPETENCY

Code	Name
Modules 1 (Introduction to Insurance)	
FNSINC301A	Work effectively in the financial services industry
Module 2 Tier 2 General Insurance for Insurance Brokers	
FNSASIC305	Provide Tier 2 personal advice in general insurance
FNSASIC304	Provide Tier 2 general advice in general insurance
FNSIBK302	Provide general advice in general insurance broking products and services
BSBCUE309	Develop product and service knowledge for customer engagement operation
Module 3 – Handling Claims	
FNSIBK404	Provide a claims service to an insurance broking client
FNSISV405	Analyse Insurance Claims

BSBCUS301	Deliver and monitor a service to customers
Module 4 – Sales Training and Insurance Broking Process	
BSBCUE304	Provide sales solutions to customers
BSBCUE404	Collect, analyse and record information
FNSIBK403	Place client insurances with insurer and confirm insurance cover with clients
FNSIBK402	Implement new or renewed insurance program for insurance broking clients

TRAINING AND ASSESSMENT PROCESS

The assessment process for this short course will include:

- Pre-gap assessment test - this test determines the student's current level of knowledge and allows us to determine gap training requirements and to consider prior knowledge (this is only available to students with prior industry knowledge)
- Combination true/false, multiple choice and short answer questions
- Case studies
- Practical assessments (students unable to complete practical assessments will be provided with case studies and additional methods of assessment)
- Trainer/Assessor or supervisor's observation in the workplace
- Post gap assessment test, role play or verification questions (if required).

Students are provided with feedback on the completion of each training module. Students may contact their trainer for assistance during working hours without a prior appointment. Where an employer has paid for the student to complete the course, the employer will be provided with feedback on the student's progress when requested. Students are required to agree to this on initial enrolment.

Students who undertake a traineeship will be contacted on a regular basis.

FNS51215 Diploma of Insurance Broking

QUALIFICATION COURSE

This qualification is designed to reflect job roles in insurance broking in a range of organisations as a team member or leader in a large organisation/small business practice or as a sole operator.

Module 1 of this qualification course meets ASIC's requirements for Tier 1 Insurance Broking. Possible work functions include:

- Identifying risk within a client's broking portfolio
- Monitoring a client's broking portfolio including monitoring complex domestic and business risk portfolios
- Negotiating and resolving claims disputes
- Negotiating with insurers on behalf of their clients in an insurance claim
- Prepare new business proposals for insurance broking clients
- Reviewing and reporting losses
- Working as an insurance broking account executive.

FNS51215 Diploma of Insurance Broking is a nationally recognised qualification course.

To attain a Diploma of Insurance Broking, **10 units** must be achieved. The units of competency chosen for this course incorporate 7 core units, plus 3 elective units from the Diploma of Insurance Broking training package or other endorsed training package or accredited course. This training course has been tailored to suit the needs of industry.

COURSE CONTENT

Module 1 – RG146 Tier 1 Insurance Broking

Successful completion of Tier 1 Insurance Broking Short course as outlined on Page 5 and 6.

Module 2 – Managing Complex Renewals

This module covers the knowledge and skills required to develop client relationships, manage complex renewals and changes to insurance portfolios.

Module 3 – Managing Complex Claims

This module provides an overview of the laws relating to insurance claims and the management processes for claims in an insurance broking environment.

(THESE MODULES ARE AVAILABLE AS INDIVIDUAL LEARNING MODULES)

TIMELINE FOR COMPLETION

This course is self-paced. The average timeline for completion is between 12 and 18 months depending on the learner's previous experience and exposure to practical application within the work environment.

UNITS OF COMPETENCY

Code	Name
Module 1 incorporating Core units and RG146 Tier 1 compliance units	
FNSIBK406	Deliver professional insurance broking services
FNSIBK508	Implement changes to broking client's insurance program
FNSIBK513	Prepare submission for new business
FNSINC402	Develop and maintain in-depth knowledge of products and services by an organisation or sector
FNSASICY503	Provide advice in Insurance Broking
Module 2 – Managing Complex Renewals	
FNSIBK515	Monitor broking client requirements and establish loss control programs
FNSIBK514	Manage complex risk portfolio for a broking client
FNSIBK507	Review Service Performance
Module 3 – Managing Complex Claims	
FNSIBK512	Negotiate complex claims settlement for insurance broking client
BSBRES401	Analyse and present research information

TRAINING AND ASSESSMENT PROCESS

The assessment process for this short course will include:

- Pre-gap assessment test- this test determines the student's current level of knowledge and allows us to determine gap training requirements and to consider prior knowledge
- Combination true/false, multiple choice and short answer questions
- Case studies and practical Assessments (students unable to complete practical assessments will be provided with additional case studies and additional methods of assessment as required).
- Trainer/Assessor or supervisor's observation in the workplace
- Post gap assessment test, role play or verification questions (if required).

Students are provided with feedback on the completion of each training module. Students may contact their trainer for assistance during working hours without a prior appointment. Where an employer has paid for the student to complete the course, the employer will be provided with feedback on the student's progress when requested. Students are required to agree to this on initial enrolment.

No feedback is provided to employers where the student has self funded their course unless with the express permission of the student.

PROFESSIONAL DEVELOPMENT LEARNING MODULES

Learning Modules

The learning modules listed previously in our Tier 2, Tier 1, Certificate III and Diploma courses are available as individual learning modules for the purpose of continued professional development. Additional learning modules are available; they are suited to candidates who want to gain more specific technical insurance knowledge and skills.

Students who undertake individual learning modules will gain credit towards units of competency within the short courses or qualifications courses. An administration fee will apply for students to upgrade from continued professional development module to a formal course module. The formal course will contain additional assessments to meet the criteria set down in the units of competency.

How this works

An employer recruits a new staff member who has no insurance knowledge. The employer does not want to commit to a formal training program until the probation period has commenced.

The employer can elect to enrol the new staff member into a learning module and pay a fee for that learning module. The employer can continue to enrol the new staff member into further learning modules. If the employer elects to enrol the staff member into formal courses, a formal enrolment process will be undertaken and an administration fee charged. Credit will be provided for the learning modules already completed.

This has several benefits to all parties.

- The employee is gaining knowledge and skills from Day 1.
- There is less pressure on the employer to allocate staff to provide training.

Undertaking the learning module helps the employer to gauge the potential of the staff member and provides options to the employer.

Continuous Development

The Financial Services School is focused on the continual development of technical and sales learning modules. Information on these courses can be obtained from www.thefss.com.au Professional Development

INFORMATION AND COURSE DELIVERY

QUALIFICATION AND DELIVERY OPTIONS

Students who have undertaken prior training or gained knowledge and skills through life and work experiences may be eligible to have their competencies recognised. Students are supported throughout the process by The FSS staff. These may include:

RECOGNITION OF PRIOR TRAINING – CREDIT TRANSFER

The Financial Services School is committed to recognising units of competency and qualifications issued by other Registered Training Organisations. Students who have undertaken prior studies and have been issued with a Statement of Attainment or Qualification Certificate may be eligible to have completed units of competency recognised as credit towards enrolled courses. Students should contact The Financial Services School to discuss this option.

RECOGNITION OF PRIOR LEARNING (RPL)

Students who consider they are already competent in one or more of the units of competency in the qualification have the right to have that competency recognised - without participating in a learning process. This pathway requires the student to demonstrate current competence or provide evidence of prior learning.

Students wishing to apply for RPL in a portfolio mode are provided with an RPL kit which incorporates the document 'Recognition of Prior Learning (RPL) Handbook' and an application for recognition of prior learning and portfolio of evidence checklist.

Portfolio

Students may compile evidence in the form of copies of certificates, work examples, letters etc. This technique is particularly useful for those participants with existing skills who are located in regional areas where they may have limited opportunity for face-to-face contact with trainers and assessors. Evidence is verified by a thorough verbal questioning process via face-to-face or telephone interview.

Alternatively, students may arrange for observation and recognition of workplace performance through employer testimonials or work appraisals or through assessor observation. This technique allows students to collect direct evidence where no other documentation is available or to provide further evidence to support other hard copy documentation. This is frequently preferred by those who have limited previous exposure to education and training or who prefer to demonstrate rather than document skills and knowledge.

Students may undertake a gap assessment test which establishes their underpinning knowledge and specialist product knowledge.

Work-based Training and Assessment

Following the offer of or participation in the RPL option, students who require further training and assessment will undertake the work-based training and assessment pathway. This pathway involves students completing work related training and assessment activities through one of the modes outlined

in the following section. All work-based training and assessment combines face to face or computer-based training with self-paced activities to reinforce learning.

Work-based training and assessment takes place via the following process:

Step 1 - To assist the student in choosing the appropriate training modules, delivery modes, a trainer from The Financial Services School consults with both the student and their employer (if applicable) to discuss the desired workplace outcomes.

Step 2 – The student’s learning needs and abilities are determined through discussion and with the student and their supervisor and/or using the pre-gap assessment test.

Step 3 – Assessments are delivered on-line via our elearning platform.

Step 4 – Observation checklists are provided via our elearning platform

Step 5 – Feedback is provided to the student regarding outcomes and if necessary details of further assessment or training provided.

Step 6 - The results of the assessment are recorded and a Statement of Attainment or Qualification issued by The Financial Services School.

DELIVERY MODE

The qualification course is delivered via E Learning mode.

E Learning

This delivery mode involves the use of, our E Learning interactive training modules or video to provide the relevant training and assessment tasks. Many of these modules can be downloaded and printed. Trainer support will be available by telephone or email throughout the duration of the qualification and completed activities and assessment tasks will be submitted to the trainer via post, email or E Learning platform. Timeframes for the completion of activities will be negotiated between the student and trainer.

Duration of course

The duration of the course will depend on the students work experience and exposure to workplace activities.

For example, for those who are inexperienced, the nominal course duration for Tier 1 Insurance Broking is (12) months.

For those who are inexperienced, the nominal course duration for the full Diploma is (24) months.

Please refer to the individual courses for a guide on the course duration.

RESOURCES, FACILITIES AND EQUIPMENT

E Learning

For each unit of competency, students are provided with access to E Learning Modules to provide background information.

Each student will be provided with electronic based activities, case studies and practical assessments.

Workshops

Students will be provided with workbooks in a workshop environment.

In addition, the student should have access to a workplace mentor or supervisor who has experience relevant to the competencies.

Students will need access to a computer and preferably to emailing facilities for submitting completed activities and corresponding with their trainer (alternatives to emailing however, can be arranged).

Access to related industry Legislation and Acts is also required.

Assessment Validation Process

The principles of reliability, flexibility, fairness and practicality will be followed when conducting any assessment or gathering evidence and will be the benchmarks for the ongoing review of the assessment system. In addition, the following techniques will be used to validate assessment tools and outcomes for this qualification:

- Benchmarking
- Lead Assessor
- Moderation meetings

The FSS validates assessments and reviews “Learning and Assessment Strategies” at least annually.

Prior to the final assessment, the trainer/ assessor will make the student aware of what will be assessed and the process of the assessment. The individual being assessed will also be made aware of The Financial Services School’s appeals process in case they feel they have been unfairly assessed.

IMPORTANT INFORMATION ON GOVERNMENT FUNDING FOR TRAINING

Overview

From time to time Government will make available incentive payments to employers who encourage their employees to improve their knowledge and skills of their employees by undertaking approved training programmes. These incentive payments are commonly available through traineeship programmes.

Important Notes

The information contained in this document is a guide only as eligibility is determined at the time of commencement or recommencement of an Australian Apprenticeship. The Australian Apprenticeship Centre will determine eligibility based on an Australian Apprentice's specific circumstances. The Financial Services School will assist employers arrange an eligibility check on employees with the relevant Australian Apprenticeship Centre in their area.

Note – Incentive payments are not available for short courses such as Tier 2 and Tier 1

The content of this document is based on information available as at the date of publication and is subject to change.

Traineeship Schemes

New Employee Traineeships

What is a new employee?

A new employee is an employee who has less than three (3) months full-time or 12 months part time/casual employment relationship with their employer. The employee must be engaged in a traineeship on a permanent basis.

What incentives can an employer of a new employee attract?

Employers may attract the standard commencement payment for full time employees of \$1,500 being paid six (6) months after commencement and the standard completion payment of \$2,500 being paid at the completion of the qualification. The incentive for part time employees is paid at completion only, and is \$1500.

How are the incentives paid?

The incentive payments are made electronically into the employer's nominated account.

What courses attract funding initiatives?

The availability for funding depends on the State and Territory the employer operates in, as well as the requirements for trainees to meet specific eligibility criteria (refer to frequently asked questions).

Availability of funding will also depend on whether the trainee is a new worker (employed for less than 3 months) or an existing worker (employed for more than 3 months).

New Workers

At the time of publication Federal government funding for FNS30615 Certificate III in Insurance Broking has been approved in the following States and Territories

NSW	VIC	QLD	WA	SA	TAS	ACT	NT
Yes	Yes	Yes	No	Yes	Yes	No	No
18 months	18 months	18 months	-	18 months	24 months	-	-

Information is also available on traineeships from the Australian Apprenticeship Pathway webpage.

<http://www.aapathways.com.au/>

Frequently Asked Questions

What is an Australian Apprenticeship Centre?

Australian Apprenticeships Centres (AACs) provide a streamlined and free service to employers and other parties seeking training opportunities that lead to traineeships or apprenticeships. AACs also administer the Australian Government Incentives Program that applies to our vocational training system.

In simple terms, AACs assist parties entering into training contracts that can unlock a range of financial assistance to support skills acquisition through nationally recognised training. AACs call this the “sign up”.

What is a Registered Training Organisation?

Registered Training Organisations (RTO's) provide the training and must be accredited by the Australian Skills Quality Authority (ASQA) and/or State Training Authority (STA's) to deliver nationally recognised training programs. RTO's must apply to ASQA or the relevant STA's in the State or Territory in which they operate their Head Office to deliver any newly endorsed qualification courses. The Financial Services School is a registered training organisation approved to deliver the new qualification courses. The Financial Services School is also an ASIC approved education provider to deliver RG146 compliance courses.

What is a Qualification?

A qualification is achieved on successful completion of a nationally recognised training course undertaken through a registered training organisation or other accredited educational institution. For

example a Certificate III in Insurance Broking, Certificate IV in Insurance Broking or Diploma of Insurance Broking are all full qualifications. Tier 2 forms part of the Certificate III or Certificate IV course, but it is only partial completion of the full qualification. Tier 1 is part of the Diploma course, but again it is only partial completion of the full qualification.

Who is eligible for a Traineeship?

Eligibility for traineeships is determined by the Australian Apprenticeship Centre (AAC). However, there are general rules which apply and these are as follows:

- The trainee must be regarded as a permanent employee (not a casual or a contractor).
- If the trainee works part time the State Training Authority may require the trainee to work a minimum number of hours and incentives will only be paid on completion of the qualification.
- The trainee must not hold a prior full qualification in any stream. For example, if a trainee has a prior completed Certificate IV in Horticulture they would not meet the eligibility criteria. If, however, the trainee has completed some units of competency which only partially completes the Certificate IV in Horticulture, the trainee may be eligible if they hold no other qualification.
- The exception to this rule is if the certificate-level qualification is more than 7 years old, the trainee may still be eligible but will be required to provide a copy of the qualification. Holders of degrees and diplomas generally cannot attract incentives.

Qualifications completed at secondary school are also excluded from consideration.

Choosing the Right Provider

The greatest challenge an employer can often face is choosing a Registered Training Organisation with a delivery method which suits their business. So, you can compare us to other Registered Training Organisations (RTO'S).

Checklist

Services provided by the RTO	The FSS	Others
The training provider liaises with the Australian Apprenticeship Centre to arrange signups for trainees	<input checked="" type="checkbox"/>	?
The training provider liaises with the Group Training Organisation to arrange traineeships when this form of traineeship is selected	<input checked="" type="checkbox"/>	?
The training provider provides the student with continual feedback on assessments and provides gap training where required	<input checked="" type="checkbox"/>	?
The training provider provides opportunity for students to demonstrate knowledge and skills gained through previous work history	<input checked="" type="checkbox"/>	?
The training provider charges a re-examination or resubmission fee	<input checked="" type="checkbox"/>	?
The training provider allows more than one opportunity to submit final assessments	<input checked="" type="checkbox"/>	?

The training provider doesn't charge up front the full course fee	<input checked="" type="checkbox"/>	?
The training provider provides an E Learning Platform	<input checked="" type="checkbox"/>	?
The training provider holds Workshops	<input checked="" type="checkbox"/>	?
The training provider offers various methods of learning	<input checked="" type="checkbox"/>	?
Training officers available to talk to without an appointment	<input checked="" type="checkbox"/>	?

Fee and Charges

The fee schedule is included with the enrolment form. Please contact our office on 07 5498 5176 should you require an enrolment form and schedule of fees.

Fees and Charges Policy

The purpose of this policy is to ensure a consistent approach to fees and charges for students and clients. ** Note special conditions apply to government incentives.

Payment Options:

Payment can be made by credit card (Visa & MasterCard only), bank cheque or business cheque payable to The Financial Services School or EFT. Refer to the enrolment form.

Conditions

1. There are no fee reductions available to any student.
2. Each client will be required to sign the enrolment form to confirm they agree to the terms and conditions in this document on enrolment. Any variations to the above payment options are detailed in the Fee Schedule which supersedes this policy or updated terms and conditions on our website.
3. A client/student, who has their fees overdue for 2 months or more from the due date, may have their course cancelled and the matter placed in the hands of a debt collection agency.
4. Except for the agreed traineeship program, additional on-site training and consulting will incur an additional hourly rate fee.
5. In the event of a student completing the qualification or short course prior to the scheduled billing period, the remaining balance will be invoiced before credentials are issued.

Non-Submission Policy

Students will be required to submit assessment tasks within a certain timeframe. Extensions of time may be granted if, under a traineeship program, discussions have been held with the employer representative, student and trainer to extend the submission date. Students who are not completing under a traineeship will only be granted two (2) extensions of time for extenuating circumstances and at the request of an authorised supervisor.

In the event of a client or student failing to submit assessments within the time frames provided where no further extension of time has been granted, The Financial Services School reserves the right to cancel the enrolment without any refund of fees paid.

Refund/Cancellation Policy

The purpose of this policy is to outline The Financial Services School policy on refunds, prior to commencement and throughout the various stages of the course.

Cancellation by the Client / Student

Cooling Off Period

In the event a client or student cancels their enrolment within fourteen (14) days and prior to any on-site visits by Trainers/Assessors, inductions or provision of training materials and assessments, the client/student is entitled to a refund of the initial enrolment fee – less \$200 administration charge for costs incurred.

After this time, the initial enrolment fee is not refundable.

Fee Instalments

All mid-course cancellations will be subject to a \$300 administration fee, plus costs for expenses incurred to the point of cancellation, including all assessor and resource costs and any associated travel costs.

Where a client/student is paying in instalments throughout the course, any fees due up until the date of cancellation will be charged.

If a student wishes to change enrolment to another course, any available refund is transferable to the new course. A second administration fee may be incurred.

In the case of a cancellation, the client/student should contact The FSS to discuss refund options. A letter will be sent to the client/student confirming the agreed arrangements. Any refund agreement detailed in this letter will supersede this policy.

No refund is available for completed modules.

Cancellation by The Financial Services School

Should The Financial Services School cancel a course, students are entitled to a full refund of the module fee (or pro-rata adjusted refund) or transfer of funds to another or future course. In this case, students will be given their preferred option. No refund is available for completed modules.

Agreement

By completing the enrolment form included separately you agree to the terms and conditions stated above.

Assessment and Statement of Attainment:

Three (3) attempts at an assessment are included in the tuition and assessment fees. Additional attempts will incur a fee to be negotiated. A qualification or statement of attainment, with an attached statement of results will be issued on completion of the qualification/ course.

Expected commitment by student

It is understood the student will be responsible for their own learning. It is the student's responsibility to contact The Financial Services School if they are having any difficulties or require feedback. The Financial Services School will offer support when requested.

When a student is undertaking a traineeship, the learning program is conducted co-jointly with the employer and the employer understands there may be some commitment required on their part to assist in the learning process – in accordance with regulations governing traineeships.

When a student is under-taking, a course sponsored and paid for by their employer, the learning program is conducted co-jointly with the employer. The student understands the employer will be kept apprised of the student's progress if required.

Commitment of The Financial Services School

The Financial Services School will provide the student/trainee with course material and assessment activities. The Financial Services School will provide ongoing feedback to students who submit their completed activities. The Financial Services School will work with employers to assist students complete the training course.

Contact

For further information on training programs contact –

The Financial Services School (Provider Number 31916)

407 Oakey Flat Road

Morayfield Queensland 4506

Telephone – 07 5498 5176 or 0418 727 657

Office Hours 9.00am to 4.00pm Monday to Friday

Email – admin@thefss.com.au

Website – www.thefss.com.au

E Learning - <http://qualifiedlearning.thefss.com.au/>

Useful Websites

www.asic.gov.au/etraining/etrain.nsf	RG146 Compliance Training Register
www.australianapprenticeships.gov.au	Traineeship Information and Group Training Information
www.training.gov.au	Information on Training Courses and Registered Training Organisation
www.asqa.gov.au	Information on Australian Skills Quality Authority
www.megt.com.au	Information on arranging traineeships and Group Training