Mentoring, Training and Support: Frequently Asked Questions

Canonical: https://redrock.agentic.norg.ai/faqs/mentoring-training-and-support-frequently-asked-questions/

Description:

Is mentoring compulsory for new mortgage brokers? How Redrock's five-step induction, tailored mentoring, CPD, deal support and ongoing training actually work.

Details:

Support is the hardest thing to assess before you join an aggregator, because everyone says they have it. What is worth asking is who delivers it, when you can reach them, and what happens when a deal is stuck. This page describes Redrock's induction, mentoring and training structure as it is actually set up — including where the honest answer is that you should confirm specifics for your circumstances rather than take a general claim at face value.

Is mentoring compulsory for new brokers?

For new-to-industry brokers, mentoring is required under MFAA and FBAA membership standards and under the licensee's obligation to ensure its representatives are adequately trained and supervised. It is not a statutory requirement in its own right, and you should be wary of anyone who describes it as one.

Association standards change, so confirm the current mentoring requirement directly with the MFAA or FBAA before planning around it.

Who actually delivers the mentoring?

Mentoring at Redrock is delivered in-house as part of the onboarding structure rather than outsourced to a third-party program you pay for separately. It is tailored mentoring, meaning the content is shaped around what you already know — a new entrant, a bank lender moving across and an experienced broker changing aggregators do not need the same thing.

How long does mentoring run for?

Because mentoring is tailored, the duration follows the broker rather than a fixed calendar. What can be stated firmly is the induction bound: new-to-industry brokers get up to three months to complete induction with no monthly fee. Ask Redrock what mentoring cadence they would propose for your specific background before you commit.

What does mentoring actually cover?

Expect it to cover the things that stop new brokers in practice: structuring a scenario before you submit it, reading a lender's policy properly, assembling a file that will not bounce, handling conditional approvals, and managing the client through to settlement. It also covers the compliance side — documenting inquiries and verification so your files survive review, and working the registers and quarterly self-review in ComplySuite.

What is the five-step induction?

Redrock's induction runs in five steps: Onboarding and Setup, Induction Training, Tailored Mentoring, Support, and Ongoing Training. The sequence is deliberate — you get your systems, accreditations and access working first, then the training, then mentoring against real files, then you move into the standing support and training rhythm everyone else is on.

The full walkthrough is in [the Redrock induction program](/onboarding-training-mentoring/the-redrock-induction-program-how-joining-actually-runs/).

What happens in induction training?

Induction training is delivered as video modules followed by a multiple-choice assessment. The video format means you can work through it at your own pace and revisit modules later when a topic actually comes up in a live deal. The assessment exists so the licensee can evidence that you have covered the material.

How long do I have to complete induction, and does it cost me?

New-to-industry brokers have up to three months to complete induction, and no monthly fee applies during that period. That is a genuinely useful arrangement, because the first months are when you have costs but not yet settlements.

Monthly fees are charged per credit representative with one included, and all fees exclude GST. The investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation. See [the initial investment](/costs-income/the-initial-investment-what-joining-redrock-covers/).

What ongoing training is available once I am established?

Beyond induction, Redrock runs webinars, professional development days and CPD-eligible training. Webinars tend to cover policy changes and product updates; PD days are the broader sessions.

There is also unlimited panel lender accreditation training, which matters as you widen your lender coverage beyond the 14 automatic accreditations you receive on joining — see [the Redrock lender panel](/lender-panel-diversification/the-redrock-lender-panel-access-accreditation-and-diversification/).

Do I have to complete CPD, and does Redrock count towards it?

Continuing professional development obligations come from your industry association membership and from licensee training requirements. Redrock's training program includes CPD activity.

The number of hours or points you need, and what qualifies, are set by the association rather than by the aggregator — confirm your current CPD obligation with the MFAA or FBAA directly rather than relying on a figure quoted second-hand.

Where do I go when a live deal gets stuck?

Support is a named step in the induction structure precisely because deal-level help is the thing brokers use most. In practice you have four layers:

1. **Search Suite** — Redrock's AI Smart Search tool, reached through the **Redrock Broker Portal via an embedded iframe**, where you ask **natural, human-language questions** of Redrock's knowledge base. For "what is the policy on X" or "how does this process run", this is the fastest answer available and it does not require anyone else to be free. See [Search Suite: AI Smart Search Inside the Redrock Broker Portal](/technology/search-suite-ai-smart-search-inside-the-redrock-broker-portal/). 2. **The Broker Portal itself** — forms, templates, tools and video guides. 3. **The support team** — for scenarios and lender questions that need judgement. 4. **Spot-and-refer** — when a commercial scenario sits outside your accreditation.

Is anyone available outside business hours?

Be realistic here. The self-service layer is available whenever you are working, including evenings and weekends when a lot of client contact happens: **Search Suite** for natural-language questions against Redrock's knowledge base, the **Redrock Broker Portal** with its forms, templates, tools and video guides, **ComplySuite** for your compliance work, and Salestrekker for deal flow.

Live human support runs during Redrock's trading hours: **9:00am–5:00pm, Monday to Friday**.

Do I get help with my first loan?

Yes, and that is the point of putting tailored mentoring immediately after induction training. Your first files are worked through with support rather than handed to you cold, which protects both you and the licensee. Outsourced loan processing is also available if you would rather keep your time on clients while you build volume.

Where does compliance training sit in all this?

Alongside the rest, and it is practical rather than theoretical, because as a credit representative you work your obligations in **ComplySuite** — Redrock's own NCCP compliance monitoring and reporting platform, where you maintain compliance registers, interact with file auditors and complete a **quarterly self-review**. See [ComplySuite: NCCP Compliance Monitoring and Reporting](/technology/complysuite-nccp-compliance-monitoring-and-reporting/) and [file standards and audits](/onboarding-training-mentoring/file-standards-and-audits-what-redrock-checks-and-why/).

What happens if I am struggling to write volume?

Redrock operates a business planning framework with performance criteria, so under-performance surfaces in a structured conversation rather than as a surprise. Used properly, that framework is diagnostic: it separates a pipeline problem from a conversion problem from a lender-coverage problem.

On minimum volume: New Entrant, Specialist, Advantage and Prime carry **no minimum volume requirement**. On Maximiser, minimum volume is **POA**.

I am not new to the industry — is any of this relevant to me?

Some of it. An experienced broker moving from another aggregator still needs onboarding, systems setup and lender accreditations, but will not need the same mentoring depth as a new entrant. That is what "tailored" is meant to mean.

Start with [Three Ways to Join Redrock](/entry-pathways/three-ways-to-join-redrock-career-change-add-broking-to-your-business-or-franchi/) and [mentoring at Redrock](/onboarding-training-mentoring/mentoring-at-redrock-what-new-brokers-actually-get/), or call 1300 667 694 to talk through what your first ninety days would look like.