

Pinnacle

FINANCIAL SERVICES ACADEMY

Student Information Guide



www.pinnacle.edu.au

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Disclaimer:

The information contained in this study guide "Guide") has been developed to provide guidance to current students of Pinnacle Financial Services Academy Pty Limited (ACN 116 541 256) ("PFSA") regarding PFSA's requirements, services and administrative procedures. It is to be used by such students subject to the terms and conditions of their enrolment.

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Welcome

Thank you for selecting Pinnacle Financial Services Academy to assist with your education and training. Education and training are important – not only for self-development and growth, but also to keep up-to-date for those who work within the financial services industry.

Pinnacle students are part of a group of independent and resourceful individuals who have chosen to undertake learning through flexible and innovative delivery.

This handbook outlines the expectations and requirements while undertaking programs with Pinnacle. Think of it as a road map that outlines the policies and procedures that will guide you through your studies and learning experience.



For further information on Pinnacle's products and services please call a client services coordinator on 1300 782 822 or visit www.pinnacle.edu.au

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1. Pinnacle's Courses

1.1. FNS50804 - Diploma of Financial Services (Financial Planning)








The Diploma of Financial Services (Financial Planning) provides students with the skills and knowledge to enter the financial planning industry. This course offers compliance with the Australian Securities and Investments Commission (ASIC) Regulatory Guideline 146 (RG146) (formerly known as PS 146), allowing students to offer financial product advice across a range of financial product areas. The course covers the full financial planning process including client interaction, strategy development, preparing and presenting a Statement of Advice and client reviews

Successful completion of prescribed modules is required to achieve the Diploma qualification. If only some of the required modules are completed a Statement of Attainment is issued for partial completion of the Diploma qualification. Students may choose, however, to undertake components of the Diploma if compliance is only required in a specific advisory area, such as superannuation or life insurance.

Please refer to the website and/or brochure for further information on the prescribed pathways and detailed module information. Students may wish to enrol for the full Diploma of Financial Services (Financial Planning) or may choose to complete only one or more individual components.










WHO SHOULD ENROL IN THE DIPLOMA

Students should consider enrolling in this course if they are:

-  new to the industry and are required to become licensed to provide financial product advice
-  a para-planner or trainee financial adviser
-  an administrative assistant looking to progress to a para-planning and/or advising role
-  seeking a career change by entering the financial services job market
-  in a position that requires a financial planning qualification
-  investors who wish to further their education or gain recognition of their knowledge of financial matters
-  in a job role that offers services or support to the financial services industry such as marketing, product development, software development

ASIC COMPLIANCE

Pinnacle's Diploma of Financial Services (Financial Planning) is listed on the ASIC training register as an approved course. Completion of this course provides compliance in the following ASIC areas:

-  generic knowledge
-  financial planning
-  general insurance
-  life insurance
-  managed investments
-  securities
-  superannuation
-  derivatives (optional elective), and
-  skills

Student should refer the Diploma course brochure for full details of ASIC areas covered by the specific modules. Only when the appropriate combination of modules is completed can competencies and ASIC capability areas be awarded.

COMPLIANCE AND RG146

The *Financial Services Reform Act (2001)*, commonly referred to as FSRA, provides the legislative and compliance requirements for licensees to ensure that their financial product advisers are adequately trained for the level of advice they give. The FSRA also provides for other compliance requirements, including that all product advisers must operate under an Australian Financial Services License (AFSL).

Financial product advisers must satisfy both the generic and specialist knowledge requirements, and skill requirements, in order to offer personal advice. If general advice is being offered, then the skills component of RG146 is not required. The Australian Securities and Investment Commission (ASIC) regulates the financial services industry. ASIC sets out minimum training standards for financial product advisers in Regulatory Guideline 146: Licensing: Training of Financial Product Advisers (RG146). This covers both initial and ongoing training.











RG146 can be found at www.asic.gov.au.

RG146 requires that an adviser is assessed as competent to deliver advice in the specialist areas for which they seek to offer personal or general advice. Financial product advisers must meet ASIC's training standards by successfully completing courses listed on the ASIC Training Register relevant to their advisory activities, or undergoing individual assessment – for example financial planning, superannuation, managed investments, securities and derivatives.

This is regardless of other qualifications the individual may hold. Advisers must retain documentary evidence that they have completed an ASIC training registered course or have been assessed and have met RG146 requirements.

Pinnacle's Diploma covers the following ASIC RG146 areas:

-  generic knowledge
-  financial planning
-  general insurance
-  life insurance
-  managed investments
-  securities
-  superannuation
-  derivatives (optional elective), and
-  skills



The ASIC training register can be accessed via www.asic.gov.au

1.2. FNS60404 - Advanced Diploma of Financial Services (Financial Planning)

The Advanced Diploma of Financial Services (Financial Planning) provides students with skills and knowledge to offer complex financial product and strategic advice across a range of financial product areas and practice management skills. Completion of the Diploma of Financial Services (Financial Planning) or equivalent through an ASIC registered training provider is highly recommended prior to enrolling in the Advanced Diploma of Financial Services (Financial Planning).

The Advanced Diploma of Financial Services (Financial Planning) can be utilised as one of the educational entry pathways to the Financial Planning Association's (FPA™) Certified Financial Planner* Education Program. Further information on the CFP program and its entry requirements can be found at www.fpa.asn.au.

*CFP® and Certified Financial Planner™ are certification marks owned outside the US by Financial Planning Standards Board Ltd. Financial Planning Association of Australia Limited is the marks licensing authority for the CFP marks in Australia, through agreement with FPSB.

ISSUANCE OF QUALIFICATION FOR ADVANCED DIPLOMA PROGRAM

The successful completion of all modules is required to achieve the Advanced Diploma qualification. A statement of attainment will be issued for each module or competency successfully completed in the event that the full qualification is not completed.




COURSE OUTCOMES

The course outcomes consist of

-  conduct complex financial planning research
-  provide technical and professional guidance
-  determine requirements and expectations for clients with complex needs
-  provide comprehensive monitoring and ongoing service
-  develop a complex and innovative financial planning strategy
-  present and negotiate a complex and/or innovative financial plan to a client
-  implement a complex and innovative financial plan
-  prepare, supervise and monitor application of financial planning practice guidelines

WHO SHOULD ENROL IN THE ADVANCED DIPLOMA

Students should consider enrolling in this course if they are:

-  a senior para-planner, financial planner, financial planning manager
-  in a position where their employer expects them to continue further study after the Diploma of Financial Services (Financial Planning), or
-  working towards becoming a Certified Financial Planner (CFP™) or considering entering the CFP program.

Refer to the Advanced Diploma course or individual module brochures for further details of and competencies obtained.

2. About Pinnacle

Pinnacle is an innovative Australian-owned education company. We offer flexible, progressive programs designed to help students build dynamic careers in the financial services industry. Pinnacle students are independent and resourceful as they have chosen to learn through our flexible and innovative program. As a registered training organisation (RTO), Pinnacle offers nationally recognised formal qualifications that comply with standards set by the Australian Quality Training Framework (AQTF) and directed by the Department of Education, Employment and Workplace Relations (DEEWR). Pinnacle's Registered Training Organisation (RTO) registration is held in NSW with VETAB (Provider No. 91217). Pinnacle has mutual recognition in all other states and territories in Australia.


Pinnacle's courses offer:


-  accredited qualification under the Australian Qualifications Framework (AQF) standards
-  compliance with ASIC Regulatory Guideline 146 training requirements (previously known as PS146) for licensees and those employed in the financial industry
-  an educational pathway into the Certified Financial Planner Education Program, hence assisting with Certified Financial Planner (CFP™) accreditation with the Financial Planning Association (FPA).

2.1. Deadlines

COMPLETION DEADLINE




Pinnacle offers courses at all times throughout the year. There are no set study periods or semesters. A completion deadline will be set when an enrolment is received and processed. The completion deadline to complete the modules is calculated as 4 months x the number of modules which the student enrolls in.

 A student enrolls in three modules at the same time. The completion deadline will be $3 \times 4 = 12$ months from date of enrolment. All the requirements for all three modules must be completed prior to this date. However, the three individual modules can be completed in any order with no set individual deadlines apart from the fact they all must be completed within the 12 months.

 If one module is only enrolled in the completion deadline will be set at $1 \times 4 = 4$ months.




EXTENDED DEADLINE

Subject to Pinnacle's approval, a completion deadline may be extended by applying for more time.

-  If the application is made before the completion deadline expires, an extended deadline will be established free of charge. This will be three months after the completion deadline.
-  If the application is made within three months following the expiry of the completion deadline, a charge will be apply and an extended deadline will be established that is three months after the date of payment.
-  Applications for the extension of a completion deadline that are received later than three months after the expiry of that deadline will not be accepted.

FINAL DEADLINE

Subject to Pinnacle's approval an extended deadline may be extended again by applying for more time.




-  If the application is made before the extended deadline expires, a final deadline will be established which will be three months after the extended deadline (a charge will apply)
-  If the application is made within three months following the expiry of the extended deadline, a charge will be made and a final deadline will be established that is three months after the date of payment
-  Applications for the extension of an extended deadline that are received later than three months after the expiry of that deadline will not be accepted

Requests for extensions must be made in writing and emailed to students@pinnacle.edu.au. Any request for an extension may be granted or refused at Pinnacle's absolute discretion.

Students will have access to their personal records during their enrolment period; this includes the online learning system. Students will not have access to the online learning system outside of their course enrolment period, or if fees are outstanding for any extensions given.

2.2. Course Delivery Options

Successful attainment for each course or module may be achieved by:

-  distance learning,
-  face-to-face tutorials
-  recognition of competency (ROC)

DISTANCE LEARNING

Distance learning occurs when a student receives the course material and completes the required assessments according to their own schedule and pace. This offers ultimate flexibility, but no interactive learning environment apart from the student support services outlined in the Client Support Section of the this guide.

FACE-TO-FACE TUTORIALS





Face-to-face tutorials may be offered from time to time. These offer students an opportunity to discuss course notes, ask questions in an open, interactive environment and resolve difficulties. These sessions supplement the course material and the student must complete pre-reading prior to attending the training. Diploma and Advanced Diploma programs students without relevant industry experience must enrol in the course at least 1 month prior to the scheduled tutorial session. Training is conducted by industry experts, providing students the opportunity to learn from industry practitioners and professionals, while picking up valuable business tips.



For further information on face to face tutorial time tables, please refer to www.pinnacle.edu.au

RECOGNITION OF COMPETENCY

Recognition of Competency (ROC) refers to the formal acknowledgement of skills and knowledge held as a result of formal and informal training and work and life experience. In accordance with the Australian Qualification Framework (AQF), Pinnacle has developed the following Recognition of Competency processes:

-  Mutual Recognition
-  Credit Transfer
-  Recognition of Prior Learning
-  Customised Recognition

For further information on the recognition of competency options and the requirements please refer to the Recognition of Competency application kit.

2.3. Course Material

For distance and face to face modes of study, each student will be posted a set of notes for each module in which they are enrolled. This will be posted to the address nominated on the enrolment form. Students must bring the course notes to any face-to-face tutorial sessions in which they may be enrolled. These notes must be studied prior to any facilitated tutorial session.

Contained within each module is an overview of the module, the methods of assessment, useful websites, learning outcomes for each chapter, and further information such as activities, additional reference material and recommended study plans.



Please note that Pinnacle does not endorse any external content that is referred to within its text as additional reading. We do, however, encourage students to research all areas of the market, including exploring online resources. The study material is written and reviewed by industry experts and is reviewed and updated on a regular basis. Students should refer to the errata section to ensure that they have the most up to date amendments.


2.4. Scope of Registration

Pinnacle specialises in providing training in the financial services industry with a focus on financial planning. Training packages are developed by industry specialists with a wide range of experience, knowledge and skills. Each training package identifies the skills and knowledge (competencies) required by that industry.

A unit of competence describes a specific workplace skill. As training package qualifications are nationally recognised, employers throughout Australia can be confident that a graduate can perform tasks at the required industry standard. Pinnacle offers courses from the FNS04 Financial Services Training Package.

Courses currently on our scope of registration include:





-  FNS50804 Diploma of Financial Services (Financial Planning)
-  FNS60404 Advanced Diploma of Financial Services (Financial Planning)

 For further information, please refer to www.ntis.gov.au. Refer to the ASIC Training Register for a full list of our program and modules that are listed on this site: www.asic.gov.au. Traineeships are not currently offered for any of the courses offered by Pinnacle. For more information, please contact: info@pinnacle.edu.au.

2.5. Competency Based Training



Competency based training (CBT) is a flexible form of training that focuses on the attainment of knowledge and skills required by industry. Students must pass all elements of the competency to be deemed successful in that unit of competency. Competencies focus on what is expected of an employee in the workplace rather than the learning process.

Competency refers to all aspects of work performance, including:

-  performance of individual tasks (task skills)
-  management of a number of different tasks within the job (task management skills)
-  responding to irregularities and breakdowns in routine (contingency management skills)
-  dealing with responsibilities and expectations of the work environment (job role environment skills), including working with others

2.6. Qualifications


Qualifications are based on various combinations of core and elective units. At the Diploma level these units cover the required specialist areas to become a financial product adviser as defined by ASIC's RG146. The Pinnacle program covers the following ASIC areas:

-  Generic knowledge
-  Specialist knowledge covering:
 - Superannuation
 - Financial Planning
 - Securities
 - Managed Investments
 - Insurance (General and Life)
 - Derivatives (optional elective)

Skills

Coverage of the ASIC areas is dependent on the Pinnacle modules undertaken. Only when all prerequisite areas are covered can appropriate ASIC certification be issued.

At the Advanced Diploma level, the course aims to develop advanced competencies and skills within the financial planning industry. The full qualification is gained when individuals have demonstrated competence in all units as required under the qualifications framework. Statements of attainment cannot be issued for individual modules completed within the Advanced Diploma program as the units of competence are covered across a more than one module.

 Certificates of completion can be requested for individual modules by emailing students@pinnacle.edu.au.

3. Enrolment Procedures

Diploma of Financial Services (Financial Planning)

The Diploma of Financial Services (Financial Planning) is targeted to participants with knowledge of the financial services industry, although there is no formal prerequisite to undertake this course. This course is presented in English only.

Advanced Diploma of Financial Services (Financial Planning)

Pinnacle highly recommends that individuals complete the Diploma of Financial Services (Financial Planning) or equivalent prior to enrolling in this Advanced Diploma. Individuals should possess sound knowledge of the financial services industry. All students must be 18 year of age or older to study at Pinnacle. This course is presented in English only.

3.1. How to Enrol

Pinnacle has a flexible and continuous enrolment intake offering, and as such courses are available throughout the year, they may be commenced at any time. Students can download enrolment forms from the Pinnacle website at www.pinnacle.edu.au. The completed form can be faxed to 1300 794 820 or contact a client services coordinator on 1300 782 822 to enrol over the phone.

Enrolment is accepted and processed when full payment is received and confirmed (or payment plan forms are signed). All sections of the application form must be completed and submitted with course fees. Course material is posted to the student's nominated street address. It is important students notify us of any changes to address details, email address, or any other key contact details.




Deadlines are set when student enrolment forms are received and processed plus Pinnacle allows five additional days for postage of course material. Extensions to deadlines may be requested and accepted or declined at Pinnacle's discretion. When study has not been completed within the timeframes allowed due to circumstances beyond the student's control, extensions will generally be granted in accordance with the arrangements outlined in the section on Course Delivery Options.

Fees may be payable in these circumstances. Current fees are listed on all enrolment forms and payment forms used by Pinnacle. These can be found on the Pinnacle website. Fees may be amended from time to time without notice.

There are no bookings required for multiple choice and project resubmissions, but extra charges may apply. These are submitted online

and can be attempted at any time. Skills reassessments must be re-booked with a client services coordinator.

Skills assessments must be booked at least five working days in advance of the requested date. Students who require a skills assessment to be re-scheduled because they:

-  are assessed as being Not Yet Competent
-  are deemed to inadequately prepared for the assessment
-  cancel a skills assessment within 48 hours of the scheduled assessment time

Please note that students will be charged a reassessment fee.

3.2. Confirmation of Enrolment

Once students have enrolled and payment has been processed, Pinnacle will dispatch the module materials. This includes learning and assessment materials. Once payment is processed and authorised students will receive a welcome letter, confirmation of enrolment and a copy of the student information guide via email. A tax invoice will also be emailed to students within five working days of the payment being processed. Students should retain this as their receipt.

If the enrolment details are not accurate, or if a confirmation of enrolment email has not been received five working days after payment has been made, please contact Pinnacle. Students will be issued with a student number and password upon confirmation of enrolment via email. Both of these will be required to discuss an individual situation with Pinnacle staff and to access parts of the Pinnacle website. It is important that students retain their student number for future reference. Students may wish to store this number on their mobile phone; however the password should be kept in a safe place.

When a student enrolls via a Payment plan course material will only be dispatched once the signed payment plan form is received by Pinnacle.




3.3. Receipt of Learning Materials

Once enrolment has been processed students should allow around five working days for delivery of course materials. If the course material is not received within the above timeframe students should contact Pinnacle at students@pinnacle.edu.au or by calling one of our client services coordinators on 1300 782 822.

3.4. Induction Process

Pinnacle has developed a number of guides that form the students induction process, these guides should be read prior to students

commence their studies and referred to during their studies. The guides that have been developed are the:

-  Student Information Guide – information for the new student
-  Front of Module – information specific to each module. This is found at the start of each purchased book
-  Study Guide – information and tips on how to complete your Pinnacle studies smoothly and successfully

3.5. Module Clock

Please be aware that the commencement date for the purposes of establishing deadlines is the date of enrolment plus 5 days for postage of course material. Pinnacle client services coordinators will record this date. Students must complete all assessments within the deadlines outlined in the section on Course Delivery Options. Students will need to submit assessments well ahead of the deadline dates to allow time for marking to be completed prior to the expiry of the applicable deadline.



3.6. Recognition of Competency (ROC)


Recognition of Competency refers to the formal acknowledgement of skills and knowledge held as a result of formal and informal training, and work and life experience.

Competency may consist of a combination of behaviours, skills, knowledge and attitudes that may have been acquired in many different ways during one's working career.

A qualification can be issued if competence can be demonstrated across a set of pre-determined competency units at the required level (i.e., at a Diploma or Advanced Diploma level). Each national qualification has a minimum number of units of competence that must be achieved. If all of the competency units required for the full qualification are not completed, then a statement of attainment will be issued for those units of competence that are successfully completed in full. A full qualification such as the Diploma, or Advanced Diploma, will not be issued until the remaining competencies are achieved by way of training, assessment or exemptions.

Each unit of competency describes a specific task or skill and includes elements, performance standards and evidence requirements:

-  elements of competence – the outcomes related to doing the job functions as described by the unit
-  performance standards describe the level of performance used by the assessor in judging each outcome required to prove competence

 evidence is the work documents and any assessment activities that are used to provide proof of the competency

3.7. Methods of Recognition of Competency

Pinnacle has developed the four following pathway options in line with the Australian Qualifications Framework (AQF) Advisory Body guidelines.

MUTUAL RECOGNITION

This is the recognition of competencies awarded by another RTO.

If a person has been awarded a required competency by another Registered Training Organisation (RTO), Pinnacle recognises that competency.

CREDIT TRANSFER

This is the recognition of formal training courses completed elsewhere.

Many formal training courses do not result in the award of competencies. This may be because they are not delivered by an RTO. Some of these courses have been investigated by Pinnacle and many have not.

Where Pinnacle has investigated a course and has accepted that it delivers required competencies, we may have granted an exemption from the need to study Pinnacle materials covering the same areas. Please refer to Pinnacle's website for a list of standard exemptions.

Where a formal training course has not been investigated by Pinnacle, we may agree to investigate it in order to assess whether or not it delivers required competencies. We will make a charge to undertake this investigation. Charges will not be refunded even if we are unable to gather sufficient information to make a determination, are unable to transfer credit, or are able to transfer only partial credit. If only partial credit transfer is awarded, Pinnacle may or may not be able to deliver gap training. Additional charges will apply if gap training is required and can be provided.

RECOGNITION OF PRIOR LEARNING (RPL)

This is the recognition of competencies achieved by an individual in informal ways)

Competency may be attained in informal ways, such as from experience in the workplace or through other activities not associated with formal education programs. Pinnacle may determine whether required competencies can be demonstrated in the absence of formal training by conducting either:

- ▶ a direct assessment of competency, either through formal examination (completion of normal course assessment tasks) or through demonstration of the competencies in the workplace, or
- ▶ an indirect assessment of competency, in which a skilled assessor examines a portfolio of supporting evidence, which may include such things as records of work experience, references, examples of documents written, records of training conducted, and participation in committees or industry associations. A significant amount of effort and cost can be involved both in gathering evidence and in assessing it, and there can be no guarantee in advance that any competencies will be recognised as a result.

CUSTOMISED RECOGNITION

Recognition of Competency may require an assessor to use a combination of Mutual Recognition, Credit Transfer and Recognition of Prior Learning (RPL). Pinnacle refers to this as Customised Recognition. While we publish a standard charge for Customised Recognition, the amount may vary depending on circumstances, and any assessor travel costs that may be required for observations in the workplace will normally be additional to the listed charge.

IMPORTANT NOTE

Recognition of Competency, as described above, is available to anyone with existing competencies who is seeking the qualification (FNS50804) Diploma of Financial Services (Financial Planning).

The award of this qualification does not, however, automatically allow an individual to be authorised to provide financial product advice for RG146 purposes.

ASIC's RG146 lays down the training requirements for advisers, and it provides that "assessment only" is not an option unless individuals have five years of relevant work experience in the previous eight years. In other words, while training regulations require RTOs to offer recognition of competency, any qualifications issued on the basis of individual assessment will not be effective for RG146 purposes unless the aforementioned experience test can be met.

Individuals who do not meet the experience test but who want to comply with the requirements of RG146 have no option but to complete courses listed on ASIC's register of compliant training, regardless of what existing knowledge or skills they may have, or what other courses they may have completed.

APPLYING FOR RECOGNITION OF COMPETENCY

Students wishing to apply for Recognition of Competency should indicate this on their enrolment form and should request a Recognition of Competency application form and kit which contains further information on the requirements and process involved.

When a fee has been paid for recognition of any kind and no recognition can be awarded a one off credit totalling \$50 may be applied towards an enrolment in any Pinnacle course.




Students must complete an application form for Recognition of Competency at the same time of enrolment into any Pinnacle course in order to be eligible for this credit. Refunds will not be granted for unsuccessful Recognition of Competency.

Please refer to Pinnacle website for further information or contact one of our client services coordinators for further information on 1300 872 822.

4. Course Assessments

Students are deemed competent in an assessment when they can demonstrate the knowledge and skills to the standards of performance described in a unit of competency as outlined in the training package. These performance standards have been determined by industry to be relevant to the skills required of an employee. The skills assessment is undertaken upon successful completion of the knowledge component for the Diploma qualification.

For the majority of Pinnacle programs the assessment process will comprise of three assessment components:

-  open-book multiple choice examination (completed online)
-  project (also known as “assignment”)
-  phone-based skills role play (only required once for the completion of a qualification). This skills assessment is undertaken upon successful completion of the knowledge component and is only required for the Diploma program

Students must receive at least 75 percent in the knowledge components across all subject areas to be deemed competent as well as passing the skills assessment for the Diploma.

4.1. Examinations

Assessments are open-book and online via the learning management system. Students do not need to book in an assessment. These can be taken at any time. Students will be asked personal security questions as a check when they log into the assessment. Assessments are multiple choice. Each assessment has a time limit placed on it of four minutes per question, with each chapter containing eight questions. This provides ample time for completion of the exam and a competent student will complete the exam well before the expiry of time. It is not the aim of the exam to apply time pressure, but to test competency.

The actual timeframe of assessment varies slightly with each module and the number of chapters contained within each module. Students can undertake the assessment for each chapter separately, rather than a full module at a time. However, students must undertake the assessments for the chapters in the order they appear in the notes.

Students will be required to acknowledge the declaration section within the online learning system indicating compliance with the assessment rules and their personal completion of the assessment with no third party assistance. They should ensure they have their study materials with them. No additional resources are allowed. Writing instruments and a calculator should be taken as well to assist with workings of calculations.

PASS MARKS AND RESITS

Students will know the outcome of their knowledge based assessment instantly. Student's who do not pass the assessment the first time will have the opportunity to resit this immediately after the first attempt, or may log into the system at a later date. Students only have to successfully complete those chapters or units of each module for which they were not assessed as competent the first time.

ASSESSMENT AND EXAMINATION NOTES

Students should comply with all assessment directions provided. Assessment instructions may be given by a supervisor, online, within formal assessment room, or outline within the course material provided. Examination instructions are given by a supervisor, outlined in the examination instructions online, on notice in a formal examination room, or in the material provided at the start of the examination. Anyone who requires customised assistance during the examination should notify Pinnacle upon enrolment in the subject or as soon as practical.

4.2. Projects

The project is to be submitted to Pinnacle before the deadline established (see the section on Course Delivery Options). The project should be submitted via the online learning system. Students will receive login details upon enrolment. The project requires a written response to a case study and series of activities.

Responses should be prepared in accordance with the project instruction documents which are contained with the module material and within the learning management system. No faxed projects will be accepted, nor should projects be handed to the facilitators if attending face to face tutorial. Projects will not be marked that not submitted in the correct format. Students should retain a copy of any work submitted online.

PROCESSING OF PROJECTS

It is the student's responsibility to either ensure that the project is submitted well before the deadlines that have been set, as initial attempts and any resits that may be required must all be completed prior to the deadlines (see the section, Course Delivery Options). Students must resubmit their project within 21 days of receiving the notification of a "Not Yet Competent" result. Students that are required to resubmit projects will incur a project resubmission fee. Students should refer to the payment form for further information on fees.

PROJECT RESULTS

Project results take no more than 21 working days to become available. Once all assessment components have been completed results will be

emailed to the student and a certificate posted to the nominated address, these will be issued within 21 working days of the final assessment results becoming available. To complete a module successfully both the assessment and project must be completed at the required standard. The student will receive a confirmation receipt which should be retained.

APPEALS PROCESS

A student who is not satisfied with the results of the assessment has the right to appeal the decision and request a re-assessment via email. All appeals will be reviewed and an outcome provided to students within 21 working days.



Appeals should be sent in writing to students@pinnacle.edu.au.

4.3. Skills Assessments

Students are required to complete an oral skills assessment based around the provision of personal advice to clients. This is based upon a client scenario contained within the project of one of the specialist modules. A skills assessment is required for the Diploma of Financial Services (Financial Planning) to be issued or if personal advice is required for an individual module.

Pinnacle has the following types of skills assessments available:

1. Skills assessment conducted by a Pinnacle assessor for those students that are enrolled in a specialist module
2. Skills assessment conducted by an approved workplace assessor that meets criteria set out by Pinnacle
3. Pinnacle Assessment of Skills – standalone
4. Individual assessment of skills (Recognition of Competency)

This type of assessment can be undertaken for those students that have completed all of the other requirements for the Diploma of Financial Services (Financial Planning).

All students should refer to the Skills Assessment Kit for further information on the skills assessment processes and the Recognition of Competency Kit for Individual Assessment.

CHARGES FOR SKILLS ASSESSMENTS

If a skills assessment is required, no additional fee is payable if either the student has completed 4 or more modules with Pinnacle or, if Pinnacle accepts a workplace assessor.

If fewer than four Pinnacle modules have been completed, and a Pinnacle assessor is required, an additional charge is payable. Please refer to www.pinnacle.edu.au for charges payable.

SKILLS ASSESSMENT RESULTS

Students will be advised by the assessor at the time of the skills assessment whether they have been deemed competent.

Students that must re-attempt their skills assessment must do so within 21 days of the original skills assessment. Students that are required to re-attempt a skills assessment will incur an additional charge.



Students should refer to www.pinnacle.edu.au for further information on fees.

APPEALS PROCESS

A student who is not satisfied with the results of the skills assessment has the right to appeal the decision. All appeals will be reviewed and an outcome provided to students within 21 working days.



Appeals should be sent in writing to students@pinnacle.edu.au.

4.4. Resource Requirements and Student Support

STUDENT SUPPORT

Pinnacle recognises differences in students' learning styles, interests, needs and opportunities and so has adopted an open learning policy. Students can access student support via a client services coordinator. They can be contacted by phone on 1300 782 822 and or via email at students@pinnacle.edu.au. Student email enquires will be responded to within five working days for technical enquiries.

Student access is also enhanced by allowing open entry and exit points that cater for the individual needs of the student. Students may work through a module one at a time or enrol in the full qualification at once. Facilitated and distance learning options are available. In relation to the facilitated program, flexibility is offered in terms of attendance requirements.

If students have concerns with access to learning because of work or family commitments, geographic isolation, literacy and numeracy problems, or language and cultural barriers, they are encouraged to discuss their particular concerns with the facilitator or contact Pinnacle on 1300 782 822.

If Pinnacle is unable to assist the student directly, we will endeavour to assist the student by seeking appropriate support. The cost of these

services will be the responsibility of the student. The website www.pinnacle.edu.au should be the student's first point of contact. Most forms are available from this website.

RESOURCE REQUIREMENTS


Computer and Internet Access

All students must nominate an email account that is accessed on a regular basis. Pinnacle does not email large files, however, email is the primary method of contact with students. A free web based email address may be suitable for this purpose, so long as it is checked on a regular basis e.g., Hotmail, Gmail or Yahoo. All students will require access to a computer with reliable access to the internet. Broadband and cable are typically the fastest internet options available today.

Industry News and Publications

Students are encouraged to read the financial press at least twice a week. While we appreciate that we are all busy, keeping up-to-date with financial markets and industry specific news will assist students to relate and discuss key concepts with their clients and their facilitator.

The following publications or links may assist students in understanding of the financial services industry and help them keep up-to-date with relevant market issues:

-  Australian Financial Review – www.afr.com.au
-  Sydney Morning Herald – www.smh.com.au
-  Money Manager – www.moneymanager.com.au
-  The Ethical Investor – www.ethicalinvestor.com.au
-  Money Management – www.moneymanagement.com.au
-  Investor Daily – www.investordaily.com.au
-  IFA – www.ifa.com.au
-  Associated Press – www.ap.org
-  Australian Associated Press – www.aap.com.au
-  Yahoo Australia and New Zealand – www.au.yahoo.com

Calculator

Most of the courses and modules provided by Pinnacle require the use of a financial calculator. At the minimum a calculator with the y^x or x^y function is preferred. Financial calculators are likely to be used as a tool while employed in the financial services industry. Students should check with their employer or colleagues to assist in determining the financial calculator best for them. Alternatively, Pinnacle recommends the Sharp EL7338.

5. Fees, Charges and Cancellations

5.1. Payments

Payment can be made by credit card, cheque, money order or direct credit. Depending on the banking institution and the method of payment chosen, additional fees may apply. We accept Visa, American Express, MasterCard and Diners, though AMEX and Diners attract a three percent additional fee. Direct credit is where funds are transferred electronically from a bank or credit card account to the Pinnacle Financial Services account. Please tick “electronic funds transfer” in the payment section of the enrolment form and complete the account details.

Students must include a reference when transferring funds into the Pinnacle account. Reference details should be the student’s first name and surname. This reference is essential to identify payment into the account and confirm enrolment efficiently. It is also important that any payment confirmation or receipt number provided is retained for the student’s records. Payments take up to five working days to process from the day the form is received.

Account details for direct credit:

Pinnacle Financial Services Academy

Westpac Banking Corporation

BSB: 032-249

Account number: 191 072

Cheques and money orders should be made payable to:
Pinnacle Financial Services Academy Pty Ltd

5.2. Payment Plans

Payment plans are available when students enrol in courses or services over the value of \$750. Students have the freedom to enrol in multiple modules or the full qualification (Diploma or Advanced Diploma) at one time.

Payment plans cannot be utilised for Workplace Assessments, Recognition of Prior Learning or Customised Learning. Payment Plans are also not available for face to face tutorials.

Students are required to pay off the total amount in eight instalments – Pinnacle requires the payment of two instalments upon initial enrolment. The remaining six instalments will be debited from your nominated account on the 15th of every month starting from the month after you enrol.

For further information on payment plans please contact a client services coordinator on 1300 782 822 or visit www.pinnacle.edu.au. Please note that course material will not be dispatched until the signed payment plan form has been received and processed.

5.3. Course Fees

The total costs of the current qualifications and programs can be found on the website. This fees covers course materials, administration and the assessments, though a postage and handling fee applies. All fees are in Australian dollars and exclusive of GST.

Fees and charges must be paid in full or a signed payment plan form received prior to the dispatch of course material. Enrolments will be processed on receipt and confirmation of the enrolment fee. Students should choose their course carefully as refunds are generally only granted under special circumstances. Please refer to refund for further information on refund conditions.

5.4. Assessment Fees

Each chapter in a module is tested by a multiple choice examination. Three attempts are included in the fee: the initial attempt and two further resits. All exam resits must be completed within the stated course deadline. After the third attempt Pinnacle reserves the right to charge students an administration fee.

The course fee covers students submitting their project once for marking. All subsequent re assessment of projects will attract a resubmission fee. All project resubmissions must be completed within the prescribed deadlines. All reassessment fees must be received by Pinnacle prior to reassessments being marked.



The course fees cover one attempt for a skills assessment that may be required prior to the issuance of a qualification. All subsequent reassessments of skills will attract a reassessment fee. All skills reassessments must be completed within the deadline set for the module which completes all requirements for the qualification to which the assessment relates. All fees for skills reassessments must be received prior to Pinnacle conducting the skills reassessment.



Please refer to www.pinnacle.edu.au for further information on fees and charges.

5.5. Re-enrolment Fees

If a student is required to repeat a module, there is a fee payable. A student would be required to re-enrol if the student either:

-  was assessed as Not Yet Competent in either the exam, project or skills assessment and has exhausted all resubmission and resit options
-  has not completed the module within the required deadlines and either is refused an extension or has exhausted all extension options

Re-enrolment within three months of either of the circumstances above will be at a discounted rate. After that time, no special terms will be available and any re-enrolment will be on the same basis and at the same price as a new first enrolment.





5.6. Cancellation of a Face-to-face Course

Pinnacle reserves the right to cancel a course provided seven days notice is given via phone and email. Under such circumstances the student will be offered an alternative facilitated date or option to convert to a distance study program. If this is the case the student will be refunded the difference between a facilitated and distance program of study. A refund will be made if a suitable alternative date cannot be negotiated.

5.7. Refunds


Refunds will only be granted in exceptional circumstances, and may be granted or declined entirely at Pinnacle's discretion, unless the law requires otherwise: The following lists provide guidance concerning the exercise of this discretion

Circumstances in which a refund may be considered:

-  Pinnacle cancels a tutorial and there is not another scheduled within a reasonable period of time
-  The student is deemed to be ineligible for enrolment in a particular course or module
-  When a fee has been paid for recognition of any kind and no recognition can be awarded a one off credit totalling \$50 may be applied towards an enrolment in any Pinnacle course.
-  The student suffers a serious illness or accident, which
 - is supported by a medical certificate
 - precludes completion of the course
 - was not manifest at enrolment

Administration and handling fees will be incurred should if a refund is granted. This will depend upon the specific circumstances.

Circumstances in which refunds will not be paid:

-  A student wishes to withdraw from any course due to:
 - change of mind

- inconvenience of travel to class
- change of address
- moving interstate or overseas
- change in student work hours or workload
- change of job
- withdrawal of a job offer
- change of career intentions
- change in financial circumstances
- change in family circumstances
- illness, injury or needs for care of family or friends
- pregnancy
- marital or relationship breakdown









To request a refund, a student should apply in writing to students@pinnacle.edu.au outlining the reasons for the request. All requests for refunds must be received in writing by Pinnacle within seven days of receipt of enrolment I. Requests outside of this time period will not be considered.

ENROLMENT TRANSFER

No enrolment which has been accepted for a person is transferrable to any other person. When a student withdraws from a course, or fails to complete a course within the deadlines set, fees are forfeited and no credits will be allowed for any services from Pinnacle for that person or any person, unless a refund has been approved by Pinnacle in accordance with this paragraph (Refunds). This provision applies regardless of whether enrolment fees are paid by the student, an Australian Financial Services Licensee, an employer or any other person, regardless of whether any of these are natural persons or other legal entities, and regardless of any agreements that may exist between the student and any other person regarding the responsibility for the payment or repayment of enrolment fees relating to Pinnacle training.




6. Misconduct, Grievances and Feedback

Academic misconduct refers to behaviour that may:



-  disrupt the learning environment
-  be inappropriate towards a staff member or other student
-  involve dishonesty or helping others to gain an unfair disadvantage in assessment tasks
-  contradicts the assessment policies and procedures set out in this guide
-  result in misadventure during an examination
-  plagiarism content from material not referenced in the bibliography
-  copy another student's work
-  involve lodging work completed by another person under the student's name

6.1. Plagiarism and Cheating

A student is not to represent someone else's ideas or work as their own. This includes:

-  a failure to reference other people's work when it is included in the student's work
-  copying or substantially copying another person's work and representing it as their own
-  substantially paraphrasing the course materials in assessments

Students are not to undertake any behaviour that purposely undermines a fair and just assessment system. This includes:

-  the submission of an assessment that has already been submitted
-  unauthorised access to assessment resources or inappropriate help from another person in relation to assessments

The above policies apply to all students who have undertaken study previously, as well as current and future students. Projects must be the student's own work and not re-written from the course notes or copied from someone else's work. Regardless of whether a student works alone or in a study group, projects should express their own ideas and work.

If an assessment takes place under supervision, the supervisor is not permitted to discuss the contents of the examination paper with students at any time. The supervisor can assist with questions regarding the administration of the assessment and is allowed to make appropriate

enquiries as seen necessary to ascertain if there have been any breaches of assessment rules.

Students should not attempt to obtain any assistance in completing assessment tasks from supervisors, other students, any other persons or personal notes, unless specifically permitted by the rules published by Pinnacle that apply to the assessment. At Pinnacle's absolute discretion, plagiarism or cheating by a student may result in the immediate termination of that student's enrolment. Pinnacle may also pass on details of the cheating to the student's existing or prospective employer or authorising Australian Financial Services Licensee, any industry regulator and any professional or industry association to which the student belongs or seeks to join.

6.2. Academic Appeals

Students who wish to appeal an assessment outcome or procedural matter should make a written request to the compliance manager outlining the reason they believe their assessment outcome is not appropriate. If this outcome is unsatisfactory students should state their case in writing within 10 days of receiving the results. There is no financial charge to lodge an appeal.

If the student is not satisfied with the outcome of the initial appeal then a second appeal to the managing director and appeal committee is allowed. This committee will consist of the managing director and a subject matter expert from outside Pinnacle. The decision of this committee is final.

6.3. Concerns and Feedback

Pinnacle encourages concerns, feedback and suggested improvements in relation to the services we provide. Pinnacle will acknowledge all written concerns, feedback and suggestions within 10 working days of receipt of the email.

6.4. Complaints and Grievances

If a student has a complaint or a concern it should be raised with Pinnacle so it can be dealt with as soon as possible. Usually, the first person the student should approach is the person whose behaviour is causing the problem, or the person responsible for the area. A student may approach a trainer, or another staff member for advice and strategies to resolve the issue.

If the student is still dissatisfied with the outcome of the complaint or grievance, they should send a written report detailing the grievance via post to: Compliance Manager, PO Box 233 Potts Point, NSW 1335.

Concerns or complaints may relate to delivery of the course, course material or resources, a staff member/other student, unfair treatment, behaviour or service standards.

6.5. Welfare and Guidance

Pinnacle will assist the student through counselling and guidance if problems are experienced relating to the course enrolled in. If a student is enrolled in a face-to-face tutorial, all enquiries in the first instance should be directed to the facilitator. Alternatively Pinnacle can be contacted to organise a meeting with an appropriate representative.

6.6. Trainer and Assessor Standards

Pinnacle's trainers and assessors maintain qualifications and experience to deliver and assess at a level appropriate to the qualification they are facilitating. We ensure our staff undertake professional development activities in relation to their roles.

6.7. Client Support and Services

We will ensure information regarding our policies and procedures including fees, course structure, vocational outcomes and assessment strategy are circulated and understood by both staff and clients. We ensure that clients receive this information prior to enrolment.





For facilitated courses, an induction is provided on the first morning of training. The trainer will be the first point of contact should the student require any support or guidance. The trainer will then take appropriate steps to resolve any issues.

7. Privacy Policy

Pinnacle collects information from students in order to provide our services and to manage the education process. Pinnacle maintains records of student training and assessment results in order to meet legal obligations and to provide a record keeping service for students. From time to time Pinnacle communicates with past and present students to inform them of new events, developments and courses, but students may decline to receive such information.

7.1. What Information is Collected?

Pinnacle collects personal information from students including name, address, contact details, etc. We use this information for the provision of training courses, products and services. We collect personal information in a variety of ways including the recording of information when processing:

-  submitted enrolment forms
-  requests received for further information or enquiries in relation to a student's individual circumstances
-  student requests to be placed on a mailing list
-  financial details provided by clients making payments



A student can request to be removed from a mailing list by emailing Pinnacle at: students@pinnacle.edu.au

7.2. Disclosure of Information to Third Parties

Pinnacle collects information from students in order to deliver the service being provided. Information may be passed on to third parties to the extent required to deliver those services, and to meet the requirements of the law, financial services or training regulators, and AQTF guidelines.

Information may be passed on in the circumstances outlined in the section on Plagiarism and Cheating in this Guide. If the whole or any part of the business of Pinnacle is sold, student data may be transferred to the buyer on condition that the buyer agrees to apply a privacy policy no less stringent than Pinnacle's.

Otherwise, the information held on students will not be provided to any person, including employers or other interested parties, unless the student provides written authorisation for the release of the information requested.



Written consent should be emailed to students@pinnacle.edu.au

7.3. What is Student Information used for?

Student information is used to provide training and education services, and to keep students up-to-date with Pinnacle's products and latest industry news. It is also used to assist with improvements in our systems and processes, and training and coaching of staff.

7.4. What Information is Collected?

We only retain student's information for the purposes described above. Our database and storage mechanisms have in place suitable security and privacy measures to protect information. This includes staff confidentiality requirements as well as access restrictions. Where time limited storage requirements apply we comply with the required legislation by maintaining certain information.

7.5. Can I Access my Information?

Students are able to access their information that we have on file following a written request. In order to assist us to meet this request please provide as much information as possible as to the nature of the information required and the purpose so we can best meet the request. Students who believe that their information is incorrect or out of date should inform Pinnacle so we may ensure it is corrected. There is a \$50 administration fee to access personal information.

7.6. Limits on use of Materials

Course and other materials are provided by Pinnacle on the understanding that:

1. Pinnacle takes no responsibility for any action taken by any person based on the information contained in Pinnacle materials nor for any errors, or information excluded or omitted
2. Pinnacle disclaims any liability to any person or legal entity in respect of anything, or the consequences of anything, either done or omitted to be done by such a person or legal entity in reliance, upon the whole or any part of the contents of the materials provided
3. Pinnacle does not purport to provide legal or expert advice in any materials, so if legal or other expert advice is required, the services of a qualified and licensed professional should be sought.
4. Students are expressly prohibited from providing or making reference to any part of any materials provided by Pinnacle to any other person, including, but not limited to, any person seeking advice or guidance concerning their personal or business financial affairs.