

Success is a Choice Mentor Programme

Module One Workshop One

Target Group:

New Entrants to the Mortgage Broking Industry – First Workshop

Module No/Workshop Series:

Module 1/Workshop 1

Learning Outcome: At the end of this Workshop, mentees should be able to:

- Understand the mentor/mentee process and the two year programme
- Download Certificate IV from AAMC
- Set Immediate ,7 day and 30 day goals into a written plan using the template provided
- Budget done to cover the cash gap
- Commence Certificate IV in Mortgage Broking
- Set up their technology to the appropriate professional level required. i.e. mobile phones, emails

Assessment Criteria: as per Mentor Checklist:

- Assessment Criteria 1 –Attendance and participation
- Assessment Criteria 2- immediate ,7 day and 30 day goals into a written plan
- Assessment Criteria 3- Complete Certificate IV in Mortgage broking
- Assessment Criteria 4- Technology is setup to the appropriate professional required

This is your first session with them. This is the SET UP session so that they are on track

Before they attend this session, they/you should have completed the enrolment form and sent it via email to Simply Mentoring. We check the enrolment and forward to AAMC. The trainee will be issued with a login for AAMC and can download the Certificate IV. They can print or work from a soft copy. That is up to them. If they have not downloaded it, they can do it later in this first session.

In this first session, you will go over what the two years will look like and what will be formal sessions and informal sessions. You will schedule with them the days you would like them in your office to do their Certificate IV. The success of their journey, is getting them to in to your office (even if you work from home) to do and complete their Certificate IV. You will guide them through as they will need your expert help with industry terminology and the general way that the business is conducted. Don't let them convince you that they will do it at home. The success of the journey is that they MUST come to you and get the learning completed. Schedule this is in with your recruits immediately. You will be available (because they are at your office) to walk them through sections as it will be easy for you from your skills and knowledge to help them. They will come to you for their scenarios and you can assist them with your credit guide etc. for their assessments.

You should not run any more sessions with them after this one until they have completed the learning and assessments contained within the Cert IV modules that they download from AAMC.

You are getting them into good habits from day one

They will not be a credit rep at this stage. They are commencing with you to do their Cert IV in Mortgage Broking. They enroll

into the Diploma upgrade once they have completed module one and received their Certificate. It is all done through AAMC's website.

This session goes hand in hand with the Cert IV commencement. This is a welcome session plus going over the professionalism expected. You also give them an overview of the industry and what to expect.

Ensure that you walk through the checklist at the beginning of their module. It has approximate timings. It will take them the best part of twelve weeks to get through everything

They can stay in their current employment and take a week off to start with you as that helps the "cash gap". In this way they have strong deadlines to get assessments completed.

OHS

It is important for you as the mentor when you set up your training session to cover OHS. This is in your train the mentor manual and you need to ensure that you create a safe learning environment at all times. Remember Relaxation, Fascination, Visualisation

You need to do this at the beginning of each session- you have a duty of care to anyone that you train to explain to them

- Where the emergency exits are
- Where the toilets are

- What to do in an emergency
- You are also responsible for making sure that the learning environment is safe. So that means you don't conduct any of your sessions in any area that might be unsafe including the use of any resources that are not safe. E.g. Frayed electrical cords or extension cords running across the floor/trip hazards or a room that is too small for comfort

Resources:

Equipment: Data Projector, Whiteboard, Flip chart, laptops,

Guest Presenter options: perhaps your aggregator BDM,

Expected Time:

5-6 hours including breaks

Scheduling: Plan your intakes across the year and organise your guest speakers as early as possible

Draw up a calendar for the year and plan which workshops will be run and when with what timing you are going to want

You will need to schedule in about six module one workshops to meet your recruitment timing if you are planning substantial growth in your business.

Year two for you as the mentor will have year one people and year two people so there will be times if you have a special workshop that you can join your groups

You may find that you need to run interim induction workshops then place the mentee into a workshop.

Other resources: Centrelink, Office of State Revenue and ASIC all have education officers who will come out and speak for free about current issues and trends. These are good to get out more than once to reiterate the learning. The great thing about these is that you can book them months in advance and they put you in their schedule. Having OSR teach the fundamentals of FHOG is invaluable. Having centrelink come out and talk about how income is assessed and parenting payments are made is a great learning tool.

Make contact with a group that specialise in immigration- they will speak as well about all the different visas and what they mean from an employment perspective. Eventually their clients will want finance so it is a good link.

Notes:

This session is your first one with your mentee or mentees so it is essential that they leave the workshop clearly understanding the process and their responsibilities. Your role here is to fully explain the process and that that they are in sales and are building a business that on any day could be for sale. With this in mind they need to set some clear goals, setup their phones and emails to suit a business purpose. They should set up their email calendar to have a planned activity to email you weekly with their weekly goals. They must be very specific with their weekly goals. You don't want them "time taking" and having too many gaps where they can get distracted and destructive. In each session use the opportunity to tell some personal success and non-success stories. This helps the mentee to understand that it doesn't come overnight and that everyone has to start somewhere. Keep them focused on building a business.

You have 24 lesson plans which equate to one workshop per month; however you can run weekly workshops and use these as a base to work from. You can run as many workshops as you need to ensure that your mentee is getting the knowledge that they need to succeed.

These are written as one day blocks however you can split them into half day workshops if needed

Keep them in the order so that you are on track and know where you are with your groups.

Remember to get them to sign in to confirm attendance and for their CPD hours for both FBAA and MFAA

Timing with your mentee: You will find that the first six months is the most demanding of your time so you may want to structure some time where they come to your office and work on their research projects. It is best if they attend the workshops and then have other time where they can spend with you or in the office of the broker who has employed you.

They need to have their diary very structured for those first twelve weeks so that their goal setting and planning is supported by you.

Remember they need to send you by email each week their plans for the week so that on the following week they can review and adjust. This is about getting them into good habits from day one. This is where you will identify their ability to manage their time and if they are not doing that simple email from week one then you will need to monitor them more closely and identify “why”.

Often they will be working from home and this does not suit everyone. It can sound like a great idea at the time but unless they have some strong structure then they will falter quickly. It is very easy to get distracted working from home so you will need to interview your mentee as to what working environment they are used to. Then you can set some clear time goals for them. In the first instance they may even need to put in their schedule; drop kids off, get mail etc with all the little things that are time takers and they may not have thought about. Time takers add up in the plan, so need to be allowed for. This is where you will be most valuable at the beginning so that you don't have issues later on.

The best way to get them organised is to have them open their diaries on day one and write in everything that you want them to schedule.

Changing the workshop schedule: If you look at the outcomes for the workshop, you can use these to break into smaller workshops if you like and add some time for them to research lenders. This would break the learning into smaller chunks, but would increase the time commitment for yourself and the mentee to attend more workshops.

It is up to you how you use the workshop layout however the content needs to be the same for consistency across all Mentors
Remember you are running the same programme so keep it consistent. It will have your style attached to it, so it will always be YOU, so long as you don't vary content.

Time	Topic	Main Points/Activity	Resources
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10am- 10.15am	Welcome to the mentee or the group	<p>Go through what the session and future sessions will be about. Review the times and alert that there are workshops each month and that they are compulsory attendance for them. Run through if you have any special rules in your training. Let them know no mobile phones etc. - take the messages in the breaks.</p> <p>Let them know when the breaks will be and if any catering is supplied. Let them know where the toilets are. Let them know they are able to contribute at any time.</p> <p>Remember they have come from varying backgrounds so</p>	Pens, pads
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		<p>use this to your advantage.</p> <p>These workshops are for them, so ask questions.</p> <p>Explain that you the mentor; are there to assist them build their knowledge and business so there are no dumb questions.</p> <p>Create a safe and comfortable learning environment.</p> <p>Remember Relaxation, Fascination, Visualisation</p>	
10.15am- 10.30	Introductions	<p>The group to introduce themselves to each other.</p> <p>Brief outline of their background and any finance experience. To get them to open up ask them to include</p>	

		<p>what they would do to spoil themselves on their day off.</p> <p>This is just to give them something to start talking about and then they will relax.</p>	
	<p>Setting up the time management and goals</p>	<p>Immediate Goals for example do they need to get their home life sorted and into a system so that they can start the new journey.</p> <p>7 day Goals- this will include the Cert IV, what else do they need to get done</p> <p>30 day goals- what do they need to achieve in the next 30 days</p>	
10.30-11am	The layout of the industry and	MFAA, FBAA,COI (formerly	Power point

	Industry Accreditations	<p>COSL), ASIC</p> <p>Explain the role of these organisations and also that the MFAA and FBAA have a yearly convention and they should attend to grow their networking opportunities. Latest legislations trends, Building the brand of your business, and industry intelligence in the casual coffee chats. Builds your conversation levels for meet and greets with others. Lifts the credibility factor for them as an individual.</p>	
11am – 12noon	Download Cert IV	Read through the outcomes and take notes of what is	.

		required	
12 noon Break			
12.30-1pm	Personal Compliance – the mentees responsibilities	<p>Records, tools and templates.</p> <p>Explain that they need to keep a record of all their training and attendance at workshops. This goes to the MFAA or FBAA at the end of the year to renew their membership. Tell them what need to go in their diary log of their loan writing activities for the first two years,</p> <p>Run through that they will need to keep a folder of all their training and checklists for the two years to show ASIC so they can apply for a</p>	<p>Power point</p> <p>Mentees portfolio of evidence manual.</p>

		<p>licence; that is if they intend to apply. Other wise the two years will prove to AAMC and then they get a certificate of completion of the mentoring</p>	
	<p>The mentees responsibilities as a broker</p>	<p>Run through what the responsibilities of a broker are.</p> <p>Weekly report to you via email as their mentor, containing the activity that they are going to do for the week. Include in this report: appointments, marketing and personal activity they will be doing. This then gives you good feedback on their time budget and whether they are committed to the business. They need to</p>	<p>Refer to mentees manual , copy on your USB</p>

		<p>have income producing activity in each week. They also need some balance time as this is important for creativity. The staff at Google are encouraged to spend 20% of their working week 'playing' as this stimulates creativity which has the bonus effect of creating income producing activity. Remember we are at our best when we relax.</p> <p>Go through Fraud, honesty - how easy it is to have an "oops" in this business.</p> <p>Outline that they need to be presenting everything in a neat and professional manner- and you will be checking the</p>	
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		<p>first twelve files (and more if need be)</p> <p>To treat the business as a business.</p> <p>Go through what should be on the outgoing message on their mobile phones. Give an example of a professional and not professional outgoing message.</p> <p>Ask them if they called themselves –is the outgoing message professional enough or does it sound like they are out surfing.</p> <p>They should have an email signature panel with the Credit representative number and</p>	
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		<p>their logo and office contact details.</p> <p>They need to be looking at a small website to start with basic details and perhaps a link to a loan calculator. This will give them instant credibility. Most aggregators now have this set up for you</p> <p>OHS- Go through succinctly what “safe” means; etc fatigue and stress, trip hazards in the office. Get them to take home the hazard list and complete for next time.</p>	
1.00- 2pm	NCCP- National Consumer	The outcome of Commonwealth Heads of	Power point

	Credit Code	<p>Government meeting (CHOGM) was to have a national uniformed credit code. Making it national, ensured that all people engaging in credit activities were appropriately licensed. The idea was to ensure that if we had one umbrella, then ASIC our governing body would have one set of rules to set and the credit advisors and providers had one set of rules to adhere to. It has had the effect that nationally run businesses have less red tape and that their compliance are more easily administered as now there are no cross border rules that creates any</p>	
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		<p>confusion. All players in the finance industry work from the same rule book. It has the other area that the consumers will also know that the mortgage broker needs to be licensed.....no more taxi driver by day and mortgage broker by night. This is a profession the same as being a CPA or any other profession and should be taken seriously.</p> <p>Tell them to go to ASIC website and click on the subscribe to updates and then ASIC will automatically send them updates as they come through</p>	
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2pm-3pm	<p>Compliance Process</p> <p>This is also in their Cert IV to complete and is one of their assessments</p>	<p>Take them through the process from the initial client contact, the fact find/ needs analysis and the importance of that initial contact. What probing questions that they should be asking the customer to ensure that they are making reasonable enquiries. The Credit quote and the Credit guide.</p> <p>What needs to be in the lender guide? The optimal time frame between initial client contact to submission.</p>	PowerPoint of the process
Break for a cuppa			

3.15- 33.30	Alert to them that there is an Acronym Glossary at the end of the module		Acronym Glossary
	Alert to them that the Cert Iv is their Priority at this stage as nothing else will happen without it		
3.30- 4pm	Alert ahead to the next workshop	<p>What are their expectations</p> <p>What are your expectations</p> <p>Let them know you will be going through two lenders and servicing calculators.</p> <p>Quick review of the day and what do they need clarification of what was covered today</p> <p>Thank them for taking on this brave new opportunity and</p>	<p>Mentors Business cards-</p> <p>Diaries</p>

		<p>reiterate that you are their dedicated person for all of their concerns and questions. Alert them to any time that is best or not best to call you, so that they know this upfront. Let them know you will be calling their business phone to test the outgoing message or their opening greeting</p> <p>Confirm date and times for next session/s to complete their Certificate IV in your office</p> <p>Ensure they have signed their contracts with you and set up any payment agreement with you.</p>	
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		End of session	
Last thing	Magic Wand	If they could wave a magic wand what one thing would they want for their business – if there were no barriers to success what would they implement	