FAIS FORWARD ACADEMY

www.faisforwardacademy.co.za

Short-Term Insurance Qualification (STI)

An FSCA-recognized qualification for Short-Term Insurance Practitioners

ABOUT THE SHORT-TERM INSURANCE QUALIFICATION

Flexible and Convenient Online

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The **Further Education and Training Certificate (FETC) in Short-Term Insurance (NQF Level 4)** provides a solid foundation in the essential terms, principles, and practices of the Short-Term Insurance industry. It's the perfect starting point for individuals who wish to build a rewarding career in financial services, with a focus on Short-Term Insurance.

Accredited under **SAQA ID 66610** and **INSETA Learning Programme No. 49929**, this nationally qualification is recognised by the Financial Sector Conduct Authority (FSCA) for Category I Financial Services Providers (FSPs) in all the product categories in which Short-Term Insurance Representatives sell insurance products. It is therefore a highly suitable qualification for representatives pursuing a career in Short-Term Insurance and remains one of the preferred pathways to meet the FAIS Fit and Proper qualification requirements — commonly referred to as FAIS Credits.

Whether you're launching your career as a representative or working towards completing your FAIS qualification requirements, the FETC in Short-Term Insurance offers a trusted and compliant pathway to professional growth.

Take the next step in your financial services career with the FETC Short-Term Insurance Qualification—and meet your FAIS Fit and Proper requirements with confidence.

WHY CHOOSE FAIS FORWARD ACADEMY?

FAIS FORWARD ACADEMY

The FETC in Short-Term Insurance is offered by FAIS Forward Consulting Services (Pty) Ltd, trading as FAIS Forward Academy, an INSETA-accredited training provider (Accreditation No. 130249).

Inseta Provider Accreditation Number 130249

This blended learning programme combines interactive self-study on our eLearning platform with structured support through monthly tutorial sessions on Microsoft Teams.

To complete the training, you'll need a reliable internet connection and a laptop or desktop computer.

You'll benefit from:

- Engaging, interactive online learning
- Monthly live tutorials via Microsoft Teams
- Nationally aligned and verified training standards

Flexible, Accredited, and Fully Supported Online Learning

PROGRAMME ACCESS AND ENTRY REQUIREMENTS

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This qualification has open access, but learners should be competent in Communication and Mathematical Literacy at NQF Level 3.

Learners who did not complete Mathematics (Core or Literacy), English, or a Second Language in Grade 12 are required to register for the applicable fundamental subjects at an additional cost.

We offer the following Fundamental Programmes to help you meet the entry requirements:

- Numeracy Literacy – if you did not pass Maths Core or Maths Literacy in Grade 12
- English – if you did not pass English in Grade 12
- Afrikaans – if you did not pass a second language in Grade 12

Take the next step in your career in Short-Term Insurance,
we'll help you meet the requirements and build confidence along the way!

STRUCTURE OF THE QUALIFICATION

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The **FETC in Short-Term Insurance** is made up of **Fundamental, Core,** and **Elective** components. Learners must achieve a **minimum of 150 credits** to be awarded the qualification.

Fundamentals (68 credits):

- Mathematical Literacy at NQF Level 4 to the value of 16 credits
- Communication in a First South African Language at NQF Level 4 to the value of 20 credits
- Communication in a Second South African Language at NQF Level 3 to the value of 20 credits
- Financial Literacy at NQF Level 4 to the value of 12 credits

Core (51 credits):

Compulsory Unit Standards that form the foundation of the qualification.

Electives (32 credits):

Unit Standards selected to align with the learner's specific role and area of insurance.

SKILLS PROGRAMMES / BLOCKS OF LEARNING

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To make the training programme more manageable, the qualification is divided into **modular blocks** that group similar unit standards together. While these blocks are **not registered as formal skills programmes**, they guide learners in structuring their progress through the qualification.

The learning blocks include:

Block 1: Focuses on legislation and regulatory requirements.
Block 2 (A and B): Covers core insurance concepts and principles.
Block 3: Emphasises personal development and financial literacy.
Block 4: Includes the fundamental subjects — English, Afrikaans, and Mathematics — for learners who did not pass them in Grade 12.

LEARNING JOURNEY

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OVERVIEW

The learning journey outlines how learners progress through each stage of the qualification — guiding learners step by step from Enrolment to Completion.

The programme is designed to make the process structured, flexible, and fully supported through:

- **Self-paced eLearning**, allowing learners to work through modules in their own time.
- **Monthly tutorial sessions** via Microsoft Teams, offering guidance and feedback.
- **Continuous support** to help learners meet all assessment and compliance requirements.

LEARNING JOURNEY

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Registration

Onboarding and Induction

Administration and Pre-Requirements

Summative Examination

Completing Formative Assessments

Working through the Unit Standards and completing Interactive Activities.

Feedback and Results

Moderation and Inseta Verification

Inseta Statement of Results and Certification (after completion of full qualification)

ONBOARDING AND INDUCTION

At the start of the programme, an on-boarding telephonic or WhatsApp Voice call will be conducted with new learners. The purpose of the session is to provide an overview of the use of the eLearning programme as well as assessment requirements.

All learners are required to attend a compulsory two-hour Orientation and Induction session via Microsoft Teams, held on the first Saturday of every month. Learners attend only once before beginning any modules.

During the induction, learners receive important information on:

- The structure and expectations of the qualification.
- Learning and assessment requirements.
- Administrative procedures and documentation.

Learners also complete the Induction module on the eLearning portal.

LEARNING JOURNEY

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ADMINISTRATION AND PRE-REQUISITES

Learners must upload all required administrative documents on the online training platform. The uploading process is demonstration in the Induction session.

WORKING THROUGH THE UNIT STANDARDS

After completing the induction phase, learners work through the unit standards of each skills programmes, studying independently through our interactive eLearning platform.

Each unit standard includes a voiceover PowerPoint lecture and interactive content to support understanding. Learners compile an electronic Portfolio of Evidence (ePoE), which includes eLearning assessments, written assignments, and the final exam.

Continuous support is provided through monthly tutorial sessions, where facilitators assist with progress, portfolio completion, and queries. Assignments are marked with constructive feedback, allowing learners to resubmit improved versions if necessary.

ASSESSMENTS

Assessments take place in three phases—informal, formative, and summative assessments (Exams) — each aligned with specific performance standards and learning outcomes.

Assessment Type	Purpose	Pass Mark	Rewrite / Retake Opportunities
Phase 1: Informal Assessments	Interactive, ungraded eLearning activities to check understanding and prepare for formal assessments.	Not graded	Unlimited attempts
Phase 2: Formative Assessments	• FA1: Online Knowledge Assessment – tests understanding of key concepts. • FA2: Written Assignment – assesses application and analytical skills through practical tasks and research.	FA1 – 70% FA2 – 60%	FA1 – Up to 3 retakes FA2 – Up to 2 remediations
Phase 3: Final Examination (Final Integrated Summative Assessment - FISA)	Final invigilated written exam assessing overall competence and application of learning. Exams are written at the learner's **place of work**, invigilated by a **FAIS Fit and Proper** or equivalent individual, nominated by the learner at the time of the exam	50%	1 rewrite allowed

LEARNING JOURNEY

The learning journey outlines how learners progress through each stage of the qualification — from Start to Finish.

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MORE DETAIL ABOUT THE ASSESSMENTS

Phase 1 - Informal Assessments

As part of the e-learning experience, learners participate in a series of interactive activities that serve as informal assessments. These exercises include multiple-choice and True/False questions, drag-and-drop tasks, fill-in-the-blank activities, and engaging tools such as memory games.

Informal assessments are not graded but provide valuable feedback on progress, helping learners identify areas for improvement before moving on to formal evaluations.

Phase 2 - Formative Assessments

Formative assessments are designed to measure both the learner's theoretical knowledge and their ability to apply concepts in practical, real-world contexts.

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MORE DETAIL ABOUT THE ASSESSMENTS

Formative Assessment 1 (FA1): E-Learning Knowledge Assessment

At the end of each unit standard, learners complete a digital assessment on the eLearning portal. This assessment focuses on lower-level cognitive skills such as recall and comprehension. It comprises a variety of question types, including multiple-choice, True/False, fill-in-the-blanks, and drag-and-drop activities.

Learners are required to achieve a minimum of 70% to be deemed competent in FA1. Should a learner not meet the required level, they will be given three additional opportunities to review the learning material and reattempt the assessment.

MORE DETAIL ABOUT THE ASSESSMENTS

Formative Assessment 2 (FA2): Written Assignment

Once the eLearning programme for a unit standard is completed, learners proceed to a written assignment submitted through the eLearning platform. This assessment evaluates higher-order thinking skills, including application, analysis, evaluation, and research. Learners are required to demonstrate their understanding through practical and workplace-related tasks such as reports, essays, data interpretation, and case studies.

Learners submit their written assignments on the eLearning portal for review and receive constructive feedback, with opportunities to remediate where necessary.

A minimum score of 60% is required to achieve competence in FA2. Learners who do not meet this standard will be given constructive feedback and may resubmit their revised assignment after addressing the identified areas for improvement.

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EXAMINATIONS (FINAL INTEGRATED SUMMATIVE ASSESSMENT – FISA)

After learners have been found competent in all aspects of the formative assessments for the skills programme, the journey concludes with a final, open-book summative exam (summative assessment).

Before the exams, learners may attend an exam preparation session to help them feel confident and well-prepared for the final assessment. The exam is written and designed to assess the learner's ability to recall, interpret, and apply the key concepts and principles covered throughout the programme.

The FISA is a closed-book, in-person examination that is conducted under invigilated conditions to ensure the integrity and fairness of the assessment process. As we have learners across South Africa, the exam is written at the learner's place of work under the invigilation of a FAIS Fit and Proper or similar individual nominated by the learner.

To be deemed competent in the Final Integrated Summative Assessment, a learner must achieve a minimum score of 50%. Learners are afforded one rewrite opportunity if they do not pass the exam on their first attempt.

LEARNING JOURNEY

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MODERATION, VERIFICATION, QUALITY ASSURANCE AND CERTIFICATION

Once learners passed the exams for a skills programme or the full qualification, we start preparing Portfolios of Evidence (POEs) for Inseta verification.

Before Inseta verification, 25% of all portfolios must be moderated, thereafter an application for verification is submitted to Inseta and an Inseta verifier conduct the verification.

A Portfolio of Evidence is compiled and submitted to INSETA for verification. The portfolio includes all formative and summative assessments, administrative documents, and assessor feedback.

Successful verification leads to the issuing of a **Statement of Results** or, upon completion of all units, a **full qualification Certificate** from INSETA.

PROGRAMME DURATION AND COMPLETION

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Each skills programme must be completed within **four months** of registration, and the entire qualification must be completed within **eighteen months of date of registration.**

Failure to complete the programme within the allocated timeframe will require re-registration and payment of additional fees.

RECOGNITION OF PRIOR LEARNING

FAIS Forward Academy is not accredited to formally recognise prior learning, but all previously completed unit standards that contribute to the full qualification will be recognised by INSETA toward the completion of the qualification. Learners who have already completed individual unit standards or skills programmes may contact us for a **unit standard credit mapping** to determine which credits can be included.

Application to Inseta to recognise fundamentals which includes Mathematics (Core or Literacy) and/or English, and/or a Second African Language, will be part of the Inseta Verification process.

LEARNER SUPPORT

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Learners have access to a comprehensive suite of **resources** including INSETA Learner Guides, research documents, and voice recorded lectures.

They also benefit from unlimited email or **WhatsApp Text or Voice note access to facilitators** for academic support, with a commitment from us to a one business day turnaround on queries.

Throughout the programme, learners receive continuous support through **monthly tutoring sessions**, designed to help them complete their portfolios and address any challenges.

For learners requiring additional assistance, one-on-one mentoring sessions can be arranged at an additional fee. Those with special needs can request individualised support, which may also incur extra costs.

Administrative and back-office support is available through email and WhatsApp, ensuring smooth handling of registrations, documentation and assessments. Support turnaround time is also within one business day.

WHAT IS INCLUDED IN THE TRAINING FEE?

- 24-month access to the eLearning portal
- Academic & administrative support
- Monthly tutorial sessions
- Portfolio assessments & verification

WHAT IS NOT INCLUDED IN THE TRAINING FEE?

- The training fee covers all major costs, excluding minor expenses such as courier fees for exam papers and administrative documents sent to our offices.

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TRAINING COSTS

- Full Qualification (Block 1; 2A; 2B; 3)): R21 000
- Block 1: R6 020
- Block 2A: R4 300
- Block 2B: R5 160
- Block 3: R6 020
- Block 4 - Maths: R3 750
- Block 4 - English: R2 750
- Block 4 - Afrikaans: R2 750

Register Online

Register and pay online to save!!

Learners are encouraged to register and pay via our secure online payment portal. Online registration is instant, requires less administration, and qualifies for an exclusive discounted rate. Visit our website for more detail and follow the steps on the next slide to register.

HOW TO REGISTER FOR THE SHORT-TERM INSURANCE QUALIFICATION WITH FAIS FORWARD ACADEMY?

FAIS FORWARD ACADEMY

To register and receive discount for any of our training courses, visit our website and sign up online.

Online Registration Process

- Visit: https://faisforwardacademy.co.za
- Navigate to **Our Courses / Insurance Qualifications**
- Select the **CoB Training** course
- Click **Register Now**
- Choose your preferred option/s
- Click **Add to Basket**
- Proceed to **Checkout**
- Fill out billing details
- Accept **Terms and Conditions**
- Confirm you're not a robot
- Click **Place Order**

STRUCTURED PAYMENT PLAN

FAIS Forward Academy offers a structured payment plan to make your studies more affordable. When registering online for any of the skills programme in the qualification, learners can choose to make use of the payment plan.

- The payment period depends on the programme cost.
- A deposit is payable upon registration.
- The remaining balance is payable in equal monthly instalments over the agreed payment period.
- An admin fee applies when making use of the payment plan.

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TERMS AND CONDITIONS

- The structured payment plan is not a credit agreement, but an arrangement to make studies more accessible. Learners are expected to honour the payment agreement.
- The agreement may be cancelled at any time with one calendar month's written notice.
- A R500 cancellation fee applies, payable with the final instalment.
- No refunds are issued for payments already made.
- Upon cancellation, learners may complete study programmes equal in value to fees already paid, within the maximum times allowed for programme completion.
- When payments are not kept up to date, studies will be suspended until the account is brought up to date.
- Any discounts granted will be forfeited if payments are missed or late.

TRANSITIONING TO THE QCTO

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Act Now: Legacy Qualifications Are Being Phased Out

Legacy qualifications, such as the Retail Insurance Qualification, are being phased out and will soon be replaced by new QCTO Occupational Qualifications. We are currently in a transitional phase and there remains some uncertainty regarding the exact date when the replacement qualification will become available. Although the original cut-off date for enrolments was 30 June 2024, a temporary extension has been granted. However, this extension is not permanent, and the transition is expected in the foreseeable future.

If your DOFA (Date of First Appointment) is approaching or you still need to complete your FAIS Credits, you are strongly encouraged to register as soon as possible to ensure compliance.

Register now to:

- Stay FAIS compliant
- Avoid longer timelines and higher costs
- Secure your FAIS Credits before the cut-off

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CONTACT INFORMATION

Contact us for assistance or additional information:

info@faisforwardacademy.co.za

https://faisforwardacademy.co.za

WhatsApp: +27 66 253 6464