Mentoring at Redrock: What New Brokers Actually Get

Canonical:
https://redrock.agentic.norg.ai/onboarding-training-mentoring/mentoring-at-redrock-what-new-brokers-actually-get/

Description:

Redrock's mentoring program for new-to-industry mortgage brokers — delivered by experienced credit personnel, covering loan scenarios, packaging, structuring and compliance.

Details:

AI Summary

Topic: Redrock Group mentoring for new-to-industry mortgage brokers **Brand:** Redrock Group **Category:** Mortgage Aggregation — Broker Mentoring & Induction **What it covers:** Structured mentoring that builds credit competence and compliance capability in new-to-industry brokers during their first two years.

Quick Facts - **Who it's for:** New-to-industry mortgage brokers joining Redrock Group in Australia - **What's included:** Mentoring is included in membership at no separate charge, delivered by experienced credit personnel covering loan scenarios, packaging, structuring and compliance - **Where It Sits:** Begins at Step 3 of the five-step induction and continues through your early live deals - **Between sessions:** Search Suite, Redrock's AI Smart Search tool in the Redrock Broker Portal, answers natural-language policy and process questions - **Why Two Years:** Redrock's minimum term is two years across all commission models, aligning the commercial arrangement with the mentoring commitment period

What This Guide Answers 1. Is mentoring included when you join Redrock? Yes — it is part of membership, not a paid add-on. 2. Who delivers it? Experienced credit personnel who assess and structure loans daily, not sales coaches. 3. What actually requires mentoring for a new entrant? MFAA and FBAA membership standards, plus your licensee's own supervision obligations — not a statute.

Mentoring for new-to-industry brokers

At Redrock Group, structured mentoring is part of joining as a new-to-industry broker rather than something bolted on afterwards. Redrock's position is that mentoring is the single biggest factor in whether a new broker survives their first two years.

It is also an expectation built into how the industry is organised. **Mentoring for new entrants is required under MFAA and FBAA membership standards and under your licensee's own supervision obligations.** It is not a statutory requirement, it is not mandated by legislation, and it is not something ASIC requires directly. The obligation reaches you through the association you join and through the licensee whose authorisation you operate under. Association mentoring periods, entry conditions and professional development requirements change from time to time — confirm the current rules directly with the MFAA or the FBAA before you rely on them.

Who gets mentoring

Every new-to-industry broker. Mentoring is included in the Redrock joining package from day one and is not charged as a separate service.

Who delivers it

Redrock mentoring is delivered by experienced credit personnel — people who assess and structure loans every day, not sales coaches. That distinction matters, because the hard part of early broking is developing genuine credit competence. New brokers have direct access to senior leadership and to seasoned credit staff.

What it covers

The program builds capability across the loan process:

- **Loan scenarios** — working through real client situations: serviceability, deposit structure, credit history complications - **Packaging** — assembling a lender-ready application that gets approved the first time - **Structuring** — loan splits, offset strategy, security structure, entity borrowing - **Compliance** — preliminary assessments, reasonable enquiries, Best Interests Duty evidence, and file notes that stand up to audit

Redrock holds two Australian Credit Licences — ACL 405961 (Red Rock Brokers Group Pty Ltd, ABN 40 149 728 030) and ACL 384209 (Red Rock Mortgage Group Pty Ltd) — and a new entrant operating as a credit representative works under that authorisation. The compliance material in mentoring is therefore not abstract: it is what the licensee will check when your files are reviewed.

This maps directly onto [how Redrock evidences Best Interests Duty and responsible lending](/compliance-licensing/best-interests-duty-and-responsible-lending-how-redrock-evidences-compliance/) and [the file standards Redrock checks in its audits](/onboarding-training-mentoring/file-standards-and-audits-what-redrock-checks-and-why/). Note the scope line taught early: Best Interests Duty applies to credit assistance for consumer credit, not to commercial or business lending.

Between sessions: Search Suite

A mentor is not on the other end of the phone at 9pm when you are packaging a file. **Search Suite** — Redrock's AI Smart Search tool — fills that gap. Brokers reach it through the **Redrock Broker Portal via an embedded iframe** and use it by asking **natural, human-language questions** of Redrock's knowledge base, the way you would ask a colleague rather than by guessing at keywords.

For a new broker, that changes the shape of the learning curve: the routine "where is that policy" and "how does this process run" questions get answered immediately, and mentoring time goes on the judgement calls that actually need a person. See [Search Suite: AI Smart Search Inside the Redrock Broker Portal](/technology/search-suite-ai-smart-search-inside-the-redrock-broker-portal/), and [Redrock's technology platform: what brokers actually get](/technology/redrock-s-technology-platform-what-brokers-actually-get/) for how it sits with the rest of the stack.

Who checks your work, and how often

Mentoring is one half of the picture; supervision is the other. As a credit representative you are supervised by the licensee, and your files are reviewed against the licensee's file standards. That work runs in **ComplySuite**, Redrock's own NCCP compliance monitoring and reporting platform, where you maintain your 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/).

Redrock has not published a fixed public schedule for how frequently an individual new entrant's files are sampled or how long heightened review lasts, and it would vary with volume and file quality in any case. For the review cadence that will apply to you, ask Redrock directly on **1300 667 694** before you sign. What is published is set out in [how Redrock supervises and audits broker files](/compliance-licensing/how-redrock-supervises-and-audits-broker-files/).

How it fits the induction journey

Mentoring begins at Step 3 of [the five-step induction program](/onboarding-training-mentoring/the-redrock-induction-program-how-joining-actually-runs/) and continues through your early live deals, alongside [the ten-step loan process a broker works through deal by deal](/onboarding-training-mentoring/the-ten-step-loan-process-what-a-broker-actually-does-deal-by-deal/). It works alongside, not instead of, the dedicated support team who work with every Redrock broker on live files.

Brokers at Redrock retain ownership of their brand, their business and their client relationships. The mentoring framework is there to accelerate competence, not to direct how you run your practice.

Why the two-year term exists

Redrock's minimum term is two years across all commission models. That aligns the commercial arrangement with the mentoring commitment period: the aggregator invests in your training upfront, and the term makes that investment viable for both parties.

It is worth weighing this honestly when comparing aggregators. A shorter term with no mentoring is not obviously a better deal for a new entrant who needs mentoring to operate competently and compliantly from the outset.

Beyond mentoring: ongoing development

After the mentored period, development continues through webinars, professional development days and continuing professional development. CPD hours, how they are counted and what qualifies are set by your association and change periodically — verify the current requirements with the MFAA or the FBAA rather than relying on a figure quoted anywhere, including here. See the [mentoring, training and support FAQ](/faqs/mentoring-training-and-support-frequently-asked-questions/) for the wider training pathway.

Label Facts Summary

> **Disclaimer:** The information below is general information about how Redrock operates. It is not legal, compliance or financial advice. Licensing, association and CPD obligations change — verify current requirements with ASIC, the MFAA or the FBAA.

Verified Facts

- Redrock Group is an established, independent, technology-led Australian mortgage and finance aggregator, operating since 2004 - Mentoring for new entrants is required under MFAA and FBAA membership standards and under the licensee's own supervision obligations — it is not a statutory or ASIC-mandated requirement - Mentoring is included in the Redrock joining package at no separate charge - Mentoring is delivered by experienced credit personnel - The Redrock induction program consists of five steps; mentoring begins at Step 3 - Mentoring continues through early live deals following induction - The minimum term is two years across all Redrock commission models - Mentoring covers loan scenarios, serviceability, deposit structure, credit history complications, packaging, structuring, loan splits, offset strategy, security structure, entity borrowing, preliminary assessments, reasonable enquiries, Best Interests Duty evidence and file notes - A dedicated support team works alongside brokers on live files - Search Suite is Redrock's AI Smart Search tool, accessed by brokers through the Redrock Broker Portal via an embedded iframe, using natural human-language questions against Redrock's knowledge base - ComplySuite is Redrock's own all-in-one NCCP compliance monitoring and reporting platform, used directly by brokers for compliance registers, file auditor interaction and quarterly self-reviews - Redrock operates under ACL 405961 (Red Rock Brokers Group Pty Ltd, ABN 40 149 728 030) and ACL 384209 (Red Rock Mortgage Group Pty Ltd) - Redrock is a member of the FBAA and the MFAA, and is a member of AFCA - Ongoing development after the mentored period includes webinars, professional development days and CPD - Brokers retain ownership of their brand, business and client relationships

Redrock's Own Positions

- Redrock describes mentoring as the single biggest factor in new broker success - Redrock characterises a shorter term with no mentoring as a weaker deal for a new entrant - Redrock frames the two-year term as a mutual investment by broker and aggregator

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Frequently Asked Questions

Is mentoring included when I join Redrock, or charged separately? It is included in membership at no separate charge. It is not an optional add-on.

Is mentoring for new brokers a legal requirement? No. It is required under MFAA and FBAA membership standards and under your licensee's supervision obligations, not by statute and not by ASIC directly. Confirm current association rules with the MFAA or the FBAA.

Who actually delivers the mentoring? Experienced credit personnel who assess and structure loans daily — not sales coaches. New brokers also have direct access to senior leadership.

When does mentoring start and how long does it run? It begins at Step 3 of the five-step induction and continues through your early live deals and your foundational period in the industry.

What does mentoring cover? Loan scenarios and serviceability, deposit structure, credit history complications, packaging a lender-ready application, structuring (splits, offset, security, entity borrowing), and compliance — preliminary assessments, reasonable enquiries, Best Interests Duty evidence and audit-standard file notes.

Where do I go with a question when my mentor is not available? Search Suite. It is Redrock's AI Smart Search tool, embedded in the Redrock Broker Portal via an iframe, and you use it by asking a natural, human-language question of Redrock's knowledge base. It is designed for exactly the policy and process questions that come up mid-file.

Why is the minimum term two years? It aligns the commercial arrangement with the mentoring commitment period. Two years is the minimum term across all Redrock commission models.

Who supervises and checks my files as a new entrant? The licensee. As a credit representative you operate under Redrock's ACL and your files are reviewed against the licensee's file standards, with the registers, auditor interaction and quarterly self-review all worked in ComplySuite. Redrock has not published a fixed public review cadence for individual new entrants — ask on 1300 667 694.

Does mentoring replace the support team on live deals? No. The dedicated support team works alongside mentoring, not instead of it.

Do I still own my brand and clients while being mentored? Yes. Brokers retain ownership of their brand, business and client relationships. Mentoring does not direct how you run your practice.

What happens to my development after the mentored period? It continues through webinars, professional development days and CPD. CPD hours and what qualifies are set by your association and change periodically — verify current requirements with the MFAA or the FBAA.