



Massey University Short Course in Complaint Response and Management

This short course will be available through Massey University from 22 March, 2023. Information on this course is subject to change.

An invitation to our Participants

Welcome to this New Zealand first. The IFSO Scheme is collaborating with Massey University to curate our case study and complaint resources into an accessible, micro-credit for our Participants and those studying for a career New Zealand financial services.

Our Participants face challenges to upskill their teams to meet the legislative, regulatory and Code reforms being implemented under the Conduct of Financial Institutions legislation (CoFI), the Financial Markets Conduct Act, the Financial Services Legislation Amendment Act (FSLAA) and the Credit Contracts and Consumer Finance Act (CCCFA).

We hope this Massey University course will be a timely and relevant resource for all our Participants. We appreciate any feedback from your teams in training and development, Culture and Conduct, complaint, claims and compliance teams, Nominated Representatives and Financial Advisers. For full information and feedback on this course see our webpage <https://www.ifso.nz/pages/massey-university-short-course-in-complaint-response-and-management>.

If you have any feedback or enquiry about the content or pricing of this course, please contact Andrew Gunn on 021 68 43 55 or email andrew@ifso.nz.

regards,

Karen Stevens, Insurance & Financial Services Ombudsman

Key points

- 5 credit Massey University short course qualification, with a University Certificate of Achievement.
- Affordable, relevant, and up to date professional development.
- Online learning, suitable for busy complaint, claim and compliance teams.
- Build technical and soft skills for difficult conversations with your customers.
- Four core modules to develop skills in complaint response and management.
- Five tailored electives for compliance, Financial Advisers/Nominated Reps, General Insurance, Risk and Lending teams.
- Verified record of up to 50 hours Continuing Professional Development (CPD hours).
- Affordable training – with introductory offer⁺, volume and IFSO Scheme Participant discounts.

This short course will be available online, Massey University from 22 March 2023.

Pricing - introductory offer⁺

Pricing of this short course is indicative and subject to change by notification to IFSO Scheme Participants when the course is launched 22 March 2023. [* Participants need to provide their IFSO Scheme membership number to Massey University to enjoy this discount. ** Volume discounts will be provided only if all registrations are invoiced to one IFSO Scheme Participant for payment.]

Short Course Pricing - Introductory Offer (first 90 days)	Price Per Person excluding GST
Introductory Offer (Save \$200 pp) - Retail	\$ 490.00
Participants of the IFSO Scheme*	\$ 390.00
Volume Discount for IFSO Scheme Participants (6-10 registrations get 10% off)**	\$ 351.00
Volume Discount for IFSO Scheme Participants (11+ registrations get 20% off)**	\$ 312.00