

FSR Tier 2 Training Made Easier

Online Learning Australia

Online Learning Australia has designed and developed an online learning solution to help financial services organisations comply with the Tier 2 training requirements of Policy Statement 146 (PS 146). PS 146 is a declaration describing how the Australian Securities and Investments Commission (ASIC) will administer the training requirements defined in the Financial Services Reform Act (FSRA).

The solution is an online learning web site, containing customer scenarios of situations and customer interactions that are impacted by FSR Tier 2. Staff can learn about dealing with these situations by accessing and completing a range of online learning modules, check your learning activities and online assessments. The learning resources cover general industry knowledge and product knowledge for general insurance, basic deposit products and non-cash payment facilities and the online assessments have been approved by an authorised ASIC assessor.

Should you choose to implement this solution, we can easily include product knowledge and information that is specific to your organisation, customise the learner interface and learning resources and lodge your unique version of the solution on the ASIC register.

The web site can be stored on your organisation's intranet, any learning Management System (LMS) or hosted remotely. Data relating to learner completion rates and assessment scores is captured and can be passed to your HR or personnel database for storage and reporting. Assessing learners online also helps you to avoid hefty workplace assessment costs.

The learning within the solution covers the competencies FNBASC01A Establish Client Relationship and Analyse Need and FNBASC02A Develop, Present and Negotiate Client Solutions, which were defined by the Financial Services ITAB specifically for PS 146.

For more information, please contact:

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