

General Advice Skills Program Course Outline

Provide general advice in superannuation with confidence



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GENERAL ADVICE SKILLS PROGRAM

Course overview

ASFA's *General Advice Skills Program* is a practical online course designed to give learners the knowledge and skills needed to confidently provide general advice in superannuation. It not only gives learners essential knowledge about the provision of general advice, but also the skills needed to deliver it in a way that makes a real difference to clients.

A key objective of this program is helping learners clearly distinguish between general and personal advice. This will allow them to deliver to the full extent of their advice authority without overstepping the boundary into personal advice.

General versus personal advice

There are two types of financial product advice under the Corporations Act 2001:

1. 'Personal advice' means financial product advice that is given or directed to a person (including by electronic means) in circumstances where:

- the provider of the advice has considered one or more of the person's objectives, financial situation and needs; or
- a reasonable person might expect the provider to have considered one or more of those matters.

2. 'General advice' means financial product advice that is not personal advice.

Please note: To provide personal advice in superannuation, learners must complete ASFA's Personal Advice: Skills Program. Units of competency are only awarded to learners who successfully complete the Personal Advice: Skills Program. Please refer to the program's course outline for the relevant units of competency.

What's covered in the course?

Upon completion of this course, it is expected that learners will be able to display a knowledge and understanding of the following areas:

- the differences between general and personal financial product advice
- the differences between financial product advice and factual information
- the Australian Financial Services Licence requirements for providing advice
- how to comply with conduct and disclosure obligations
- how to provide useful, relevant and accurate general advice in super
- general advice boundaries and how to minimise risks and avoid compliance breaches when providing advice
- how to select and use effective communication strategies when dealing with clients
- how to confidently speak to clients and members using active listening and effective questioning skills
- strategies for retaining members
- the importance of propriety and professionalism when providing advice.

Structure

ASFA's *General Advice Skills Program* consists of a knowledge centre and skills centre.

Knowledge Centre	Skills Centre
<p>Gives learners a sound understanding of general advice and best-practice communication methods.</p> <p>General advice</p> <ul style="list-style-type: none">• AFSL advice provisions and ASIC's view on advice.• Differences between the types of financial product advice.• RG 146 industry refresher.• Update on advice landscape and potential changes to education requirements. <p>Communication methods</p> <ul style="list-style-type: none">• Active listening.• Effective questioning.• Member retention.• Propriety and professionalism when providing advice.	<p>Allows learners to put the theoretical concepts covered in the knowledge centre into practice using a suite of interactive tools that includes:</p> <ul style="list-style-type: none">• role playing activities• games• videos• quizzes.

Entry requirements

There are no pre-requisites or entry requirements for ASFA's *General Advice Skills Program*, although the course is designed for those who are RG 146 compliant and certified to provide general advice in superannuation.

Delivery mode

Flexible online learning

ASFA's *General Advice Skills Program* is delivered completely online in an interactive e-learning format that can be accessed on any device that has internet access – for study in the office, at home, or while travelling to and from work.

Duration

Learners have access to the knowledge and skills centre for eight months, even after completion of the final assessment, to enable them to revisit the content and practice their skills when needed during that period.

Time commitment

The estimated time commitment is 10 hours (including self-paced study time). Learners only need to set aside 20 minutes a week to complete the entire course within the overall eight month course duration.

Assessment

At the end of each knowledge centre module and skills centre tool are a set of test-your-knowledge questions that will allow learners to check their understanding and provide an indication of knowledge gained against the intended learning outcome.

Learners need to pass an online multiple choice quiz to successfully complete the course.

The final quiz can be accessed at any time throughout the course but it is recommended learners work their way through both the knowledge centre and skills centre before attempting the assessment.

Completion

Upon successful completion of ASFA's *General Advice Skills Program*, learners will receive an ASFA Certificate of Completion.

Continuing Professional Development (CPD)

Learners receive 6 Continuing Professional Development (CPD) points upon the successful completion of the program.

Continuing Professional Development (CPD) is a career-long approach to planning, maintaining and developing knowledge and skills needed to succeed in the competitive business world. CPD is especially important for those who complete RG 146 Superannuation as it enables them to stay compliant with ASIC RG 146 and APRA's 'fit and proper' policy.

ASFA offers CPD solutions, including [courses](#), [events](#), [discussion groups](#) and [SuperCPD](#) – our online solution that keeps you up to date with the latest industry trends and developments.

As the peak body for the superannuation industry ASFA recommends individuals who have completed RG 146 Superannuation achieve 30 CPD points annually to maintain compliance with ASIC's requirements. Please visit the ASFA website for a comprehensive listing of [CPD activities and points](#).

The General Advice Skills Program advantage

Benefit from the knowledge and industry expertise of ASFA's onsite policy & research team who has ensured ASFA's *General Advice Skills Program* is designed specifically for the superannuation sector and up to date with any legislative changes.

Fees and charges*

	Member	Non-member
Flexible online	\$595	\$685

**The above prices are inclusive of GST.*

Policies and procedures

Learners who enrol in an ASFA course are bound by our published policies and procedures, code of conduct and student handbook which can be accessed on our website at <https://www.superannuation.asn.au/learning/students>.