

# Professional IQ

## Student Handbook 2024

NZQA Qualifications  
Including the New Zealand  
Certificate in Financial Services Level 5  
Micro-Credentials  
Professional Development & Training for  
the Financial Sector



Your pathway to  
professional development  
[professionaliq.co.nz](http://professionaliq.co.nz)

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## Introduction

Professional IQ is a New Zealand Qualifications Authority (NZQA) Private Training Establishment (PTE). As a registered and accredited PTE, Professional IQ students can achieve nationally recognised qualifications and have access to their New Zealand Record of Achievement (NZRoA).

The Professional IQ Student Handbook (Handbook) contains current information about our systems and processes. Our terms and conditions of enrolment are on our website [www.professionaliq.co.nz](http://www.professionaliq.co.nz)

It is recommended that you take the time to read through the Handbook as it provides important information about our systems and processes. Information about the courses Professional IQ offers is at the end of the Handbook. If you have any queries, or you would like to know more about the courses, please visit [www.professionaliq.co.nz](http://www.professionaliq.co.nz) or email us at [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz)

## Online Learning

Professional IQ's learning programmes are self-directed and supported by comprehensive study guides and student support. Our courses are offered online, giving students the opportunity to study at their own convenience any time in the office or at home.

Professional IQ has a non-semester-based enrolment system. This means you can enroll for the programme at any time during the year.

Professional IQ has developed a learning system that delivers a comprehensive study pathway for every student. This includes:

- Access to the Professional IQ app
- Study guides and assessment workbooks
- Access to Student Support by phone and email.

To be successful in our programmes, students need to have a degree of self-discipline. This means that students:

- Can work independently
- Are comfortable asking for clarification when they need more information
- Are good at meeting deadlines
- Are comfortable working primarily with a text-based medium
- Have easy access to a computer and the internet
- Are comfortable communicating with their assessor and Student Support by phone and e-mail.

For clarification of any of the statements above, please contact Student Support.

## Professional IQ contact information

The Professional IQ team can be contacted during office hours by telephone or email.

DESIGNATION	NAME	EMAIL	PHONE
Managing Director	Tim Larkin	<a href="mailto:tim@professionaliq.co.nz">tim@professionaliq.co.nz</a>	09 306 1731 021 889 631

General Manager	Jillian Stewart	<a href="mailto:jillian.stewart@professionaliq.co.nz">jillian.stewart@professionaliq.co.nz</a>	09 3061731 029 221 9294
Academic Manager	Angi Mann	<a href="mailto:angi.mann@professionaliq.co.nz">angi.mann@professionaliq.co.nz</a>	021 293 1724
Student Support	June Wang	<a href="mailto:June@professionaliq.co.nz">June@professionaliq.co.nz</a>	09 306 1731 021 023 52106
Student Support	Natalie Wang	<a href="mailto:Natalie@professionaliq.co.nz">Natalie@professionaliq.co.nz</a>	09 306 1731 021 992 866
Assessors/Student Support contact allocated on an individual basis.			

### Student Support

Student Support is the first point of contact for issues or concerns about any aspect of learning. Student Support is directly contactable by email or phone. Best endeavours are made to respond to all communications on the day they are received, or as soon as practicable after receipt of the communication.

### Learner Wellbeing and Safety

Professional IQ is an approved signatory to the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 \(Code\)](#). Section 534 of the Education and Training Act 2020 provides for the Minister of Education to issue codes of practice for the pastoral care of tertiary and international learners. The Code informs tertiary education providers and organisations enrolling international students of their responsibilities, as specified in the Code, to support the wellbeing of tertiary and international learners.

Professional IQ is committed to having strategic goals and strategic plans in place for supporting the wellbeing and safety of learners that:

- Give effect to the Code
- Honour Te Tiriti o Waitangi and support Māori–Crown relations.

Please refer to Professional IQ’s Strategic Goals and Plans in relation to the Code on our website.

### External Support Services for Student Wellbeing

#### Depression Helpline

0800 111 757 (24/7)

Free text 4202 (24/7)

#### Lifeline

0800 543 354 (24/7)

Free text HELP (4357) (24/7)

#### Mental Health Crisis Team

Healthline 0800 611 116 (24/7)

#### NZ Police

If it's an emergency, phone 111 if you feel you or someone else is at risk of harm.

#### Youthline

0800 376 633 (for 24/7 phone counselling)

Free text 234

Email: [talk@youthline.co.nz](mailto:talk@youthline.co.nz)

**Samaritans**

0800 726 666

## **Student Enrolment Terms and Conditions**

Everyone who enrolls with Professional IQ is subject to our [Terms and Conditions](#).

## **English Language Proficiency**

All our course material is developed and delivered in English. This means all students must have sufficient proficiency in the English language to obtain the benefit of learning from our materials.

International students, or students whose first language is not English, need to be able to read and write in English to a high enough standard to understand the course materials and submit the written assessments required to complete the course they have enrolled in, in accordance with NZQA requirements as implemented by Professional IQ.

## **Computer Literacy Skills**

Professional IQ's learning programmes are delivered online. Therefore, it is required that students:

- Be computer literate and familiar with creating Word documents and PDFs
- Have access to the internet to enable downloading of study guides, assessments and instructions.

## **Course Completion**

Students are required to complete their enrolled course of study within a set time period, which includes marking time by assessors. The final date for completing your course (Completion Date) will be emailed to you on enrolment.

Your assessments need to be submitted, marked and achieved by the Completion Date. This includes any Further Evidence Required (FER) by your assessor, which must also be completed, submitted and achieved by the Completion Date. To meet the Completion Date, we suggest that you timetable a weekly study period and make your first submission well before the Completion Date to allow for any additional time required to submit FERs and have them marked and achieved.

Students are expected to contact Student Support should they have an issue or query in the first instance. Student Support or your assessor may require you to respond to their emails. It is your responsibility to communicate with your assessor or Student Support, especially when an issue arises that is causing a delay in the progress of your learning.

## **Further Evidence Required (FER)**

Students have three attempts to achieve each assessment in their enrolled course of study:

1. Initial submission of the completed assessment.
2. Further Evidence Required 1 (FER1). Notification from the assessor will set out any further information or evidence required to complete the assessment. In this case, additional questions may be asked or extra information may be required by the assessor. It is necessary

to supply all the material required to establish competency.

3. Further Evidence Required 2 (FER2). Notification from the assessor will set out any further information or evidence required to complete the assessment. In some cases, the assessor may organize a phone conversation to assist in establishing competency.

An additional fee will apply for the assessment of FER2 and will be advised to you when an FER 2 is requested by your assessor. The fee is payable prior to FER2 being assessed.

## **Course Extensions**

### **Course extension due to extraordinary circumstances**

A course extension may be approved and is intended to assist a student who, due to extraordinary circumstances, has been disadvantaged in comparison to other students.

If you are unable to complete your studies within the maximum study period, you must contact Student Support and inform them of your situation three weeks prior to the Completion Date for your course by emailing Student Support attaching a Course Extension Application Form that can be downloaded from the Professional IQ website and can also be viewed at the back of this Handbook.

The reasons for applying for a course extension must come within one of the following categories:

- Medical conditions of a serious nature e.g. hospitalisation, serious injury or serious illness.
- Bereavement e.g. death of a close family member.
- Trauma e.g. sudden loss of employment, severe disruption to domestic arrangements, victim of crime.

You must provide evidence to support the reasons for your application. All applications for a course extension must be accompanied by detailed documentation from a recognised authority, including professionals registered with a professional body (such as social workers, medical practitioners, lawyers and psychologists), death notices or certificates, and police reports.

### **Paid course extension**

If you are applying for an extension for reasons other than the extraordinary circumstances set out above, a fee will be charged. You are entitled to one paid extension of up to a maximum of 6 weeks unless Professional IQ, in its sole discretion, chooses to grant an extension of 12 weeks.

To apply for an extension, email [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz) a minimum of three weeks before the Completion Date attaching a Course Extension Application Form that can be downloaded from the Professional IQ website and can also be viewed the end of this Handbook. You will be advised of the amount of the extension fee at the time of application.

## Classification of International Students/Domestic Students

### Domestic students:

- NZ citizens (holding an NZ passport or birth certificate).
- NZ residents (holding an NZ resident visa).

### International students:

- Onshore international students (holding a work visa or student visa that is valid for the duration of their course of study).
- Offshore international students: students who are studying offshore (no NZ visa requirements).

If you are not a NZ citizen or a NZ resident, then you are considered an international student by the NZ Ministry of Education.

Professional IQ is permitted to enroll international students studying online while living offshore (offshore international student) or international students studying or working in New Zealand under a work visa or a student visa (onshore international student).

International students living overseas who intend to migrate to New Zealand can enroll with Professional IQ providing they have enough time to complete their course while living overseas. Once an international student arrives in New Zealand they will only be able to continue studying with Professional IQ if they hold a work visa or a student visa which allows them enough time to complete their qualification.

Please contact Student Support if you require any clarification in this area.

### Documents Required for Enrolment

You need to provide Professional IQ with a verified copy of evidence of your full legal name and age. 'Verified' means that the documents have been authorised by a Justice of the Peace (JP), NZ Police or NZ solicitor. Acceptable documentary evidence is as follows:

NZ citizens:

- A verified copy of passport; or
- A verified copy of NZ driver's license

NZ residents:

- A verified copy of passport; or
- A verified copy of resident visa

Onshore international students:

- A verified copy of passport; or
- A verified copy of work/student visa

Offshore international students:

- A copy of passport



International students whose immigration status or country of residency changes must inform Student Support immediately as this may affect student status.

### **Personal Information**

Professional IQ is governed by the Privacy Act 2020 in the way we collect, use and disclose your personal information. You have access to your personal information at any time. By enrolling with Professional IQ you are accepting our [Terms and Conditions](#) and how the information we collect will be used (refer to our [Privacy Policy](#)).

We collect your personal information to identify you as a student and to ensure that records of learning are updated correctly on the completion of courses and qualifications.

The Ministry of Education requires Professional IQ to collect the following information for statistical purposes:

- Full legal name (please advise us if you prefer to be addressed by a different name)
- Date of birth
- Physical home address (not a PO box number)
- Ethnicity. If you identify yourself as a New Zealand Māori, the Ministry of Education requires that you specify your iwi.
- Occupation and workplace contact details
- Education:
  - Highest qualification
  - Date achieved
  - Education provider

International students are required to supply us with next of kin/emergency contact name, address, contact telephone number, and their relationship to you.

If you are under 18 years old at the time of application, you must provide the name and contact details of your parent or legal guardian.

If for any reason you change your name, you need to notify us of the details of your name change and provide us with a verified copy of the document that supports the name change (e.g. marriage certificate). Please email us at [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz) attaching the details of your name change and a verified copy of the supporting document.

Please inform Professional IQ as soon as possible if you change your address or any other contact details. Please email us at [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz) or you can update your profile on the Professional IQ app.

### **Employer Disclosure**

If your employer or another company or person has paid for or arranged your enrolment, we will consider them to be a sponsor. They may be informed of student progress updates on a continual basis by a member of the Professional IQ staff. The sponsor will be entitled to information such as:

- Completion of unit standards
- Completion of assessments
- Completion of course
- Assessment results

- Failure to complete the unit standards and assessment within the recommended or mandatory time frame for completion.

### **Student Fees**

All fees stated on the website or in any Professional IQ documentation are subject to change and Professional IQ reserves the right to amend the stated fees as required.

Professional IQ may withhold enrolment, the reporting of credits, and the issuing of certificates for qualifications until you have paid, in full, the course fees, including any extension fees or other charges levied by us.

All prices are stated in New Zealand dollars and exclude GST.

### **Student Fee Protection**

The New Zealand Government requires all PTEs that are registered with NZQA to have protection for student fees received in advance.

Students paying their own fees (in part or full) will be required to deposit their payment directly into the Public Trust Student Fee Protect account. This arrangement has been accepted by NZQA as meeting the requirements of the Education and Training Act 2020 and the Student Fee Protection Rules 2022.

The Public Trust Student Fee Protect account ensures that students receive a refund on the fees (or portion of fees) they pay to a training provider if the provider is unable to complete the course due to closure, insolvency or loss of NZQA accreditation, for example. The Public Trust does not charge students for fees protection.

The Public Trust Student Fee Protect account details will be provided during the enrolment process. If you have any questions about Public Trust Student Fee Protection, email [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz) or contact Student Support.

### **Student Withdrawal and Refund**

You must notify us by email ([info@professionaliq.co.nz](mailto:info@professionaliq.co.nz)) if you wish to withdraw from a course or programme and include a reason with your request. The date we receive your application to withdraw is the Date of Withdrawal. The refund entitlements for domestic students are set out in section 357 of the Education and Training Act 2020. To apply to withdraw, email us the Notification of Withdrawal Form that can be downloaded from the Professional IQ website and can also be viewed at the end of this Handbook.

You will be eligible for a refund of monies paid less an administration fee and incurred costs, as set out in the table below, provided we have received your emailed application to withdraw within the specified timeframe and:

- You have not accessed the course online
- We have not received any submissions for assessment
- Your course has not been transferred
- You haven't attended any classes (where applicable).

If you do not apply to withdraw formally, you are liable to pay the fees even if you do not submit any course assessment material.

### Domestic Students

Duration	Withdrawal Date	Refund
NZQA programme (greater than 3 months duration)	Must be within 8 working days of commencement of enrolled programme.	Full refund less an administration fee of 10% of fees paid.
	After 8 working days	No refund
NZQA programme (less than 3 months duration) or non NZQA programme	Must be within 8 working days of commencement of enrolled programme.	Full refund less an administration fee of 10% of fees paid.
	After 8 working days.	No refund

### International Students

Duration	Withdrawal Date	Refund
NZQA programme (greater than 3 months duration)	Must be within 10 working days of commencement of enrolled programme.	Full refund less an administration fee of up to a maximum of 25% of fees paid.
	After 10 working days	No refund
NZQA programme (up to 49 weeks duration)	Must be within 10 working days of commencement of enrolled programme.	Full refund less an administration fee of up to a maximum of 25% of fees paid.
	After 10 working days	No refund

### Withdrawal of student by Professional IQ

If you do not submit and complete assessments regularly according to the Completion Date and Student Support has made attempts to contact you unsuccessfully via email or phone, Professional IQ will start the process of withdrawing you from your programme. This is not the desired outcome for Professional IQ, as we wish for all our students to achieve their academic goals with us.

If Professional IQ withdraws you due to lack of commitment and progress, you will not qualify for any refunds.

If you have been withdrawn and you would like to complete your programme in the future, you will need to enroll again, including payment of all relevant course fees.

## **Cross Credits and Credit Transfers**

The credit transfer process identifies which parts of a new qualification or course you may already have achieved, based on your current qualifications and previous course. Professional IQ may recognise all New Zealand Qualifications and Credentials Framework (NZQCF) qualifications awarded by other NZQA-registered training organisations where applicable to the programme intended to be enrolled in.

Courses and qualifications that are not NZQCF qualifications will have to go through an assessment process to determine whether they meet the same standards as the NZQCF qualifications. You must apply for a credit transfer before enrolling. For further information on credit transfers, contact Student Support.

## **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is the process by which applicable existing formal education or qualifications are recognized and credited towards the qualification or certificate you wish to achieve. If you believe you may be eligible for RPL email [info@professionalig.co.nz](mailto:info@professionalig.co.nz)

## **Plagiarism and Providing False Information**

Professional IQ expects students to complete all assignments and activities. All work must be their own and they must not present the work of others as their own (plagiarism). Professional IQ has employed a system that will detect plagiarism. If anyone is found to have plagiarised, they may be removed from the programme and no refund for fees paid will be issued.

## **Students with Specific Needs**

Information about dyslexia, hearing or eyesight impairment, or any learning disability should be communicated to Student Support prior to enrolment. Professional IQ will try to take into account any special needs at the start of your programme and will endeavour to meet your learning requirements wherever possible. However, we will only be able to make reasonable adjustments to meet your needs and therefore require that you discuss these with Student Support, and other staff members as required, before starting your programme.

## **Professional IQ Website**

The [Professional IQ](#) website gives you information about:

- NZQA qualifications
- Professional development online short courses
- Enrolment and forms
- Who to contact for assistance

## **Access to Course Material**

Once you have enrolled in your chosen course of study and your enrolment has been approved, you will be able to access course materials and resources.

## Hours of Study

Each Professional IQ programme is designed to allow you to work systematically through the Study Guide for your chosen programme. Each credit is equivalent to approximately 10 hours of learning to complete the prescribed learning and reflect on the content of the materials.

## Assessment Overview

### NZQA Certificates

Assessment is the process of collecting and judging evidence of a student's knowledge, skills and performance. Assessment of the New Zealand Certificate in Financial Services (NZCFS) L5 and other NZ Certificates require a learner's knowledge, skills and performance to be assessed against defined outcomes. These outcomes are listed within unit standards. Each unit standard has a credit value and sits at a specified level on the New Zealand Qualifications and Credentials Framework (NZQCF).

A specific selection of unit standards make up each certificate or qualification. Unit standards have been developed by standard setting bodies to help shape the curriculum of vocational education. They also moderate assessments against industry standards. Because unit standards are nationally agreed, achievements can be transferable between qualifications and education providers.

The process of assessing unit standards is known as standards-based assessment. Upon completion, the learner will be awarded a result of Competent or Not Yet Competent. An assessor is the person who decides whether a learner is competent in the unit standard.

To ensure that both learners and assessors know what is expected of them, guides are written to provide clear descriptions of these requirements. Professional IQ has written assessment materials for each unit standard: these are the Assessment Workbook (questions for learners) and the Assessor Guide (marking schedule for assessors).

The Assessment Workbook consists of the tasks, special notes, and instructions for learners. It is accessible on the app and instructions for submission are included in the online course materials.

### Micro-Credentials

Micro-Credentials are assessed through multi-choice questions, often with multiple answer combinations required. Your course will specify how many attempts you are permitted for each answer. Assessment is immediate and automated through our systems.

### Study Guides

The Study Guides provide self-directed knowledge to enable completion of the assessments. As students are responsible for their own studies, Professional IQ encourages you to communicate with Student Support by email or phone. Each Study Guide has Test Your Knowledge (formative assessment) questions that test your learning as you progress through the programme.

All the work you send to your assessor for marking must be your own work, but Professional IQ encourages you to work with your workplace mentor (Verifier) during this time if applicable. Your Verifier can provide you with valuable guidance, which will enhance your learning.

Assessment results will be uploaded to the Professional IQ app along with feedback on your assessment. If you wish to discuss your results in more detail, contact your assessor or Student Support.

### Course Evaluations and Satisfactory Survey

Professional IQ continuously tries to improve its programmes and courses. We request that all students complete a Course Evaluation and Satisfaction survey online. It gives us valuable feedback on the quality of our courses and where we can improve. This is not a marketing tool; it is part of NZQA requirements that Professional IQ collects this information. We are also interested in finding out how satisfied you are with your learning experience at Professional IQ.

### **Record of Learning**

Once we have registered your enrolment, you will be given a National Student Number (NSN) that stays with you for life. You may already have an NSN from your school or another learning provider. Your NSN is used by the New Zealand Qualifications Authority (NZQA) to record credits and qualifications gained by you on the New Zealand Qualifications and Credentials Framework (NZQCF). This means you will have a NZ Record of Achievement number, which is the same number as your NSN number.

On completion of qualifications gained by you on the NZ Qualifications and Credentials Framework (NZQCF), a transcript of your achievement will be reflected on your NZ Record of Achievement (NZRoA) as reported by Professional IQ as an NZQA-accredited education organisation. Information on how to get a copy of your NZRoA can be found on the NZQA website.

### **Appeal of Assessment Results**

The appeal of assessment results is different from lodging complaints and reassessment. You must complete an Assessment Appeal form provided in this Handbook. All correspondence must be communicated by email to Student Support. To ensure objectivity and lack of bias, an independent assessor will be brought in to investigate the appeal.

### **Complaints and Concerns**

If you have any concerns or complaints that impact your course of study, please email Student Support at [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz) attaching a Complaints Form that can be downloaded from the Professional IQ website and can also be viewed the end of this Handbook.

You may also direct your complaint or concern to the appropriate staff member of Professional IQ. Contact details for the Professional IQ team are set out in the Handbook.

The Professional IQ team will endeavour to resolve any issues in a timely and efficient way. We are dedicated to making sure you have everything you need to succeed in your studies and professional development.

If you feel that your issue is unresolved and you wish to make a complaint against Professional IQ, you can contact NZQA and follow their complaint procedure.

International students can lodge a formal complaint against Professional IQ under the International Student Contract Dispute Resolution Scheme Rules 2016 ([DRS](#)) or [istudent complaints](#) which is an appointed operator of the DRS.

The Professional IQ grievance procedures are in the [Terms and Conditions](#) (Complaints and Concerns).

### **Student Behaviour**

Professional IQ is committed to providing a safe and secure learning environment protecting students and staff from harm. Professional IQ has zero tolerance for inappropriate behaviour by

students. This behaviour covers online communications, classroom behaviour, harassment and providing false information.

All students and staff must conduct themselves in a professional manner when interacting with others, and as a minimum:

- Respect the contributions of other students
- Be respectful in all communications

Inappropriate behaviour impacting on students or staff in the online environment is considered to be:

- Unwelcome comments or behaviour of a sexual nature
- Words or gestures offensive to another race or culture
- Bullying or intimidation
- Acting in a disruptive manner
- Sharing intimate images
- Providing false information
- Plagiarising.

Where inappropriate behaviour is suspected, it will be referred to the General Manager of Professional IQ, who will look at each situation and consider the appropriate next steps, which could include removal from the programme without a refund. Professional IQ values its students and its learning community. Being part of the online education community, you are responsible for the way you communicate with Student Support, your assessor, other Professional IQ staff and students.

If you feel unsafe or become aware that you are being abused or harassed in any way online, contact Student Support who will address your concern in a timely manner.

### **Privacy and Website Use Policy**

Professional IQ protects your information when you visit our website and use our products and services. Our [Privacy Policy](#) covers the following topics:

- Information from enrolment, purchases made and feedback
- Information that is used for quality assurance and NZQA requirements, general administration and business purposes
- Information that is shared with our support services e.g. our IT service provider
- Protecting your information
- Access to your information
- Internet use and security of information.

Changes to our Privacy Policy will not limit or exclude your rights under the Privacy Act 2020.

### **Email Policy**

Apart from Student Support, we only email you if you want us to. We do not send unsolicited emails. When you register your email address with us, you go on a list to receive email announcements about products, offers and promotions and news from Professional IQ. We may disclose your email address to third parties in certain circumstances - check our [Privacy Policy](#) for further details.

Every email message we send includes an email address to which you can respond. If at any time you decide you do not want to receive our emails simply click the unsubscribe link at the bottom of the newsletter. This will remove your email address from our mailing list.

If you unsubscribe you will still receive emails specifically related to your enrolled course.

### **Terminating Enrolment and Contract**

The following actions terminate the enrolment and contract with Professional IQ:

- The student no longer wishes to pursue their course of study
- Professional IQ is unable to proceed with the programme of study
- Compassionate reasons, serious illness
- Non-achievement or failure to achieve in the programme of study
- Breach of Professional IQ's regulations
- A change in work visa conditions.

### **Copyright and Intellectual Property**

All materials produced are subject to the copyright and intellectual property rights of Professional IQ, unless otherwise stated. These materials may not be reproduced, distributed or modified without Professional IQ's express written permission. Students who are enrolled in a course or programme are given access to study material and other resources. This permission will be revoked, should the student withdraw or be expelled from Professional IQ.

### **Description of Products**

Each product purchased is sold subject to its product description. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time when the relevant information is entered onto the system. Although we aim to keep the website as up to date as possible, the information, including product descriptions, appearing on the website at a particular time may not always reflect the position at the exact moment you enrol in a course of study.

### **Limitation of Liability**

Professional IQ will not be held responsible for any errors or omissions contained in any of its publications, study materials and other resources. It will, where possible, ensure that all its materials are accurate and up to date. Furthermore, Professional IQ will not be held responsible for any loss, damage or distress resulting from adherence to any advice, suggestions or recommendations made by Professional IQ. Refer to our [Terms and Conditions](#): Limitation of Liability.

### **Website Usage Terms**

Reproduction of images and text on the Professional IQ website is prohibited.



## The NZ Certificate in Financial Services Level 5

The NZ Certificate in Financial Services Level 5 is made up of four specialist strands (electives), plus Core Knowledge which is compulsory. All students will be required to complete Core Knowledge plus one elective. The programme is flexible enough to allow you to enroll in the entire programme or to enrol on a course-by-course basis.

The programme is designed for professionals wanting to provide specialist knowledge and skills in the areas of Investment, Life, Disability and Health Insurance, General Risk Insurance, and Residential Property Lending. Achievement of the programme is self-directed via distance learning.

Study Guides have been designed to deliver knowledge and understanding in deliberate segments to aid your learning. This schedule contains the course description, topic and learning outcomes, resources required, and assessment outcomes.

### Programme Contents

#### Core Knowledge (NZQA 35 Credits) (Compulsory)

- Apply good conduct obligations in client interactions, including the advice process and the key elements of legal, ethical, and professional obligations.
- Provide a range of financial advice solutions to clients using knowledge of key financial institutions, systems, markets, and products/services.
- Provide a range of financial advice solutions using knowledge of key factors in the economic environment that impact participants in the financial services sector.
- Interpret applicable provisions in the regulatory framework to use when providing Financial Advice and Financial Advice Services.

#### Choose at least one elective below:

#### Investment (NZQA 30 Credits)

- Provide investment services using knowledge of investment concepts, legislation, regulations, codes of conduct, and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of personal investment needs, objectives, risk tolerance, and priorities.
- Analyse investment products, structures, options, benefits, risks, and limitations when developing solutions for a range of personal investment needs.
- Develop solutions to personal investment needs using knowledge of the relationship between the economic environment and events, investor perceptions, and investment products.
- Apply the Six-Step advice process to provide advice in an investment context.

#### Life, Disability and Health Insurance (NZQA 30 Credits)

- Provide life, disability, and health insurance services using knowledge of life, disability, and health insurance concepts, legislation, regulations, codes of conduct, and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of personal life, disability, and health insurance needs, objectives, risk tolerance, and priorities.

- Analyse life, disability, and health insurance products, structures, and options; Government support agency benefits; and potential non-insurance solutions when developing solutions for a range of personal life, disability, and health insurance needs.
- Provide life, disability, and health insurance services using knowledge of the processes of the application, underwriting, issue, maintenance, claims, cancellation, and ending of life, disability, and health insurance contracts.
- Apply the Six-Step advice process to provide advice in a life, disability, and health insurance context.

#### General Insurance (NZQA 30 Credits)

- Provide general insurance services using knowledge of general insurance concepts, legislation, regulations, codes of conduct, and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of personal, domestic, or small business general insurance needs, objectives, risk tolerance, and priorities.
- Analyse general insurance products, structures, and options; Government support agency benefits; and potential non-insurance solutions when developing solutions for a range of personal, domestic, or small business general insurance needs.
- Provide general insurance services using knowledge of the processes of the application, underwriting, issue, placement, maintenance, review, claims, cancellation, and ending of general insurance contracts.
- Apply the Six-Step advice process to provide advice in a general insurance context.

#### Residential Property Lending (NZQA 30 Credits)

- Provide residential property lending services using knowledge of residential property lending concepts and principles, legislation, regulations, codes of conduct, and the purpose, responsibilities and roles of participants.
- Establish, analyse, and review a range of residential property lending needs, objectives, risk tolerance, and priorities.
- Analyse residential property lending products, structures, and options, when developing solutions for a range of residential property lending needs.
- Develop solutions for residential property lending needs using knowledge of the relationship between the economic environment and events, the residential property market, and the impacts on residential property lending.
- Apply the Six-Step advice process to provide advice in a residential property lending context.

#### Programme Duration

Title	Credits	Recommended Period of Completion	
		Weeks	Months
Core Knowledge	35	28	6.5
Investment	30	21	4.7
Life, Disability & Health Insurance	30	21	4.7
General Risk Insurance	30	21	4.7
Residential Property Lending	30	21	4.7
TOTAL STUDY PERIOD		Dependent on one or more combined courses	

## Programme Structure (Domestic and International)

The NZ Certificate in Financial Services Level 5 provides a nationally recognised qualification for financial advisers in New Zealand.

The Certificate consists of 9 unit standards. To be awarded the Certificate you need to gain competency in the unit standards appropriate to your pathway. All students must complete Core Knowledge which consists of 4 unit standards plus an elective of 5 unit standards.

Where applicable and where there is evidence of prior learning, Professional IQ may recognise it. However, fees will need to be established on an individual basis.

The minimum credit value for the programme is 65 credits.

<b>Core Knowledge (compulsory)</b>			<b>35 Credits</b>
<b>Unit Standard</b>	<b>Title</b>	<b>Level</b>	<b>Credits</b>
31855v1	Demonstrate and apply knowledge of financial services legislation, good conduct, professionalism, and Six Step Process	5	10
31856v1	Demonstrate and apply knowledge of the financial services sector to provide financial advice solutions	5	8
31857v1	Demonstrate and apply knowledge of key factors in the economic environment to provide financial advice solutions	5	7
31858v1	Interpret and explain provisions in the regulatory framework in a financial advice services context	5	10
Choose at least 1 elective from below to complete the Certificate.			
<b>Investment (Elective)</b>			<b>30 Credits</b>
<b>Unit Standard</b>	<b>Title</b>	<b>Level</b>	<b>Credits</b>
31859v1	Demonstrate and apply knowledge of the investment services environment and concepts	5	5
31861v1	Gather and analyse information to determine client investment needs	5	7
31862v1	Demonstrate and apply knowledge of investment assets, services, and financial instruments to meet client needs	5	8
31863v1	Demonstrate and apply knowledge of economic factors to provide investment solutions	5	5
31864v1	Provide advice in an investment context using the Six Step Process	5	5
<b>Life, Disability, and Health Insurance (Elective)</b>			<b>30 Credits</b>

<b>Unit Standard</b>	<b>Title</b>	<b>Level</b>	<b>Credits</b>
31865v1	Demonstrate and apply knowledge of the life, disability, and health insurance services environment and concepts	5	5
31866v1	Gather and analyse information to determine client life, disability, and health insurance needs	5	7
31867v1	Apply knowledge of life, disability, and health insurance products and services to meet client needs	5	8
31868v1	Demonstrate and apply knowledge of the administrative processes required to provide life, disability, and health insurance services	5	5
31869v1	Provide advice in a life, disability, and health insurance context using the Six Step Process	5	5
<b>General Insurance (Elective)</b>			<b>30 Credits</b>
<b>Unit Standard</b>	<b>Title</b>	<b>Level</b>	<b>Credits</b>
31870v1	Demonstrate and apply knowledge of the general insurance services environment and concepts	5	5
31871v1	Gather and analyse information to determine client general insurance needs	5	7
31872v1	Apply knowledge of general insurance products and services to meet client needs	5	8
31873v1	Demonstrate and apply knowledge of the administrative processes required to provide general insurance services	5	5
31874v1	Provide advice in a general insurance context using the Six Step Process	5	5
<b>Residential Property Lending (Elective)</b>			<b>30 Credits</b>
<b>Unit Standard</b>	<b>Title</b>	<b>Level</b>	<b>Credits</b>
31875v1	Demonstrate and apply knowledge of the residential property lending services environment and concepts	5	5
31876v1	Gather and analyse information to determine client residential property borrowing needs	5	7
28385v2	Demonstrate and apply knowledge of market factors and key concepts affecting residential property to meet client needs	5	5
31877v1	Apply knowledge of residential property lending products and services to meet needs and process a loan application	5	8
31879v1	Provide advice in a residential property lending context using the Six Step Process	5	5

## Assessments

Students are advised to complete Core Knowledge first. The assessment for this is mostly short answer questions. Throughout the study guide there are formative assessment multi-choice questions (test your knowledge) to ensure you are ready for assessment.

The electives are mostly a combination of short answers or paragraph questions. In some cases, students are required to develop client files using workplace evidence or a case study.

Your work should be uploaded to the Professional IQ app as word documents or PDFs as specified in the instructions. Make sure you keep a copy of everything you have submitted

Qualified assessors mark the assessments, and all have industry knowledge and/or the applicable qualifications to enable valid assessment judgments. Assessors access the approved Assessor Guides to ensure consistency of assessment decisions.

### Anti-Money Laundering and Countering Financing of Terrorism Compliance Officer Micro-Credential Level 4

<b>Learning Outcome</b>	LO 1: Interpret and explain provisions within the anti-money laundering and countering financing of terrorism (AML/CFT) regulatory framework.  LO 2: Analyse legal obligations of reporting entities and determine the appropriate application of those obligations.
<b>Topic Sections</b>	<ol style="list-style-type: none"><li>1. Regulatory Framework</li><li>2. Oversight</li><li>3. Customer Due Diligence</li><li>4. Account &amp; Transaction Monitoring</li><li>5. AML/CFT Risk Assessment and Programme</li><li>6. Vetting</li><li>7. Training</li><li>8. Audit and Assurance</li><li>9. Record Keeping</li><li>10. Annual Report</li></ol>

### Notification of Withdrawal Form

Registration Details			
Name		Student Number	
Date of withdrawal			
Reasons for withdrawal			
Student Signature			
Date			
Professional IQ Signed			
Date			

Please email to [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz)

## Complaints Form

If you have any concerns or complaints, you can direct them to Student Support. For administrative purposes we advise you to direct all issues of concern by completing this form and emailing it to the General Manager of Professional IQ College (please refer to the contact details in this Handbook). You will be contacted in response.

### Personal Details

Student Name	
Contact Number	
Email Address	
Date	

### Course Details

Course Name	
Assessor Name	

### Reason for Complaint

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I declare that the information in this complaint is true and correct.

Signature		Date	
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### Action by Professional IQ

Date	
Name	
Position	
Signature	



## Course Extension for Extraordinary Circumstances Form

If you require an extension for extraordinary circumstances, you must complete this form and email to [info@professionaliq.co.nz](mailto:info@professionaliq.co.nz).

The reasons for applying for a course extension must be classified under one of the following categories:

- Medical**                    To cover conditions of a serious nature e.g. hospitalisation, serious injury or serious illness
- Bereavement**            e.g. death of a close family member.
- Trauma**                     e.g. sudden loss of employment, severe disruption to domestic arrangements, victim of crime.

Please attach any supporting evidence for the reasons for your application. All applications for a course extension must be accompanied by detailed documentation from a recognised authority, including professionals registered with a professional body (such as social workers, medical practitioners, lawyers and psychologists), death notices or certificates, and police reports.

### Personal Details

Student Name	
Contact Number	
Email Address	
Date	

### Course Details

Course Name	
Assessor Name	

### Reason for Extension

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### Office Use Only

Approved	
Date	
Name	
Signature	





## Assessment Appeal Form

If you wish to appeal your assessment result, complete this form and email it to:  
[info@professionaliq.co.nz](mailto:info@professionaliq.co.nz)

The decision of the assessor will be recorded on this form which will be emailed back to you.

### Personal Details

Student Name	
Contact Number	
Email Address	
Date	

### Course Details

Course Name	
Assessor Name	

### Reason for Appeal

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### Decision

Date	
Name	
Position	
Signature	