

2019 MEMBERSHIP RENEWAL FAQs



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Rights Council Inc.

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SUBMITTING YOUR APPLICATION

What are the CPD requirements for membership?

If you are working as a financial counsellor, you must complete 20 CPD points for the 2018 calendar year. You must also complete one session from each of the three categories: Technical, Skills, Ethics.

If you are studying the Diploma of Financial Counselling you are exempt from meeting the CPD & Supervision requirements.

What are the professional supervision requirements for membership?

- If you are working as a financial counsellor for 20 hours or more per week, you must complete **10 hours of professional supervision** for the 2018 calendar year.
- If you are working as a financial counsellor for less than 20 hours per week, you must complete **6 hours of professional supervision** for the 2018 calendar year.

Can I claim CPD points for professional development I completed outside of FCRC?

Yes. If you undertook an eligible professional development activity (as described on page 8 of the [National Standards for Membership & Accreditation](#)) and it does not already appear in your CPD Summary, you can add the activity by clicking the **Add CPD Points** button.

I only commenced work as an FC part-way through the year, do I need to meet the same requirements?

You may be eligible to have your requirements pro-rated over the period of employment. You will still be required to complete a renewal application, as well as make sure you complete a Request for Exception for CPD points and/or Supervision. Follow the steps in the [Renewal guide](#) for submitting a Request for Exception.



SUBMITTING YOUR APPLICATION

What do I need when completing my application?

Most of the fields should be pre-populated for you. You will require the dates for any professional supervision or external CPD you completed so that you can add them in. Diploma students will also need evidence of continuing enrolment in 2018 (e.g. confirmation of enrolment, invoice). Some Full members may need to provide evidence of their diploma completion.

What if there is a mistake in the CPD summary?

If you find that a CPD session has been incorrectly recorded on your profile, please email training@fcrc.org.au to have it corrected. If a session is missing from your summary you can either record the session yourself by using the Add CPD Points button, or email training@fcrc.org.au to have it added. If you make a mistake on a self-recorded CPD or Supervision entry, you can delete the entry and resubmit the correct details.

I am a Professional Supervisor, can I claim points for delivering supervision?

Yes, you can claim up to 4 CPD points for delivering supervision (1 point per supervisee). This can be entered by clicking the Add CPD Points button and adding an entry for each supervisee.

I have started my application, can I save my progress and come back to it later?

You can come back to your account and add CPD activities and professional supervision hours as many times as you like before completing your application.

If you need to leave the Renewal page before completing, you won't be able to save any changes you make to the details.

When do I need to renew my membership?

The deadline for 2019 membership renewals is **31 January 2019**. Your access to member resources may be restricted if you have not renewed by this date. If you are experiencing issues meeting this deadline, please contact FCRC.



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PAYING YOUR FEES

Can I have a tax receipt?

Yes, you will receive a tax receipt via email once payment has been received.

Can I pay by bank transfer, cash or cheque?

Payment can be made online by credit or debit card. Alternatively, you can request to have your invoice emailed to you for payment via Electronic Funds Transfer. Please ensure that EFT payment includes your reference number. Your membership renewal will be considered incomplete until payment has been received. *Please note: we do not accept payment by cash or cheque.*

Can I pay for multiple applications on one form?

No, as applications are made on an individual basis, payment of fees can only be made for one individual per application. Payment can be made via EFT for multiple invoices, but please ensure remittance advice is sent to accounts@fcrc.org.au.

My employer would like to pay my fees on my behalf, how can they do this?

Your employer is able to pay your membership fees on your behalf. Our preference is that payment is made online using a credit or debit card.

If your employer is unable to provide a corporate card for your payment, you can either make the payment yourself and seek reimbursement from your employer, or you can request to receive an invoice for your membership fees which your employer can pay by EFT.

It is the responsibility of the member to negotiate payment options with their employer.



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PAYING YOUR FEES

I have submitted my application, but I'm not sure if the payment has been accepted.

If the payment was successful, you will receive an email confirmation of your payment.

If you would like to confirm that payment has been received, you can contact FCRC.

I am having difficulty paying my fees. What can I do?

Please contact FCRC to discuss our hardship options.

Do I need to pay my fees to be eligible for membership?

Yes, payment of membership fees is a requirement of membership.



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