



**The professional
excellence pathway**

FINSIA Education Programs: Terms and Conditions

This document contains the Terms and Conditions that apply to students studying for an awarded qualification and/or certificate with FINSIA.

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General

FINSIA may review and modify its Terms and Conditions periodically.

You acknowledge that these Terms and Conditions may be modified by FINSIA from time to time, including but not limited to terms relating to fees and charges, enrolment and cancellation.

Awarding Body

FINSIA's key partners include:

- **Chartered Bankers Institute (the Institute)** - The Professional Banking Fundamentals (PBF), Certified Professional Banker (CPB), the Chartered Banker and the Chartered Banker by Experience have been developed in consultation and approval by the Chartered Banking Institute of Scotland (the Awarding Body).

The Chartered Banker Institute is a trading name of the Chartered Institute of Bankers in Scotland, a registered charity.

www.charteredbanker.com

- **The Chartered Institute for Securities & Investment (CISI)** – FINSIA offer a number of courses designed by CISI, based in the United Kingdom. These have been selected for relevance to the Australian Market.

www.cisi.org

- **Asian Banking School** – The Artificial Intelligence in Finance certificate has been developed and is awarded jointly by the Asian Banking School and the Centre of Finance, Technology and Entrepreneurship (CFTE).

www.asianbankingschool.com

Further details of FINSIA's partners can be found on their websites.

Assessment

To be awarded the relevant qualification and/or certificate associated with the specific enrolment, students must pass the assessment activity and meet the assessment requirements associated with their enrolment:

- **The Chartered Banker Institute** - All assessments are delivered online via the Janisons Insights assessment platforms. The assessments are supervised under standard examination conditions using record and review functionality. For further details on the technical requirements of Janison Insights platforms and their testing and invigilation policies please refer to the exam booking guides on FINSIA's learning management system.

The enrolment fee includes an initial assessment attempt. Should an assessment resit be required for the Professional Banking Fundamentals program or the modules within the Certified Professional Banker program, a fee of \$165 (AUD) or \$189.75 (NZD) is payable to FINSIA prior to rebooking an assessment.

The resit fee for the Certificate in Green and Sustainable Finance and the Certificate in Climate Risk is £145 (GBP), payable directly to the Chartered Banker Institute prior to rebooking an assessment.

The modules within the Chartered Banker are assessed through a 6,000 word assignment submitted through the Turnitin platform for assessor marking. The overall pass mark for each module is **60%**. Any submission that does not achieve this mark is graded a fail. Students are permitted to resubmit a revised assignment (a resubmission fee of £120 (GBP) is payable directly to the Chartered Banker Institute).

Those students who are completing the Chartered Banker by Experience program will undertake a series of reflective statements, an assignment and an assessor interview aligned to the assessment criteria. Students are provided 12 months to complete this qualification. If you wish to extend a fee of £500 (GBP) is payable directly to the Chartered Banker Institute.

- **CISI** - All courses are assessed by an online exam. The enrolment fee includes an initial assessment attempt. Should an assessment resit be required the following resit fees apply and are payable directly to FINSIA prior to rebooking an assessment:

- \$230 for Combatting Financial Crime
- \$415 for Global Financial Compliance
- \$415 for Risk in Financial Services
- **Asian Banking School** - All online courses are assessed by an online quiz to test the assimilation of knowledge. This can be attempted multiple times without extra cost.
- **FINSIA** - The enrolment fee includes an initial assessment attempt. Should an assessment resit be required for the relevant program a resit fee is payable to FINSIA prior to rebooking an assessment. The resit fee will be confirmed at the time of enrolment.

Assessment Results

Where enrolment fees have been paid by the student's employer, FINSIA will notify the employer of the student's assessment results unless explicitly instructed otherwise by the student and confirmed by their employer:

- **The Chartered Bankers Institute** – the results for multiple choice assessments are provided at the conclusion of the exam, however, remain subject to verification by the Awarding Body. The notification of results for assessments that require written responses will be provided to students within six weeks. This timeframe ensures sufficient time for marking and Awarding Body verification.
- Chartered Banker and Chartered Banker by Experience results will be published under 'My Learning' in the Members Portal, six weeks after the assignment has been submitted. All students will receive a results letter and a certificate on completion of a module.
- **CISI** – results are displayed online after completion of the course.
- **Asian Banking School** – online courses display results immediately online after each assessment.
- **FINSIA** – online courses display results immediately online after each assessment (where relevant).

Students who successfully complete their qualification will be sent their award certificates once the Awarding Body requirements have been met. Please refer to the specific course brochure or website for more detail.

Qualification Pre-requisites

Some courses may have pre-requisites. Please refer to the course website for more details.

Course Enrolment & FINSIA Membership

Membership of FINSIA is mandatory whilst studying with FINSIA. In some instances, FINSIA may include complimentary or subsidised student membership as part of the enrolment fee.

Prospective students should enrol by clicking on the "Enrol Now" button on the FINSIA website www.finsia.com.

Further information on member requirements and benefits can be accessed on the FINSIA website.

Any breach of FINSIA's Code of Conduct may result in the termination of membership and will not be eligible for a refund of enrolment fees. The Code of Conduct can be found by clicking [here](#).

FINSIA will process a student's membership and enrolment as promptly as possible. Payment details must be verified and authorised before membership or enrolment can be activated. This will occur on the payments page during enrolment.

We reserve the right to reject or cancel any membership or enrolment at any time. If a payment method is invalid, or payment is otherwise rejected, the membership or enrolment may automatically be cancelled, and access revoked.

The following qualifications require the payment of an annual designation fee to the Chartered Banker Institute in order to retain the qualification's designation. As at September 2023 this fee is \$77 AUD or \$89 NZD. The designation fee is payable to FINSIA who will remit it to the Institute on the student's behalf. The designation fee applies to the following qualifications:

- Chartered Banker
- Chartered Banker by Experience

The Chartered Banker Institute may require the payment of a designation for some of their own programs. This payment would be made directly to them. Please refer to the Chartered Banker Institute's website for further detail on which of their programs require the payment of an ongoing designation fee.

Employer Support

Many organisations have their own policies covering the payment of fees for undertaking external education programs. Therefore, students are advised to check with their employers prior to making an application, to understand if their education funding will be supported.

Refund of Fees

All membership, exam and enrolment fees are non-refundable and non-transferable (unless under prior agreement with FINSIA).

Validity of Enrolment

Students must enrol for and complete all assessment activities within their specific course in the allocated timeframe. Students who have not passed the assessment requirements within this period may be required to re-enrol for the program and pay the full program fee in order to complete the assessment.

A student can request an enrolment extension for which an additional fee may be charged. Any extension requests require approval from FINSIA Education. To apply for an extension please contact education@finsia.com. We will confirm whether your request for an extension has been approved and how long an extension has been granted, as well as any fees payable once we receive your request.

Issue of Award Certificates

Students who successfully complete their qualification will be sent their award certificates (post Awarding Body verification, if required). For qualifications such as the Certified Professional Banker that require successful completion of multiple modules individual "certificates of completion" will be supplied for each module.

Depending on the course, certificates will either be available online or be sent to the student's preferred address unless other arrangements have been made (such as sent via an employer):

- **Chartered Banker Institute** – Certificates are posted to the student's preferred address.
- **CISI/Asian Banking School** – Online certificates are awarded after completing the course.
- **FINSIA** - Online certificates are awarded after completing the course.

Where fees are outstanding, certificates will be withheld until those fees have been fully paid.

Where a reprint of a certificate is requested, please contact education@finsia.com. A certificate reprint fee of \$15 is payable at the time of the request.

A certificate can be reissued in the following circumstances:

- Incorrect spelling of name.
- Original certificate lost, stolen, destroyed, not received or damaged.

Please note that replacement certificates:

- Will bear the name of the student as they were known at the time when the original certificate was issued. Students who are gender reassigned can apply for a replacement certificate which will be issued in their new name.
- Can only be issued to the student and not to third parties.
- Always show the qualification the individual passed.

Continuing Professional Development

For students who are members of FINSIA, undertaking Continuing Professional Development (CPD) activities ensures that professional qualifications do not become obsolete and allows them to keep their knowledge current.

Certain FINSIA members are required to meet specific CPD requirements, as outlined in FINSIA's CPD policy which can be accessed on the FINSIA website. Members who are currently studying with FINSIA for further qualifications should note these study hours count towards meeting their annual CPD requirements.

Change of Circumstances

Students must inform FINSIA of any relevant change in circumstances such as employer or contact details. For students who are members, these amendments can be made via the members portal.

Misconduct

All members of FINSIA are expected to display the highest standards of professionalism and a commitment to ethical conduct. To help members recognise and maintain these high standards of behaviour, FINSIA has a Code of Conduct which can be accessed via the FINSIA website.

All alleged disciplinary breaches are assessed by a Disciplinary Committee Panel. A range of sanctions may apply to members who are subsequently found guilty including:

- Being issued with a warning letter.
- A reduction in any mark previously awarded in an assessment.
- The requirement to re-sit any assessment.
- Assessment marked as a fail with no resit available unless an appeal has been submitted and approved by the Appeals and Incidents Committee.
- Be temporarily or permanently expelled from membership of FINSIA.

Liability of Students

It is each student's personal responsibility to ensure that enrolment fees (and any other applicable fee) are paid by the due date. This applies even when fees are being paid by employers. FINSIA reserves the right to withhold services to students where fees are outstanding. This includes the right to refuse enrolment in qualifications, access to assessments and issue of award certificates.

Customer information

Any errors or incorrect personal information the students provide to FINSIA are their responsibility and FINSIA is not liable for any consequences that may arise.

Any errors made in entering personal information are the responsibility of the member to report to FINSIA

within 7 days of becoming aware of the error. No refund will be provided in relation to any claim made because of such an error.

To the extent permitted by law, FINSIA is not liable for any loss or damage incurred in connection with an enrolment, whether direct, consequential, special, indirect or other loss or damage.

For further information on how FINSIA deals with personal information please refer to FINSIA's privacy policy which can be found on the website or found [here](#).

Liability of FINSIA

In all circumstances, the liability of FINSIA is limited to a complete refund of any enrolment fees for the modules(s) concerned.

Assessment Appeals and Complaints

In situations where a student feels there were circumstances which affected their ability to complete the assessment (such as illness, material technical issues, or adverse environmental factors), FINSIA (and the student's employer if they are paying the enrolment fees) should be contacted within three working days. Any claim must be supported by relevant evidence, such as medical documentation and sent to education@finsia.com.

FINSIA will respond to all appeals claims within 14 days of receiving it. For further detail on how FINSIA manages appeals, please refer to the FINSIA Assessment Appeals and Complaints Policy which can be accessed by contacting education@finsia.com.

Assessment Arrangements for Students with Accessibility Needs

FINSIA acknowledges that accepting an enrolment from a student with accessibility needs may require some adjustments to be made regarding assessments, to accommodate the particular support needs of the individual. It should also be noted that a student with accessibility needs, or a specific learning difficulty may or may not require special arrangements to be put in place. For further detail on how FINSIA accommodates accessibility arrangements, please refer to the FINSIA Accessibility Policy which can be accessed by contacting education@finsia.com

Any special arrangements put in place must not compromise the academic credibility of the assessment, nor put the student at a disadvantage compared to the other students by preventing them from adequately demonstrating their achievement of learning outcomes. Similarly, those special arrangements must not give the student an unfair advantage over other students.