

Course Handbook

CLASS OF BUSINESS COURSES

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1. COURSE MODULES

Courses have been planned to save you time. Many of the classes of business have overlapping subject matter and therefore we divided our COB courses into modules.

Overlapping modules in different classes of business only need to be completed once. The following expose details which modules need to be completed in order to award you with a certificate of completion for a particular class of business.

Class 1: Short-term insurance: Personal lines

- COB Module 1 (A)– Overview of the financial services sector: All business classes
- COB Module 2 (S) – Short-term insurance fundamental concepts: Class 1 & 2
- COB Module 3 (1) – Short-term Insurance Personal lines concepts: Class 1

Class 2: Short-term insurance: Commercial lines

- COB Module 1 (A) – Overview of the financial services sector: All business classes
- COB Module 2 (S) – Short-term insurance fundamental concepts: Class 1 & 2
- COB Module 3 (2) – Short-term Insurance Commercial lines concepts: Class 2

Class 3: Long-term insurance

- COB Module 1 (A) – Overview of the financial services sector: All business classes
- COB Module 2 (I) – Introduction to portfolio selection: Class 3; 7 & 8
- COB Module 3 (3) – Fundamentals of long term insurance: Class 3

Class 4: Pension fund benefits

- COB Module 1 (A) – Overview of the financial services sector: All business classes
- COB Module 2 (4) – Pension fund benefits: Class 4

Class 7: Investments

- COB Module 1 (A) – Overview of the financial services sector: All business classes
- COB Module 2 (I) – Introduction to portfolio selection: Class 3; 7 & 8
- COB Module 3 (7) – Financial Securities and Instruments: Class 7

Class 8: Forex investment business

- COB Module 1 (A) – Overview of the financial services sector: All business classes
- COB Module 2 (I)– Introduction to portfolio selection: Class 3; 7 & 8
- COB Module 3 (8) – The foreign exchange market: Class 8

Class 9: Health service benefits

- COB Module 1 (A) – Overview of the financial services sector: All business classes
- COB Module 2 (9) – Health care benefits concepts: Class 9

2. COURSE OVERVIEW

The course overview provide the learner with a short synopsis of the course.

You can complete the course at your own pace by saving your progress and exiting. The course has no specified time for completion.

3. REGISTRATION

Upon registration as a user you will receive an email indicating your username and password.

Your username will be the e-mail address you provided when subscribing and cannot be changed.

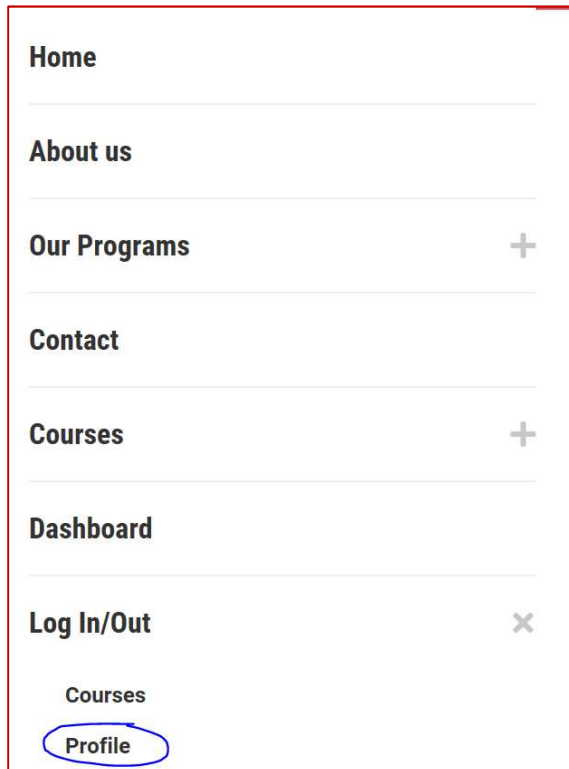
Follow the link to set your own password.

Once you have set your password, you will be prompted to log-in.

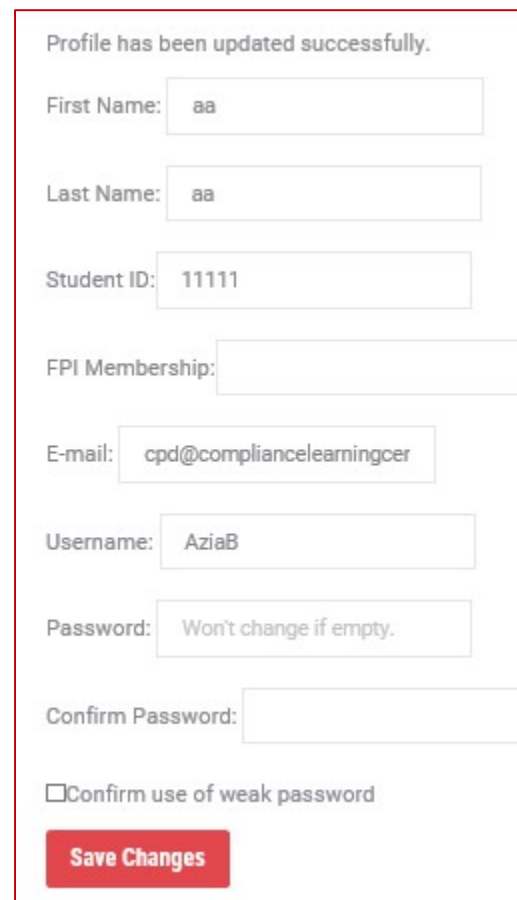
4. ENSURING YOUR DETAILS ARE CORRECT

You need to ensure that your certification details are correct.

Go to the log In / Out tab and click on Profile. Ensure that your ID number is completed and Name and Surname spelled correctly.



A screenshot of a user profile menu. The menu items are: Home, About us, Our Programs (with a plus sign), Contact, Courses (with a plus sign), Dashboard, Log In/Out (with an X), Courses, and Profile (circled in blue).



A screenshot of a user profile update form. The form displays the following information: Profile has been updated successfully. First Name: aa, Last Name: aa, Student ID: 11111, FPI Membership: (empty), E-mail: cpd@compliancelearningcer, Username: AziaB, Password: Won't change if empty, Confirm Password: (empty), and a checkbox for Confirm use of weak password. A red Save Changes button is at the bottom.

5. ACCESSING AVAILABLE COURSES

Visit www.compliancelearningcenter.net to access available courses.

In order to access available courses, please hover over the menu tab “log-in/out” and click on “dashboard”

The courses available to you will be displayed.

Select the course you would like to embark on.

A page with the course details will display.

Click on the “start learning” button.

6. COURSE MATERIAL

You will be able to download the course material once you have uploaded your identity document or completed the pre-requisite courses.

7. ASSESSMENT

Upon completion of all the units, you will be required to complete a multiple-choice question assessment.

You can access the learning material during the assignment, by clicking on the “unit” tab on the course menu bar. Remember to save your progress before-hand. However, if you save answered questions, you will not be able to rectify these answers at a later stage.

A pass mark of 65% is needed for the assessment in order to be verified.

Once you have completed all questions, click on the “next” tab at the bottom right hand corner in order to receive your results.

If you passed, you will receive a congratulation message and you are able to download your certificate.

If you did not pass, please contact the course administrator at cpd@compliancelearningcenter.net which will reload the course for you. You will be awarded a maximum of three attempts to redo the assessment at no extra charge.

8. GRADING AND CERTIFICATION

Upon successful completion, you will receive an electronic certificate.

The certificate will note your full name, as well as the name of the course.

You can access your certificates for successful completed courses and your grades (workbook) at any time by clicking on “dashboard” on the menu tab.

Enrolled Courses

Course	Date Enrolled	Average	Status	Certificate
POPI Act Online CPD Course	July 21, 2018	85%	Certified	Download Workbook Withdraw

8.1.1 If you did not obtain the required grade

If you did not obtain the required grade, a message will be displayed notifying you that you did not achieve the required grade. Click the “OK” button. A page will be displayed with the assessment details.

Click on “Try Again” button where you will be provided with an opportunity to change your answers and resubmit. You will be awarded with up to 3 attempts per course.

Should you not obtain the required rate within 3 attempts please contact the course administrator at cpd@compliancelearningcenter.net for further instruction.

9. ASSISTANCE

Should you need any assistance regarding a CPD course please contact the course administrator.

- **Name of administrator:** Cathy Zietsman
- **E-mail address:** cpd@compliancelearningcenter.net

10. FORGOT YOUR PASSWORD

If you forgot your password, visit www.compliancelearningcenter.net and click on the “log in/out” menu tab in the top right-hand corner.

Click on the “forgot password” tab and follow the prompt. A link to reset your password will be send to you via e-mail.

11. COPYRIGHT NOTICE

Please note that all COB courses are protected by copyright. No part of a course may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the author, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law.

For permission request write to the author at the address below:

Anna Bouhail
1 Bracken Lodge
10 Roy Campbell Street
New Redruth
Alberton
1449
South Africa