Before you enrol

7 questions to ask a mortgage broking training provider

Compare the learning arrangements, not just the qualification title or advertised price. Ask for written clarification before committing.

1. Is this the right qualification for my intended pathway?

Check the full qualification title and code, rather than relying on a course nickname. Compare what the course covers with your background and intended role. Ask the relevant employer, association or industry organisation about any separate requirements that apply to your pathway.

Ask: “Why might this qualification suit my background, and what other requirements should I check?”

2. When does my study period begin - and when does it end?

“Self-paced” does not necessarily mean unlimited access. Check the course-access period, its starting date and what happens if you need more time. Distinguish a workshop timetable or suggested completion time from the deadline for completing assessments.

Ask: “What starts the clock, and what are the extension conditions and possible fees?”

3. What will I actually need to do for assessment?

Do not assume online study means multiple-choice quizzes only. Ask about the assessment activities, equipment and any role-play, recording or simulation requirements. Find out whether you need another person to participate and what happens if work needs revision.

Ask: “Can you explain the assessment formats and the process for resubmitting work?”

4. What learning support is available?

Check how you can contact a trainer, when support is available and whether sessions are live, recorded or appointment-based. Ask about assessment feedback arrangements separately from general admissions support. If a response time is advertised, check the conditions attached to it.

Ask: “How do I get help with course content, and what feedback timeframe should I expect?”

5. What does the quoted fee include?

Compare the total cost, not just the headline price or weekly payment. Check any separately charged services, extension arrangements, assessment-related fees and cancellation or refund conditions. Ask which documents explain the terms before committing.

Ask: “Are there circumstances in which I could pay more than the advertised course fee?”

6. Can my previous study or experience be considered?

If you have relevant qualifications or experience, ask about Credit Transfer and Recognition of Prior Learning. Do not assume either is automatic or that it will reduce the fee or completion time. Ask what evidence is needed and when the provider will make a decision.

Ask: “What can you assess before I commit, and how would any approved credit affect my enrolment?”

7. What happens after I apply - and what does completion not guarantee?

Check the steps between application, payment and course activation, including any suitability review or onboarding. A training qualification should not be confused with automatic permission to practise, employment or acceptance by an industry organisation.

Ask: “What must happen before I receive course access, and which next steps are outside the course?”

Compare MI courses

FNS40821 Certificate IV in Finance and Mortgage Broking
FNS50322 Diploma of Finance and Mortgage Broking Management

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General course-selection guidance, not individual eligibility, financial or legal advice. Check provider terms and industry requirements directly. Do not send identity documents, USI or payment details in a general enquiry.