



Complaint Response and Management

Massey University Short Course

A collaboration between Massey University's Fin-Ed Centre and the Insurance & Financial Services Ombudsman Scheme.

- Gain a Massey Certificate
- Start anytime, online video learning
- 50 hours (approx. 6 months duration)
- \$690+GST per person
- IFSO Scheme Participants \$490+GST per person, group discounts available



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FIN-ED
CENTRE

Key points

- Join anytime - allow up to 2-6 months to complete at your own pace.
- 5 credit Massey University short course qualification, with a University Certificate of Achievement.
- Affordable, relevant, and up to date professional development.
- Build technical and soft skills for difficult conversations with your customers.
- Four core modules to develop skills in complaint response and management and vulnerable clients.
- 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 volume and IFSO Scheme Participant discounts.

Pricing

* IFSO Scheme 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	Price Per Person ex GST
Retail Price	\$ 690.00
Price - Participants of the IFSO Scheme* (save \$200 pp)	\$ 490.00
Volume Discount for IFSO Scheme Participants (6-10 registrations get 10% off) ⁺	\$ 441.00
Volume Discount for IFSO Scheme Participants (11+ registrations get 20% off) ⁺	\$ 392.00

Pricing of this short course subject to change by notification to IFSO Scheme Participants

[**Enrol now**](#)
