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## 1. About the Australian Institute of Superannuation Trustees (AIST)

The Australian Institute of Superannuation Trustees (AIST) is a national not-for-profit organisation and is the principal advocate and peak representative body for the \$700 billion profit-to-member superannuation sector. AIST plays a key role in policy development and is a leading provider of research.

AIST provides professional training and support for trustees and fund staff to help them meet the challenges of managing superannuation funds and advancing the interests of their fund members.

Each year, AIST hosts the Conference of Major Superannuation Funds (CMSF), in addition to numerous other industry conferences and events.

## 2. Diploma of Superannuation

AIST's FNS50715 Diploma of Superannuation comprises of three compulsory courses:

- 1) RG146 for the superannuation industry;
- 2) Insurance for the superannuation industry; and
- 3) Investment for the superannuation industry.

Each course can be completed on its own and in any order.

The RG146 course is widely considered a necessary pre-requisite qualification for most roles in the superannuation industry.

The insurance course will assist students to better understand the structures, regulations and benefit designs of insurance products within superannuation.

The investment course will provide students with a broad understanding of how superannuation monies are invested.

## 3. Disclaimer

This course and the information contained in all associated materials are intended as information only and should not be used in the place of legal or other advice. In particular, such information is not intended to, and does not constitute financial advice of any kind.

The Australian Institute of Superannuation Trustees (AIST) has made every effort to provide current and accurate information at the time of printing.

AIST expressly disclaims all liability and responsibility to any person who relies in full or in part on any of the information contained in this course, or is omitted from it.

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### 4. Course overview & structure

The FNS50715 Diploma of Superannuation comprises of 12 units of competency from the FNS Financial Services Training Package.

***RG146 for the superannuation industry*** comprises twelve learning modules.

The course formally addresses the following nationally recognised units of competency:

<b>FNSINC401</b>	Apply principles of professional practice to work in the financial services industry
<b>FNSINC402</b>	Develop and maintain in-depth knowledge of products and services used by an organisation or sector
<b>FNSASICU503</b>	Provide advice in Superannuation
<b>FNSIAD501</b>	Provide appropriate services, advice and products to clients
<b>FNSCUS505</b>	Determine client requirements and expectations
<b>FNSCUS506</b>	Record and implement client instructions
<b>FNSINC501</b>	Conduct product research to support recommendations

***Insurance for the superannuation industry*** comprises eight learning modules.

The course formally addresses the following nationally recognised units of competency:

<b>FNSSUP407</b>	Assess complex superannuation benefit or insurance claims
<b>FNSSUP501</b>	Supervise complaints procedures
<b>FNSSUP502</b>	Supervise insurer liaison

***Investment for the superannuation industry*** comprises eight learning modules.

The course formally addresses the following nationally recognised units of competency:

<b>FNSFMK505</b>	Comply with financial services legislation and industry codes of practice
<b>FNSORG604</b>	Establish outsourced services and monitor performance

### 5. AIST Education & Training Consultants

AIST staff are committed to your learning success. Our trainers are highly qualified and knowledgeable professionals. Each trainer is TAE40110 Certificate IV Training & Assessment qualified.

If you have any issues or difficulties during your learning experience please contact either your trainer(s), the Education Manager on 03 8677 3800 or [training@aist.asn.au](mailto:training@aist.asn.au).

#### **Sally Graham – Education Manager**

Sally has worked across the finance and superannuation industry for more than 20 years including experience in the areas of claims, client service management, financial advice and member education. Previous employers include Norwich, NAB, Westpac and Russell Investments. Sally holds the Diploma of Financial Planning, a Bachelor of Arts and Bachelor of Teaching, and has 5 years of experience as a teacher in secondary education, where she completed additional professional development in the teaching of financial literacy.

#### **Dianne Abley – Education & Training Consultant**

Dianne commenced as a Training Consultant with AIST in September 2016. Dianne has been employed in the superannuation industry since 1997 and has gained valuable experience in a variety of roles including member services, member education and employer account management. Previous employers have included Super Partners, Vision Super and Mercer HR consulting. Dianne holds an Advanced Diploma of Financial Services (Superannuation) and a Diploma of Financial Planning.

#### **Tim Ironside – Education & Training Consultant**

Tim commenced working in the financial services industry in 1999. Throughout his career he has held a variety of roles including member services, employer and planner account management, member education and single issue financial advice. His qualifications include a Bachelor of Business, an Advanced Diploma of Financial Services (Superannuation) and a Diploma of Financial Services (Financial Planning). Tim's previous employers include Mercer, AMP, MLC and AvSuper.

#### **Mark Sanders – Education & Training Consultant**

Mark has worked for both NAB and Bank of Melbourne as a financial planner after completing his Masters of Financial Planning. He has also achieved the CPA designation. Prior to planning he had a global role as an economic evaluation expert for BP International, facilitating courses and evaluating major investment proposals. Previous positions have been in engineering (FICHEM) and strategy in the oil and gas industry as well as being a research biochemist for the Baker IDI in Melbourne.

### 6. Enrolment

Students need to complete their enrolment online. Once the enrolment has been processed students will receive a [Student Information Form](#) from AIST for completion. Students will need to apply for a [Unique Student Identifier](#) (USI) where they do not currently have one. If you require this information to be sent to you please contact AIST on (03) 8677 3817 or [training@aist.asn.au](mailto:training@aist.asn.au)

If the course is arranged by an employer, the student will still need to complete the Student Information Form and provide their USI. The form will be provided to students on the first day of the course.

AIST offers courses on a facilitated or self-paced basis.

#### Facilitated learning

Facilitation involves studying in a structured classroom environment that provides the opportunity to work closely with trainers. Training sessions give students the ability to work together through course content in an encouraging and collaborative learning environment.

Facilitated courses are often preferable as:

- the student has the opportunity to focus on course content with trainers over a set period of time
- the classroom structure allows students to study in an environment that promotes learning, understanding, and discussion of course material
- it allows students to discuss course content in a way that assists in the learning process.

#### Self-paced learning

For students who cannot attend a facilitated course, or prefer a more flexible study method, self-paced learning provides the opportunity for students to take responsibility for the pace and structure of training. This style of study offers students the opportunity and flexibility to study at a time and location that is convenient to their lifestyle.

Some of the key benefits include:

- Flexibility to start and complete the course according to your needs
- The ability to manage study according to your own timetable which does not impact upon work or other responsibilities
- Access to trainers for guidance and assistance in understanding course content and preparing for completion of course assessments

### 7. Assessment

In order to be found competent in your course you are required to successfully complete:

- an open book exam; and
- an assignment.

The open book exam is a combination of multiple-choice questions and/or short answer calculation-based questions. The assignment is designed to test your understanding of course content and ensure you can apply this knowledge in a practical way. The assignment must be returned to [training@aist.asn.au](mailto:training@aist.asn.au) as an electronic file.

#### Facilitated learning

Both assessments must be completed within six months of the first day of a facilitated course.

A pass mark of 80% is required for both assessments. AIST deems students with a pass mark of 80% and above for both assessable components as Competent (C).

#### Self-paced learning

Those studying via self-paced study are required to complete and submit both the exam and the assignment within six months of undertaking the course. The six months commences from the date on which they are provided with the course materials.

A pass mark of 80% applies to both assessments. AIST deems students with a pass mark of 80% and above for both assessable components as Competent (C).

#### Results

Assessment results will be provided to you within three weeks of AIST receiving your completed assessment. Your certificate and statement of attainment will be sent to you within three weeks, as long as a pass mark of 80% or higher has been achieved for both assessments. If this pass mark is not achieved re-assessment will be required.

#### Re-assessment

All students have the opportunity for reassessment if they receive a mark of *not yet competent* (NYC). NYC means that the required pass mark of 80% has not been achieved for the assessed work. Students will receive comprehensive feedback from an AIST qualified assessor which will explain the reasons why their submission was deemed NYC and the action that the student must take to resubmit their assignment.

Where a student has not achieved the required pass mark of 80% for either piece of assessment and they are nearing or have reached their course expiry date, they will be permitted to re-sit their exam or resubmit their assignment in accordance with AIST's Extension policy.

### Cheating & Plagiarism

Under no circumstances must you copy or plagiarise another student's work. If AIST assessors determine that copying or plagiarism has occurred, the student(s) involved will be assessed as *not yet competent* and will be required to complete the assessment again with additional fees applicable.

For full details of AIST's Extension Policy, Cheating & Plagiarism Policy and Complaints & Appeals Policy please refer to the AIST webpage.

## 8. Student welfare & guidance services

AIST recognises that the quality of training programs is significantly influenced by the effective support and management of student and staff welfare.

AIST is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counselling services;
- Guidance and support with financial requirements specifically related to training and education; and
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant.

If you have any issues or difficulties during your learning experience please contact either your trainer(s) or the Education Manager on 03 8677 3800 or [training@aist.asn.au](mailto:training@aist.asn.au).

AIST is committed to ensuring wide accessibility to its training. We recognise that students have differing needs that contribute to them successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a student's ability to carry out all the learning tasks and demonstrate competency.

Where possible learning activities may be modified to assist students with additional English language, literacy or numeracy needs.

## 9. Tips for self-paced study

Regardless of how you may have studied in the past, self-paced study may be a new experience. Below are some practical hints that may help you during your studies.

### Plan and Set Goals

We recommend that you take a systematic and disciplined approach when studying via correspondence. It is important to set an appropriate, realistic plan that fits in with your lifestyle. If unforeseen circumstances occur you can reschedule or modify the plan to ensure your learning goals are still being achieved in the time frame allocated by AIST.

Place your plan somewhere where it can be viewed constantly as it can be used as a positive prompt for motivation. It is important that at the end of each study session you review your progress and revise your plan.

### Study Time & Time Management

It is important to recognise the best time for you to study. You may find that you are more focused early in the morning, after work, or in the evenings. Whatever time is suitable for you, ensure you set aside time that will be uninterrupted. Your study space should be as free as possible from distraction. You can also utilise your time more effectively by studying while travelling on public transport, or even during your lunch break.

Some tips that may help you with your time management are:

- Be firm with yourself when allocating time for study
- Set aside a minimum study time per day or per week, acknowledging other commitments where necessary
- Keep a list or plan of things that need to be done to ensure no tasks are overlooked
- Develop an easy system for retrieving and locating topics/materials, this will avoid lengthy searches
- Maintain firm commitment to your plan, avoid temptation to participate in activities that are non-productive and not scheduled into your study time

### Taking Notes

When going through your course material it is a good idea to take notes. This will provide you with a list of important information and provide a reference point that will assist with the retrieval or location of topics and materials.

Tips when taking notes:

- Develop your own way of abbreviating, but remember you need to be able to understand the notes later on
- Bold or number topic headings or areas of study
- Underline or highlight important information, areas of interest, sections that require answering to clarify your understanding
- Take down only key points of information, to make the information easier to remember
- Extract interesting facts, statistics or examples

We trust these tips will assist you in developing a clear and effective plan to successfully complete your course assessments.

## 10. Contact us

If you have any questions regarding any aspect of our training please contact our friendly staff who will be happy to assist you.

- Phone: 03 8677 3800
- Email: [training@aist.asn.au](mailto:training@aist.asn.au)
- Web: [www.aist.asn.au](http://www.aist.asn.au)