Success is a Choice Mentor Programme

Workshop Plan Module Three Workshop Two

Target Group: New Entrants to the Mortgage Broking Industry
Module No/Workshop Series: Module 3 Workshop 2
Learning Outcome: At the end of this Workshop, mentees should be able to: ❑ Recap the interview system ❑ Understand Construction loans ❑ Understand the First home owners grant ❑ Set Business goals for next 7 and 30 days using the short form review ❑ Create a time management planner for a week ❑ Complete Case study six
Assessment Criteria: as per Mentor Checklist ❑ Completed case study to industry standard ❑ Completed Time Management Planner for One Week ❑ Completed Business Plan
Resources:

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

Guest Presenter options:

Expected Time:

6 hours including breaks

OHS

It is important for you as the mentor when you set up your training session to cover OHS.

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

Session

This session you will look at Construction and the first homeowners grant. Once again role play is the best way to learn. So feel free to role play at any time to help reinforce a concept. There is a 30 minute allowance for a lender

guest. You don’t have to have one but if you are try t get one in that is very good at construction. The lenders that do it well have a dedicated assessor that the broker can contact and is in touch with the client throughout the whole process.

We will look at the checklist once again and the loan checklist for a loan. Even though they will have put a loan together with the case study, you need to reinforce the checklist as this is their saviour with every loan.

They will walk through each section with you. You do not need to be an expert, as it is written clearly for them (and you) to read and then create discussion. Make sure you have read the section or the exercise first as then it is easier for you to guide them through it.

Their weekly plan will help you to see where they are spending their time. This is so you can keep them on track. They should email you this on a Monday and then you review with them at the end of the week or the following Monday.

Case study:

Have them read through and question you as to the path to take, then they can spend some time researching it.

If they are not set up on your aggregator software as yet, then get them to look at the bank websites. Doing this will also show them how the customer does it and how frustrating it can be to go site to site. There are two case studies in each module and the mentee needs to tell you what research they have done so that you can see that they understand the process. So read through the scenario and the instructions and get the conversation started.

The case study is the last thing that is covered for the day so that it is easier to remember and they are not distracted

by it earlier in the day. If you give it to them too early then they will be thinking about that and not the task you are working on. **Finish the session with goal setting and what the next session will be about. If you need to; schedule some one on one time with those who need it.** **Always finish each session with goal setting and what are they going to Stop, Continue and Start doing. This is their opportunity to show you that they are growing and managing their own performance.**
Notes: **Access templates as required from your Simply Mentoring USB**

Time	Topic	Main Points/Activity	Resources
10am- 10.15	Welcome	Welcome them back and go over what the day's session will hold as above in your briefing. Remind them to turn phones to silent	
10.15-10.25	Record keeping	Get everyone to sign The attendance log (you create)	Attendance log that you have

		Update where they are with their accreditations- (if they have started) enter into log	created
10.25- 10.45	Checklists	Go through the checklists for Module one and make sure they are on track to completing each item • Discuss ‘negotiables’ and non ‘negotiables’ in client contact. • e.g.: speed of returning all calls, level of literacy required in written communication; how emails should be constructed – no short sharp responses; how to make the customer	End of Module

		feel like they are your only customer; It may seem simple however leave nothing to chance. Ensure that the new broker understands that they should ‘begin as they mean to end’ If they want to end up as a professional, they should begin all activities as a professional Read through the checklist for module two	
10.45am Break for a cuppa			
11am-11.30	Recap last session with listening and good questioning	Ask them what they thought about after the last session. Do they feel confident to interview a client who has got	Their module

		themselves into trouble? This is a good gauge for you to see where they are in their confidence and product knowledge.	
11.30-12.30	Construction	Not everyone loves construction loans however, it is part of the service we offer. This is where your systems play an important part because you don't get to finish this loan very quickly. It has lots of touch points and you must have an organised file and a 90 day reminder so that the lender can be sent updated pay slips etc. Read through the section and then go back over the process	Their manual

		blow by blow. Explain carefully the loan draw down process and how the clients are responsible for making interest only payments on a growing loan until they get their keys. Most mentees will understand but if you have a mentee that has never built, you will need to go over it a couple of times so that they fully understand the process. Go over the behaviours of the clients and how they can spend more at prestart then they have budget for. Ensure that the mentee knows that they must educate their client to not enter into any other	

		debt during the construction phase as this will affect their servicing. It is also prudent for the mentee to sit with the client and go over the proposed budget once they move in. If the client has been renting, they possibly won't be used to budgeting for rates and water usage and maintenance costs as the property ages.	
12.30 lunch Break		Get them to change their outgoing message on their mobile phones to something industry relevant	
1- 1.30	Lender guest	Construction lender if possible	Mentee manual Lender question template

1.30 – 2pm	First Home owners Grant	Read through and have the mentees get onto the website in their state and one other state. It is more prudent to have the websites in the manuals as the rules are different for each state and the rules change and not as a blanket change across Australia. One state can change a rule in their budget that Does not affect another state. Walk through the application form and the ID required and the witnessing of the document. It is important that they understand the ruling around being able to live in	Laptops and internet access Application form for the state you are mentoring in

		the property. If you are in a state where there are fly in fly out workers then it is extra important to know what their schedule is as if they are on a 4 weeks away and 1 week home, then they can't live in the property for 6 months. There is a small section for Western Australia only. This is good to know because they may have a client who lives in WA or is moving because of work and this is a scheme set up by the real estate agents with the interest earned on the trust accounts from all the deposits that they hold.	
2pm – 2.15	Review Goal Setting	Review their immediate, 7 day	Mentee Manual

	Time Management	and 30 day goals Get them to be always thinking about where the business is going to come from. Get them to complete the template and the weekly plan	Template on USB and in their module
2.15pm – 3pm	Case Study Six	Get your mentees to read through and to talk to you about what the scenario is about. Get them to look at the checklists provided and put together the case study as per the checklist. Watch for any obvious errors in their questioning, however if they have a recommendation from their own knowledge and can back it up, then they are	Mentees to have their case study in the module Templates in back of module Case Study Five

		demonstrating that they understand the scenario. They need to use you as the customer or each other to practice their interviewing skills The case study is designed to get them “talking” and researching There are two in each module They all follow the same format. You are presented the information; they research the scenario and come back with three lenders that they can use. Give them time with you to do a role play.	
3pm Break for a cuppa			
3.15	Goal setting /expectations	What are their expectations	Module checklist double check

		going forward What are your expectations (of yourself and your mentee) Quick review of the day and where do they need clarification of what was covered today What do they need to: Stop doing  Start doing  Continue doing  Thank them for coming today Confirm date and times for next session End of session	on track