

2026 Course Guide

asfa
LEARNING



PATHWAY TO KNOWLEDGE



For the industry, by the industry



Mary Delahunty
ASFA CEO

It is my pleasure to introduce you to the ASFA Learning Course Guide for 2026 – an overview of our learning opportunities designed to inspire, educate, and empower those shaping Australia’s superannuation landscape.

For over 60 years, ASFA has been at the centre of policy, research and advocacy for our nation’s superannuation industry. Our membership spans the entire sector – retail, profit to member/industry, corporate, and public-sector funds, along with the many service providers who play such a vital role in supporting our world leading system.

ASFA Learning has been your trusted superannuation education specialists since 1990. For over three decades, we’ve partnered with the industry’s most respected organisations to provide their teams with tailored, high-quality training. Whether it’s through online courses, CPD products, public and corporate workshops or customised solutions, we ensure our programs are practical, relevant and ready to meet the needs of our industry.

“ASFA Learning is your pathway to knowledge, designed for the industry, by the industry. Together, we’ll ensure you and your organisation are ready to thrive in the ever-evolving world of superannuation.”

Superannuation is a complex and ever-evolving field, presenting unique challenges that demand continuous learning and development. We understand that choosing the right course or deciding on the next steps in your professional growth can feel overwhelming on the journey of lifelong learning. That’s why ASFA’s experts are always on hand to guide you in taking the next step, whatever your goals may be, ensuring your learning journey is tailored to the unique needs of the superannuation industry.

ASFA Learning’s courses are designed **for the industry, by the industry**. They tackle the challenges and changes that matter most to you, offering insights that are grounded in the expertise of ASFA’s policy and technical specialists. Through our learning offerings, you’ll gain the confidence to deliver for your members, armed with the latest technical knowledge and industry best practices.

We look forward to supporting you and your organisation on your **pathway to knowledge**.

A handwritten signature in black ink, appearing to read 'Mary Delahunty', written in a cursive style.

Mary Delahunty
ASFA CEO

Contents

Who is ASFA?	4
Why study with ASFA Learning	5
How ASFA Learning can help your organisation	6
Choose your course	7
Learning formats that suit you	8
Courses	9

Who is ASFA

The Association of Superannuation Funds of Australia (ASFA) has been operating since 1962 and is the peak policy, research and advocacy body for Australia's superannuation industry.

ASFA is the voice of super.

We unite the superannuation community, supporting our members with research, advocacy, education and collaboration to help Australians enjoy a dignified retirement.

We promote effective practice and advocate for efficiency, sustainability and trust in our world-class retirement income system.



Why study with ASFA Learning

ASFA Learning is a Registered Training Organisation (RTO ID 90755) that has been leading superannuation education since 1990 – the superannuation industry’s longest running and most trusted training provider. Whether you are new to the industry, looking to advance your career, or at the most senior level within the industry, ASFA Learning is here to support you on your pathway to knowledge.

Decades of experience in superannuation, training, education and compliance, as well as a strong strategic focus developing agile digital products, allows us to provide a best-in-class learning experience. As we’re immersed in superannuation, we’re close to the ‘action’ and can provide specialist insights and in-depth expertise.

Customised training solutions are also available, allowing member organisations to design training that suits their unique needs. ASFA Learning works with some of the industry’s most respected organisations to train their staff via corporate workshops and customised training solutions.



“We’ve partnered with ASFA for several years to deliver superannuation education across our member services operations. Their high-quality online education programs and support services have been instrumental in helping us meet the evolving needs of our members.”

Peter Hogg
GM, Advice
Aware Super



Superannuation Specialists



Interactive eLearning



ASFA Policy Team Knowledge



Multiple Learning Formats



Industry Leading Workshops & Courses

Learning Key Stats 2024 / 2025

3500+



superannuation professionals provided with world-class superannuation education via workshops, courses, or SuperCPD

1400+

people attended a workshop

1000+

active SuperCPD subscribers

150+

organisations engaged ASFA Learning

How ASFA Learning can help your organisation

ASFA Learning offers superannuation-specific training — designed for the industry, by the industry.

Online learning — study anywhere, anytime

The majority of ASFA Learning's superannuation courses and CPD solutions are available in online formats. This puts training from the industry's leading superannuation educator at your fingertips anywhere, anytime and on any device.

Public virtual workshops

ASFA's virtual workshops are a live and interactive learning experience. Participants can engage with industry-leading presenters who are experts in their field, together with their peers, just like they would at an ASFA face to face workshop. It is a unique opportunity to workshop ideas and concepts in a collaborative online environment facilitated by experts.

Public face to face workshops

ASFA Learning runs regular face-to-face workshops around Australia for RG 146 Superannuation, as well as Superannuation Governance Masterclasses on key governance issues. Expert trainers use practical case scenarios and real-life examples to provide you and your team with relevant takeaways to implement immediately.

Consultancy services

We can partner with your organisation to implement best-practice professional development solutions that suit you.

Corporate workshops

ASFA Learning can deliver any of its courses as a corporate workshop, whenever and wherever suits your organisation.

Bespoke professional development

Looking for training that fulfils your specific training requirements? The content, duration and delivery format of our courses can be tailored to meet your goals. We can even incorporate organisation-specific examples into the training to make it a perfect fit for you. Throughout the training program, we ensure your staff can relate the course content to their job. Customised training programs allow you to:

- Target specific work challenges, projects and groups of staff
- Adapt quickly and efficiently to changing market conditions
- Train key staff in the areas of most value to your business.

Here are some ways we've helped organisations:



Provided content, facilitation and eLearning modules for induction programs



Delivered bespoke workshops on topical issues



Conducted RG 146 Super Reviews of member facing representatives



Provided a live and interactive version of our SuperCPD online CPD product



Developed custom designed eLearning modules

Learning formats that suit you

ASFA Learning's courses are delivered in a range of formats to suit any learning needs and allow you to choose your preferred learning style.



Flexible Online

Online learning that can be accessed on any device that has internet access, so you can study in the office, at home, or while traveling to and from work at a time and pace that suits you.



Virtual Workshops

An ASFA virtual workshop is an interactive live learning experience. Participants can engage with expert industry-leading presenters, together with their peers, just like they would at an ASFA face-to-face workshop. It is a unique opportunity to workshop ideas and concepts in a collaborative online environment facilitated by experts. A limit of 30 participants allows for discussion, and ensures that participants have ample opportunity to ask presenters questions.



Blended Learning

For corporate groups only — ASFA's courses are flexible enough to be delivered in a blended format with a combination of face-to-face or virtual workshop complemented by interactive eLearning modules.

Contact ASFA Learning for further information on blended learning solutions.



Corporate Workshop (in-house) — face-to-face or virtual

Private delivery in a location that suits you. Led by industry leading facilitators with relevant expertise and tailored to your business.



Public Workshop — face-to-face

An ASFA face-to-face workshop is for those who prefer to learn face-to-face with expert trainers and network with industry peers. Classroom learners receive comprehensive supplementary notes, factsheets, and reference material for each course.

All learners can get assistance via:



Student advisors available Monday to Friday 9am—5pm



Comprehensive support via phone and email



Access to course materials online

Choose the course that is right for you or your team

Step 1: Identify your learning level

Level		
Strategic	Execution	Support
<p>Role: Sets the strategy and direction of the organisation.</p> <p>Who: Trustees, Directors, Alternate Directors.</p>	<p>Role: Implement strategy, leads the organisation, functional managers.</p> <p>Who: CEO, Senior Management, Risk and compliance, Product Managers, those who support the board / trustee function, Legal.</p>	<p>Role: Support the organisation and members.</p> <p>Who: Member-facing, Administration, Complaints handling teams, Marketing and communications, Sales, Operations, IT, Relationship Managers.</p>

Step 2: Choose your course

Course	Strategic	Execution	Support	
			Member-facing	Admin functions
Superannuation Governance Masterclass	✓	✓		
AFSL Responsible Manager Program	✓	✓		
SuperCPD Trustee	✓	✓		
Super Professional	✓	✓		
RG 146 Superannuation			✓	✓
RG 146 Superannuation Refresher			✓	✓
SuperCPD			✓	✓
General Advice Skills Program			✓	
Super Essentials	✓	✓	✓	✓
Benefits Essentials				✓
Death Benefits Claims Handling Essentials			✓	✓
Health Related Claims Handling Essentials			✓	✓
Contributions Essentials				✓
Insurance Essentials			✓	✓
Investment Essentials	✓	✓	✓	✓
Retirement Essentials			✓	✓
Certificate IV in Superannuation				✓
RG 146 Super Reviews			✓	
Baseline Compliance Package	✓	✓	✓	✓

Step 2: Choose your course contd.

Cybersecurity Awareness	✓	✓	✓	✓
Fraud & Scams in Superannuation	✓	✓	✓	✓
AML/CTF in Superannuation	✓	✓	✓	✓
Privacy in Superannuation	✓	✓	✓	✓
Breach & Incident Reporting in Superannuation	✓	✓	✓	✓
Code of Conduct in Superannuation	✓	✓	✓	✓
Conflicts of Interest in Superannuation	✓	✓	✓	✓
Safe & Respectful Workplace	✓	✓	✓	✓
Member-Facing Staff Compliance Package Add-On			✓	
Understanding and Responding to Members Experiencing Vulnerability			✓	
Recognising and Responding to Financial Abuse in Super			✓	
Dealing with Difficult Calls			✓	
Complaints Handling & Dispute Resolution			✓	
Factual Information vs Advice			✓	
Baseline Compliance Package + Member-Facing Staff Compliance Package Add-On	✓	✓	✓	✓



Superannuation Governance Masterclass

Level	Strategic, Execution
CPD Points	3
Duration	3 hours

Managing governance in practice.

A series of intensive, classroom-style masterclasses designed to help the leaders of the superannuation industry achieve governance best practice.

Flexible learning formats



Public Workshop



Corporate Workshop

Learning outcomes

Masterclass is a unique opportunity to workshop obligations and implementation issues in a collaborative environment facilitated by experts. At each Masterclass, a team of industry experts will dissect a different area of the framework, or a key governance issue, and use case scenarios and real-life examples to demonstrate how it should best be put into practice, managed and progressed to become 'business as usual'.

Suitable for

Masterclass is for the leaders of the superannuation industry:

- Trustees and directors
- Ceos, and senior management staff
- Governance
- Compliance and risk professionals
- Those who support the board / trustee function.

Previous Delivery Partners



Pricing (incl. GST)*

Public Workshop

Member: \$880
Non-member: \$1,025

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



AFSL Responsible Manager Program

Level	Strategic, Execution
CPD Points	4
Duration	4 hours

Super-specific. Regulator-focused. RM-ready.

ASFA's AFSL Responsible Manager Program, delivered by experts from Allens law firm, has been purpose-built for the superannuation industry to give Responsible Managers (RM's) a clear understanding of their role and what's required to meet their AFSL obligations. With a focus on real-world case studies, ASIC's latest priorities, and recent regulatory changes, participants will gain the knowledge and skills to meet their RM obligations with confidence.

Flexible learning formats



Learning outcomes

Purpose-built for superannuation, ASFA's AFSL Responsible Manager Program helps equip participants with the practical knowledge, regulatory insight, and capability required to confidently meet their Responsible Manager obligations and ASIC's expectations. By completing this course you will gain:

Suitable for

This course will suit new and existing Responsible Managers, superannuation executives and senior management, compliance and legal professionals, and board members with AFSL oversight.

Pricing (incl. GST)*

Public Workshop

Member: \$795
Non-member: \$995

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



SuperCPD Trustee

ASFA's online continuing professional development (CPD) solution purpose built for superannuation trustees.

SuperCPD Trustee is designed and delivered by leading industry experts, and the only structured online CPD solution designed specifically for superannuation trustees.

Flexible learning formats



Flexible
Online

Learning outcomes

Learning outcomes will vary across topics per edition. SuperCPD Trustee is a simple way for trustees to satisfy APRA's "fit and proper" obligations. It is an online professional development solution that allows trustees to stay up to date with the latest industry developments and earn up to 20 CPD points a year, with access to around 20 hours of content annually.

Suitable for

SuperCPD Trustee is purpose-built and designed for superannuation trustees and alternate trustees / directors. It addresses the specific obligations of superannuation trustees and provides knowledge and skills to meet those obligations. It is also suitable for responsible managers under an AFSL and responsible officers under an RSE licence, as well as CEOs, Managing Directors, Business Heads, and those supporting the trustee function.

Level	Strategic, Execution
CPD Points	At least 20 annually
Duration	12-month subscription

Pricing (incl. GST)*

Pricing for a 12-month subscription:

Flexible Online

Member: \$495
Non-member: \$570

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Super Professional

Super training to help you get ahead.

Presented by leading industry experts, these engaging and practical virtual workshops will keep you abreast of current issues and new legislation.

Flexible learning formats



Virtual
Workshop



Corporate
Workshop

Learning outcomes

Super Professional is a series of 1-hour virtual workshops that allow functional managers and leaders to quickly enhance their personal effectiveness, become a subject matter expert and be seen as an 'up and comer' in their organisation. It provides participants with the practical skills and knowledge to excel in their chosen areas of technical expertise by delivering topical, practical, expert-led learning.

Suitable for

Super Professional is for functional managers and leaders of the superannuation industry:

- Trustees and directors
- Ceos, and senior management staff
- Business heads
- Governance
- Compliance and risk professionals
- Those who support the board / trustee function.

Level	Strategic, Execution
CPD Points	1
Duration	1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



RG 146 Superannuation

The superannuation industry's premier compliance course.

Designed specifically for the superannuation industry, RG 146 Superannuation satisfies the ASIC requirements for the provision of general advice in superannuation.

Flexible learning formats



Flexible Online



Virtual Workshop



Public Workshop



Corporate Workshop



Blended Learning

Learning outcomes

ASFA's RG 146 Superannuation course is the industry leading and most flexible RG 146 course available in the market. Designed specifically for the superannuation industry, it satisfies the ASIC requirements for the provision of general advice in superannuation. It is updated annually to ensure its content remains current and incorporates any legislative changes.

It comprises nine modules covering:

- What makes up the super industry and how it operates
- Governance, legislation and regulation of the super industry and the responsibilities of trustees
- Types of contributions
- How super is invested and the trustees' role in investing
- Insurance in super
- Super benefits and when they can be paid
- Member communications, types of advice, and internal and external dispute resolution requirements
- The main types of financial markets in Australia and the impact of economic factors and government policies
- Planning for retirement and the Age Pension.

Suitable for

ASFA's RG 146 Superannuation is ideal for experienced industry professionals wanting to build on their technical knowledge or those needing to engage directly with super fund members.

Level	Strategic, Execution
CPD Points	20
Duration	Approx 20 hours

Pricing (incl. GST)*

Flexible Online

Member: \$799
Non-member: \$925

Virtual Workshop

Member: \$1,200
Non-member: \$1,480

Public Workshop

Member: \$1,499
Non-member: \$1,735

Classroom Corporate Learning

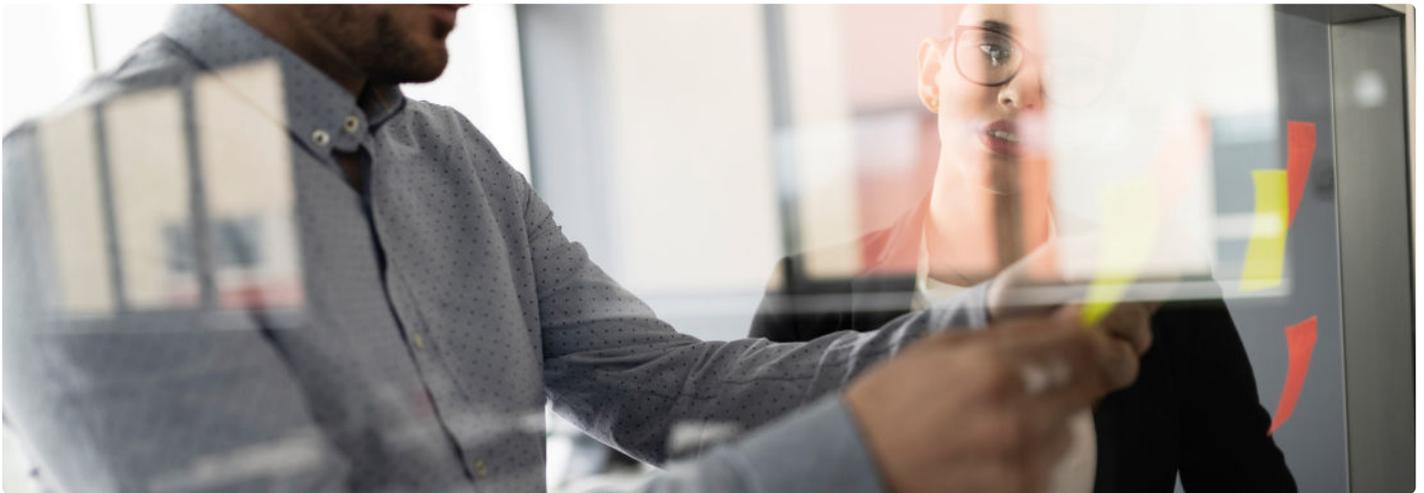
Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



"ASFA RG 146 provides us with the ability to easily skill our people in the necessary legislative requirements for the work they do... [and the] new flexible eLearning program has allowed us to segment our training to fit around internal requirements."



RG 146 Superannuation Refresher

Refresh your industry knowledge.

A quick, convenient way to keep up to date with the latest changes to the super industry and help maintain your RG 146 compliance in super.

Flexible learning formats



Flexible Online



Virtual Workshop



Corporate Workshop

Learning outcomes

ASFA's RG 146 Superannuation Refresher recaps the key points from RG 146 and provides an update of any new legislation or industry changes. By completing this course, you will get an update on any changes that impact the RG 146 superannuation specialist knowledge areas including:

- Operation and management of the superannuation industry
- Taxation
- Legal environment – disclosure and compliance.

Suitable for

RG 146 Superannuation Refresher has been developed specifically for people who are already RG 146 compliant in super. It is also suitable for anyone in need of a super industry refresher course.

Level	Strategic, Execution
CPD Points	4
Duration	Approx. 4 hours

Pricing (incl. GST)*

Flexible Online

Member: \$395
Non-member: \$455

Virtual Workshop

Member: \$395
Non-member: \$455

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



SuperCPD

ASFA’s flagship online continuing professional development (CPD) product.

Published quarterly, SuperCPD offers an engaging learning experience through a combination of text and video content, featuring commentary from some of the industry’s leading experts.

Flexible learning formats



Flexible Online

Learning outcomes

Learning outcomes will vary across topics per edition. SuperCPD is a simple way to stay up to date with the latest super industry developments. It offers the opportunity to earn at least 20 CPD points a year, making it easier to maintain compliance.

Suitable for

SuperCPD is suitable for all superannuation professionals, from administration to management level. It is especially ideal for:

- Anyone who needs to maintain their rg 146 compliance
- Middle operational management, call centre staff and administrators
- Responsible managers under an afsl and responsible officers under an rse licence.

Level	Strategic, Execution
CPD Points	At least 20 annually
Duration	12-month subscription

Pricing (incl. GST)*

Pricing for a 12-month subscription:

Flexible Online

Member: \$495
Non-member: \$570

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



General Advice Skills Program

Level	Support
CPD Points	6
Duration	Approx. 6 hours

Take your general advice from good to great.

If you are already RG 146 compliant and certified to provide general advice in superannuation, the General Advice Skills Program is designed to give you everything you need to deliver effective general advice in super; the knowledge, the skills and the confidence. For those not yet RG 146 compliant and certified to provide general advice in super, you should first complete ASFA's RG 146 Superannuation course.

Flexible learning formats



Flexible
Online



Virtual
Workshop



Corporate
Workshop

Learning outcomes

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

- The differences between personal advice, general 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.

Suitable for

- General Advice Skills Program has been specifically designed for front-facing staff who provide information or financial product advice directly to clients, such as:
 - Contact centre staff
 - Relationship managers, or other staff responsible for running educational seminars for super fund members
 - Sales and marketing team members.

Pricing (incl. GST)*

Flexible Online

Member: \$495
Non-member: \$570

Virtual Workshop

Member: \$495
Non-member: \$570

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Super Essentials

Level	Strategic, Execution, Support
CPD Points	3.5
Duration	Approx. 3.5 hours

For a concise overview of the Australian superannuation system anywhere, anytime.

The technical jargon, constantly changing legislation, and the general complexity of the superannuation industry can be overwhelming. ASFA's Super Essentials course demystifies super and is ideal for anyone working in the super industry or in any related field.

Flexible learning formats



Flexible Online



Virtual Workshop



Corporate Workshop

Learning outcomes

Super Essentials provides an understanding of how super and the industry work. Upon completion it is expected learners will be able to display a knowledge and understanding of the following areas:

- The importance of superannuation and how the super system works
- The different types of super funds and industry structures
- The legislation and regulation governing the super industry
- The different types of super contributions
- How superannuation money is invested
- How insurance is provided through super
- Types of benefits and conditions of release.

Suitable for

Whether you're new to the industry, needing to understand how super works, or in a senior role requiring a quick refresher, Super Essentials is a great resource. Anyone working in a superannuation role will benefit from learning about the industry, including client services/contact centres, administration, marketing and communications, HR and payroll, IT / operations and trustees.

Pricing (incl. GST)*

Flexible Online

Member: \$495
Non-member: \$570

Virtual Workshop

Member: \$495
Non-member: \$570

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Benefits Essentials

Level	Support
CPD Points	2
Duration	Approx. 2 hours

This quick, convenient course teaches you how members and (in the case of death) their dependants receive money out of superannuation in the form of benefits.

Benefits Essentials is delivered completely online in an interactive e-learning format comprising one e-learning module and a final quiz. Online delivery means you can study anywhere, anytime.

Flexible learning formats



Flexible
Online

Learning outcomes

In as little as two hours, this course provides you with all the essential knowledge of superannuation benefits, including the SIS conditions of release, the administration procedures and paperwork in respect of paying superannuation benefits, rollovers, the different ways people can provide for their retirement through retirement income streams, Transition to Retirement (TTR) arrangements, the payment of death and disability benefits, and the tax applicable on lump sums taken out of superannuation.

Suitable for

Benefits Essentials will suit individuals in, or aspiring to work in, administrative or specialist roles within superannuation funds or service providers to the superannuation industry who require an understanding of the key area of superannuation benefits.

Pricing (incl. GST)*

Flexible Online

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Death Benefits Claims Handling Essentials

The assessment of death claims is a source of a significant proportion of complaints from superannuation fund members and an area of focus for the regulators. This quick, convenient course provides a comprehensive understanding of the death claims assessment process, including claims handling principles and best practice, as well as the skills required to handle difficult interactions with beneficiaries.

Death Benefits claims Handling Essentials is delivered completely online in an interactive e-learning format comprising one e-learning module and a final quiz. Online delivery means you can study anywhere, anytime.

Flexible learning formats



Flexible
Online

Learning outcomes

In as little as one hour, this course provides a comprehensive understanding of the death benefits claims assessment process, including death benefits claims handling principles and best practice, and the skills required to handle difficult customer interactions.

Suitable for

Death Benefits Claims Handling Essentials will suit individuals in or aspiring to work in claims handling roles or specialist death benefits administration roles within superannuation funds or service providers to the superannuation industry.

Level	Support
CPD Points	1
Duration	Approx. 1 hours

Pricing (incl. GST)*

Flexible Online

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Health Related Claims Handling Essentials

Level	Strategic, Execution
CPD Points	1
Duration	1 hour

The essentials of handling health related claims.

The assessment of health related claims causes a significant number of complaints from superannuation fund members and is an area of focus for ASIC. Claim time can also bring high emotions.

In as little as one hour, this course provides a comprehensive understanding of the health related claims assessment process, including claims handling principles and best practice, and the skills required to handle difficult customer interactions.

Flexible learning formats



Flexible Online



Corporate Workshop

Learning outcomes

Upon completion of this course, you will be able to:

- Explain the afs license obligations that apply to claims handling services
- Outline appropriate claims handling principles
- Identify vulnerable customers and appropriate accessibility adjustments
- Outline and follow the claims process including appropriate timeframes
- Explain how offsets may apply to income protection claims
- Outline options to access super for members who are uninsured or ineligible to claim insurance benefits
- Outline the tax consequences of permanent incapacity, income protection, and terminal illness payments
- Appropriately handle difficult conversations
- Identify and manage unreasonably persistent claimants

Suitable for

Health Related Claims Handling Essentials will suit individuals in, or aspiring to work in, insurance teams, claims handling roles or specialist insurance roles within superannuation funds or service providers to the superannuation industry.

Pricing (incl. GST)*

Public Workshop

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Contributions Essentials

Level	Support
CPD Points	2
Duration	Approx. 2 hours

This quick, convenient course teaches you all about the critical area of superannuation contributions.

Contributions Essentials is delivered completely online in an interactive e-learning format comprising one e-learning module and a final quiz. Online delivery means you can study anywhere, anytime.

Flexible learning formats



Flexible
Online

Learning outcomes

In as little as two hours, this course provides you with an overview of the different types of contributions that can be made to a superannuation fund, the various caps that these contributions are subject to, how those contributions are taxed (including how excess contributions are treated), who can make contributions into a superannuation fund and the requirements to be eligible for the Government co-contribution, Low Income Superannuation Tax Offset (LISTO), First Home Super Saver Scheme (FHSSS) and downsizer contributions, as well as the electronic processing of superannuation contributions.

Suitable for

Contributions Essentials will suit individuals in, or aspiring to work in, administrative or specialist roles within superannuation funds or service providers to the superannuation industry who require an understanding of the key area of superannuation contributions.

Pricing (incl. GST)*

Flexible Online

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Insurance Essentials

This quick, convenient course teaches you all about the essential area of insurance in superannuation.

Insurance Essentials is delivered completely online in an interactive e-learning format comprising one e-learning module and a final quiz. Online delivery means you can study anywhere, anytime.

Flexible learning formats



Flexible
Online

Learning outcomes

In as little as one hour, this course outlines the role of insurance, the different types of insurance cover available to members of superannuation funds, the key benefits of group life insurance arrangements, the duty of disclosure imposed upon members, the role of the insurer and the different methods used to calculate a member's insurance premium, as well as the more recent amendments to insurance under the Protecting your Superannuation and Putting Members' Interests First legislation.

Suitable for

Insurance Essentials will suit individuals in, or aspiring to work in, insurance teams, claims handling roles or specialist insurance roles within superannuation funds or service providers to the superannuation industry.

Level	Support
CPD Points	1
Duration	Approx. 1 hours

Pricing (incl. GST)*

Flexible Online

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Investment Essentials

Level	Support
CPD Points	2
Duration	Approx. 2 hours

This quick, convenient course teaches you the fundamentals of investment of superannuation assets.

Investment Essentials is delivered completely online in an interactive e-learning format comprising one e-learning module and a final quiz. Online delivery means you can study anywhere, anytime.

Flexible learning formats



Flexible
Online

Learning outcomes

In as little as two hours, this course provides an overview of the factors affecting investment decisions by superannuation funds, the SIS requirements and constraints imposed on trustees when investing a superannuation fund's assets, key investment concepts, such as risk and return and their importance and relevance, the various financial markets, the categories of assets and the impact of return, risk, liquidity, and tax on each of the four major asset classes, and alternative investments, derivatives and international investments.

Suitable for

This course will suit experienced industry professionals keen to build on their technical knowledge of investments, those needing to engage directly with investment managers or teams, together with board members requiring a detailed understanding of investing superannuation.

Pricing (incl. GST)*

Flexible Online

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Retirement Essentials

Level	Support
CPD Points	2
Duration	Approx. 2 hours

This quick, convenient course teaches you all about the fundamental area of helping members plan for retirement.

Retirement Essentials is delivered completely online in an interactive e-learning format comprising one e-learning module and a final quiz. Online delivery means you can study anywhere, anytime.

Flexible learning formats



Flexible Online

Learning outcomes

In as little as two hours, this course outlines the various stages of retirement planning, eligibility for the Age Pension, Age Pension entitlements, some of the other benefits that assist senior Australians, and the interaction between the social security and superannuation systems through the social security treatment of superannuation assets and income streams.

Suitable for

Retirement Essentials will suit individuals in, or aspiring to work in, member facing or specialist roles within superannuation funds or service providers providing retirement advice or solutions to members.

Pricing (incl. GST)*

Flexible Online

Member: \$195
Non-member: \$250

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



FNS40920 Certificate IV in Superannuation

The super industry's premier introductory administration course for over 20 years (formerly known as ASFA 100).

Provides a comprehensive outline of superannuation administration.

Flexible learning formats



Flexible
Online

Learning outcomes

ASFA's Certificate IV in Superannuation (FNS40920) is a nationally recognised qualification that covers a range of administrative related topics such as assisting with meeting industry compliance requirements, administering income streams, processing contributions, establishing and maintaining employer accounts and processing benefits, claims and payments.

Suitable for

This course will suit individuals in, or aspiring to work in, administrative or specialist roles within superannuation funds or service providers to the superannuation industry. It is also a great course for new employees in professional and management roles to undertake before they commence work in the super industry.

Designed for individuals who want to work in customer service and administration roles within superannuation such as:

- Fund administrator
- Superannuation contact centre administrator
- Superannuation contact centre operator
- Customer service officer
- Member service consultant.

Enrolment

To enrol or for further information including entry requirements, units of competency, and how you'll be assessed, click the enrol now button.

Level	Support
CPD Points	24
Duration	12 months

Pricing (incl. GST)*

Flexible Online

Member: \$1,250
Non-member: \$1,450

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



RG 146 Super Reviews

Level	Support
CPD Points	4.5
Duration	Approx. 4.5 hours

Are you confident that your member facing representatives have maintained the knowledge and skills required to provide general advice in super?

ASFA's RG 146 Super Reviews can assist in determining whether representatives have a practical understanding of the difference between general and personal advice, as well as a working knowledge of relevant legislation and topical issues.

Flexible learning formats



Flexible
Online

Learning outcomes

RG 146 Super Reviews are comprised of two components:

Knowledge: this is assessed through completion of an online multiple choice assessment. Advisers will also have access to ASFA's full RG 146 Superannuation Refresher e-learning program.

Skills: this is assessed through a one-on-one interview between the adviser and a qualified ASFA assessor. An interview questionnaire detailing common advice scenarios (which can be customised to specific cases if required) is provided to help advisers prepare for their interview. Each interview will last approx. 30 minutes.

Suitable for

Front-facing staff who provide information or financial product advice directly to clients, such as:

- Contact centre staff
- Relationship managers, or other staff responsible for running educational seminars for super fund members
- Sales and marketing team members.

Pricing (incl. GST)*

Flexible Online

Member: \$595
Non-member: \$695

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Baseline Compliance Package

Essential compliance training for everyone working in super.

Protecting members and maintaining trust starts with strong compliance foundations. ASFA's Baseline Compliance package provides all staff with the core knowledge and behaviours needed to operate safely, ethically, and in line with regulatory expectations. Covering cybersecurity, fraud and scams, AML/CTF, privacy, workplace conduct, conflict management, breach reporting, and more, this suite ensures your whole workforce is equipped to meet their obligations and support the integrity of the fund. This bundle is ideal for onboarding new employees, annual compliance training, or refreshing knowledge across your organisation, helping teams build a consistent, compliant culture.

The Baseline Compliance Package includes the following eight courses:

- Cybersecurity Awareness
- Fraud & Scams in Superannuation
- AML/CTF in Superannuation
- Privacy in Superannuation
- Code of Conduct in Superannuation
- Breach & Incident Reporting in Superannuation
- Conflicts of Interest in Superannuation
- Safe & Respectful Workplace

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed the Baseline Compliance Package, you will have learnt to:

- Recognise cyber threats and apply safe system behaviours
- Identify fraud and scam red flags and escalate appropriately
- Detect ML/TF risks and apply required AML/CTF controls
- Handle personal information securely and meet privacy obligations
- Demonstrate ethical behaviour aligned with organisational standards
- Identify and report breaches using correct regulatory processes
- Recognise and manage actual, potential, or perceived conflicts
- Contribute to a safe, inclusive, and respectful work environment

Suitable for

All superannuation staff and service providers.

Level	Strategic, Execution, Support
CPD Points	1 CPD point per course / 8 CPD points for the full package
Duration	Approx. 8 hours (1 hour per course)

Pricing (incl. GST)*

Public Workshop

Member: \$495
Non-member: \$570

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Cybersecurity Awareness

Protect member data from cyber threats.

This course builds essential cybersecurity awareness for anyone working in superannuation. Learners will explore common cyber threats, understand their role in protecting member data, and learn practical steps to reduce cyber risks and respond appropriately to incidents.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Understand the importance of cybersecurity in the superannuation industry
- Identify common cyber threats facing funds and members
- Recognise cyber risks and red flags
- Understand your role in protecting member data and fund systems
- Apply safe practices to prevent and respond to cyber incidents

Suitable for

All superannuation staff, contractors, and service partners who handle member information or access fund systems.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Fraud & Scams in Superannuation

Spot and escalate fraud & scams.

This course provides a practical foundation in recognising, preventing, and responding to fraud and scams targeting superannuation funds and their members. It highlights common risks, warning signs, and the correct escalation and reporting processes.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Explain what fraud and scams are
- Identify common fraud and scam risks in superannuation
- Recognise warning signs and red flags
- Apply escalation and reporting protocols correctly
- Support members and protect fund integrity

Suitable for

All superannuation staff, contractors, and service partners who handle member information or access fund systems.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



AML/CTF in Superannuation

Identify ML/TF risks and compliance obligations.

This course introduces the fundamentals of money laundering and terrorism financing in the superannuation context. Learners will understand their compliance obligations, identify red flags, and apply AML/CTF controls and reporting requirements in day-to-day member interactions. identify red flags, and apply AML/CTF controls and reporting requirements in day-to-day member interactions processes.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Define money laundering and terrorism financing and understand the differences between them
- Understand your role in preventing money laundering and terrorism financing (ml/TF) in the superannuation industry
- Recognise red flags and identify suspicious behaviours
- Apply customer due diligence and aml/ctf controls when dealing with Members and transactions
- Know when and how to escalate and report suspicious matters

Suitable for

All staff involved in member transactions, onboarding, account maintenance, fraud prevention, risk, and compliance functions.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Privacy in Superannuation

Handle member information safely and legally.

This course equips learners with an understanding of privacy obligations in the superannuation industry, including correct handling of personal and sensitive information, managing privacy risks, and complying with the Notifiable Data Breaches (NDB) scheme.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Explain why privacy is critical to member trust, compliance, and risk management in superannuation
- Distinguish between personal and sensitive information and apply appropriate handling practices
- Follow correct processes for collecting, using, storing, retaining, and disposing of member information
- Recognise common privacy risks and breaches and understand obligations under the notifiable data breaches (ndb) scheme
- Support member rights, including access, correction, complaints, and breach notifications.
- Escalate and report suspected privacy incidents appropriately
- Handle privacy complaints fairly and in line with regulatory and organisational requirements

Suitable for

All fund employees and representatives who collect, access, store, or use member information.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Breach & Incident Reporting in Superannuation

Identify and escalate breaches correctly.

This course explains what constitutes a breach or incident within a superannuation fund, obligations under ASIC and APRA requirements, and the internal processes for early detection, escalation, and prevention of future breaches.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Define what constitutes a breach and an incident within the superannuation context
- Distinguish between reportable and non-reportable events
- Understand obligations under ASIC, APRA, and internal fund policies
- Follow the correct process for identifying and escalating a breach or incident
- Recognise the importance of timely reporting and record keeping
- Learn how to prevent future breaches

Suitable for

Staff working in operations, compliance, risk, audit, governance, and any role where issues may need to be identified, escalated, or reported.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Code of Conduct in Superannuation

Uphold ethical behaviour and professional standards.

This course outlines the purpose and importance of a Code of Conduct and the ethical standards expected of all superannuation industry employees. Learners will explore ethical dilemmas, understand behavioural expectations, and recognise consequences of misconduct.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Explain the purpose and importance of a code of conduct
- Identify key behavioural and ethical standards expected of all employees and representatives
- Recognise and respond appropriately to ethical dilemmas and misconduct
- Apply the code of conduct principles to everyday decisions and member interactions
- Understand the consequences of breaching ethical standards or the Code

Suitable for

All staff, leaders, contractors, and representatives who contribute to the culture and ethical operation of the fund.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Conflicts of Interest in Superannuation

Recognise and manage conflicts transparently.

This course helps learners understand actual, potential, and perceived conflicts of interest, including how to identify common scenarios and apply organisational policies to ensure transparency and good decision-making.

Flexible learning formats



Flexible Online

Learning outcomes

When you have completed this course, you will be able to:

- Define actual, potential, and perceived conflicts of interest
- Recognise common conflict scenarios in the superannuation context
- Apply organisational policies and legislative requirements for managing conflicts
- Demonstrate good judgement and transparency in decision-making

Suitable for

All employees, leaders, and decision-makers, particularly those working in governance, procurement, investments, advice, or member services.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Safe & Respectful Workplace

Promote a safe, inclusive, respectful workplace.

This course promotes an inclusive, respectful, and psychologically safe workplace. Learners will explore WHS obligations, recognise unsafe or disrespectful behaviours, and understand how to respond, report concerns, and support wellbeing.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Recognise what a safe, inclusive, and respectful workplace looks like
- Identify both physical and psychological hazards, and know how to manage them
- Understand your legal and organisational responsibilities under whs and anti-discrimination laws
- Respond appropriately to unsafe or disrespectful behaviour
- Report concerns or incidents through the correct channels
- Support colleagues' wellbeing and contribute to a culture of care and respect

Suitable for

All employees, leaders, and contractors working within a fund who contribute to a positive and safe work environment.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Member-Facing Staff Compliance Package Add-On

Strengthening member-facing staff capability.

Member-facing teams play a critical role in safeguarding members experiencing vulnerability, managing sensitive situations, and ensuring compliant interactions. This add-on bundle builds on baseline compliance by equipping frontline staff with specialised skills to identify and support vulnerability, identify and respond to financial abuse, manage difficult calls, support complaints handling processes, and understand the boundaries between factual information and advice.

Designed for contact centre, member services, claims handling and complaints teams, this package ensures every member interaction is safe, compliant, and focused on delivering the best possible member outcomes.

The Member-Facing Staff Compliance Package Add-On includes the following five courses:

- Understanding and responding to members experiencing vulnerability
- Recognising and responding to financial abuse in super
- Dealing with difficult calls
- Complaints handling & dispute resolution essentials
- Factual information vs advice

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Identify vulnerability indicators and respond with appropriate support
- Recognise signs of financial abuse and escalate safely
- Apply effective techniques to manage challenging conversations
- Follow compliant internal and external dispute resolution processes
- Distinguish factual information from financial advice to avoid breaches

Suitable for

All employees, leaders, and contractors working within a fund who contribute to a positive and safe work environment.

Level	Support
CPD Points	1 CPD point per course / 5 CPD points for the full package
Duration	Approx. 5 hours (1 hour per course)

Pricing (incl. GST)*

Public Workshop

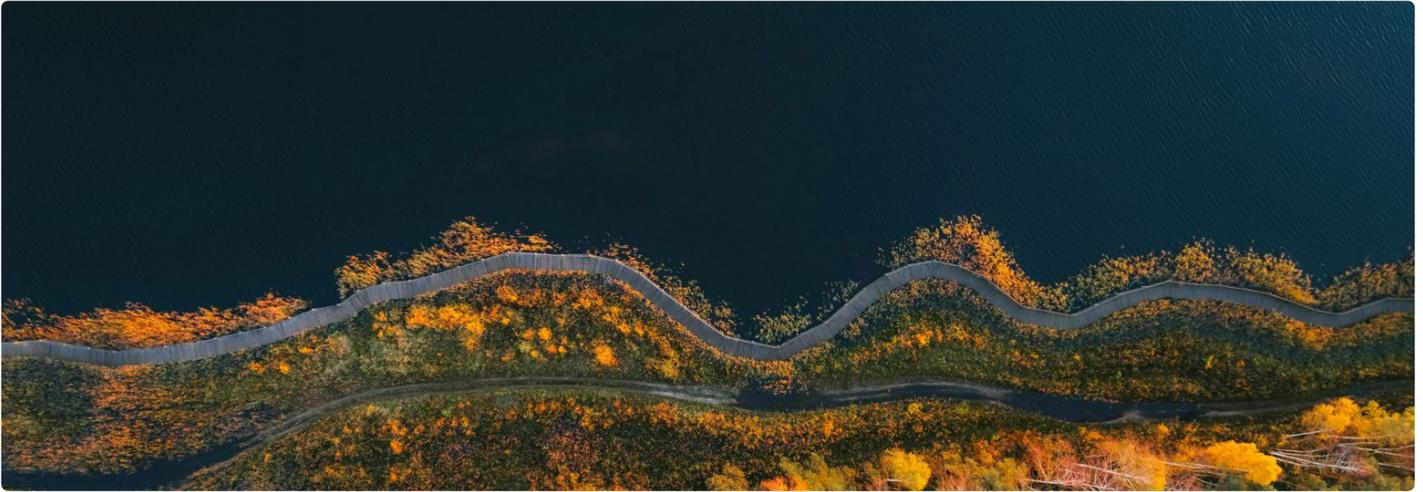
Member: \$295
Non-member: \$350

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Understanding and responding to members experiencing vulnerability

Understand and support members experiencing vulnerability.

This course provides a practical framework for identifying and supporting members experiencing vulnerability. It covers key characteristics of vulnerability, regulatory obligations, early warning signs, appropriate member-focused communication, and referral pathways.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Define what vulnerability means in the context of superannuation and financial services and explain its key characteristics
- Understand regulatory and organisational responsibilities
- Recognise potential signs and indicators of vulnerability
- Explain common triggers that can cause vulnerability
- Respond in an appropriate manner to support and assist members experiencing vulnerability
- Understand when, how and where to refer members to specialist teams or external support
- Apply strategies for self-care and resilience

Suitable for

Member services teams, contact centre staff, complaints teams, frontline staff, case managers, and anyone engaging directly with members.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Recognising and Responding to Financial Abuse in Super

Recognise and respond to financial abuse.

This course helps learners identify the signs of financial abuse and respond appropriately when interacting with at-risk members. It includes escalation pathways, protocols, communication techniques, and strategies for staff wellbeing.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Define financial abuse and describe its key characteristics
- Identify common warning signs and indicators of financial abuse within member interactions, records, or behaviour patterns
- Demonstrate appropriate language and response techniques when engaging with at-risk members
- Identify and apply escalation pathways and internal protocols to support members experiencing financial abuse
- Implement strategies for self-care and resilience

Suitable for

Member-facing teams, complaints staff, claims handling staff, frontline operational teams, risk and compliance teams, and anyone involved in member support.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Dealing with Difficult Calls

Manage challenging calls with confidence.

This course develops confidence and capability in managing challenging or emotionally charged phone conversations. Learners will understand the dynamics of anger, apply structured de-escalation techniques, and set boundaries to ensure respectful interactions.

Flexible learning formats



Flexible Online

Learning outcomes

When you have completed this course, you will be able to:

- Explain the dynamics of anger
- Recognise signs of unhappy customers
- Demonstrate a step-by-step process for dealing with an angry customer and complaints
- Apply techniques to manage difficult conversations
- Escalate complaints when necessary
- Use assertive communication to set boundaries with out-of-control customers
- Understand your rights when handling abusive calls

Suitable for

Contact centre staff, member services teams, complaints handlers, and any staff who support members over the phone.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Complaints Handling & Dispute Resolution

Handle complaints effectively and compliantly

Effective complaints management is critical for member trust and regulatory compliance. This course provides an understanding of internal and external dispute resolution requirements. It covers complaint definitions, legal obligations, documentation, escalation processes, and principles of continuous improvement in complaints handling, as well as when and how matters can escalate to the Australian Financial Complaints Authority (AFCA).

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Define what a complaint is
- Understand the importance of a complaints handling system
- Explain the legislative requirements for inquiries and complaints
- Resolve disputes through an internal dispute resolution process
- Record disputes in accordance with legislation and organisational procedures
- Discuss the importance of review and continuous improvement processes in relation to handling complaints
- Understand the external dispute resolution process

Suitable for

This course will suit all staff within superannuation funds or service providers to the superannuation industry as per ASIC's RG 271 requirement of "providing training to all staff, not just complaints management staff, about the IDR process" (RG 271.132). It is especially designed for complaints teams, member services staff, supervisors, case managers, and anyone involved in resolving inquiries or disputes.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Factual Information vs Advice

How to provide factual information.

This course helps staff confidently distinguish between factual information, general advice, and personal financial advice when speaking with members. It explains key boundaries and provides guidance to minimise compliance risk while delivering accurate, helpful information.

Flexible learning formats



Flexible
Online

Learning outcomes

When you have completed this course, you will be able to:

- Explain the differences between factual information and financial product advice
- Explain the differences between general and personal financial product advice
- Provide useful, relevant and accurate factual information
- Understand the factual information boundaries and how to minimise risks and avoid compliance breaches

Suitable for

This course will suit anyone who wants to learn what it takes to deliver effective factual information without breaching AFSL requirements by providing financial product advice when not authorised to do so. It is specifically designed for staff who provide information directly to members, such as contact centre staff, relationship managers, staff responsible for running educational seminars for super fund members, and sales and marketing team members.

Level	Support
CPD Points	1
Duration	Approx. 1 hour

Pricing (incl. GST)*

Public Workshop

Member: \$80
Non-member: \$95

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.



Baseline Compliance + Member-Facing Staff Add-On Package

Comprehensive compliance training for member-facing staff.

This combined package brings together ASFA's Baseline Compliance and Member-Facing Staff Compliance Add-On packages to deliver a complete, end-to-end compliance training solution for member-facing staff. It equips employees with the foundational knowledge, behaviours, and specialised skills required to meet regulatory expectations, protect members, and uphold trust in the fund. This package includes the following thirteen courses:

- Cybersecurity Awareness
- Fraud & Scams in Superannuation
- AML/CTF in Superannuation
- Privacy in Superannuation
- Code of Conduct in Superannuation
- Breach & Incident Reporting in Superannuation
- Conflicts of Interest in Superannuation
- Safe & Respectful Workplace
- Understanding and responding to members experiencing vulnerability
- Recognising and responding to financial abuse in super
- Dealing with difficult calls
- Complaints handling & dispute resolution essentials
- Factual information vs advice

Learning outcomes

When you have completed this course, you will be able to:

- Recognise cyber threats and apply safe system behaviours
- Identify fraud and scam red flags and escalate appropriately
- Detect ML/TF risks and apply required AML/CTF controls
- Handle personal information securely and meet privacy obligations
- Demonstrate ethical behaviour aligned with organisational standards
- Identify and report breaches using correct regulatory processes
- Recognise and manage actual, potential, or perceived conflicts
- Contribute to a safe, inclusive, and respectful work environment

- Identify vulnerability indicators and respond with appropriate support
- Recognise signs of financial abuse and escalate safely
- Apply effective techniques to manage challenging conversations
- Follow compliant internal and external dispute resolution processes
- Distinguish factual information from financial advice to avoid breaches

Suitable for

Member services teams, contact centre staff, complaints teams, claims handling teams, frontline staff, case managers, and anyone engaging directly with members.

Level	Support
CPD Points	1 CPD point per course / 13 CPD points for the full package
Duration	Approx. 13 hours (1 hour per course)

Pricing (incl. GST)*

Public Workshop

Member: \$695
Non-member: \$795

Classroom Corporate Learning

Corporate prices upon application

[Click to Enrol Now](#)

* Please refer to ASFA's Fees and Refunds Policy and Procedure which outlines ASFA's approach to managing fees and refunds.

Flexible learning formats



Flexible
Online

superannuation.asn.au

© 2026 Association of Superannuation Funds of Australia Limited (ASFA)

No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information or retrieval system, without the prior permission of ASFA. Requests for permission to use material contained in this publication should be directed to the Compliance Manager.

Please note:

Printing this document may make it obsolete.

For the latest version of this document always check the ASFA website at superannuation.asn.au/professional-development/courses/

© ASFA 2026

**The Association of Superannuation Funds
of Australia Limited (ASFA)**

Level 11, 77 Castlereagh Street
Sydney NSW 2000
PO Box 1485, Sydney NSW 2001
T +61 2 8079 0855
E learning@superannuation.asn.au

RTO Code 90755

asfa
LEARNING