Completing an on-demand course
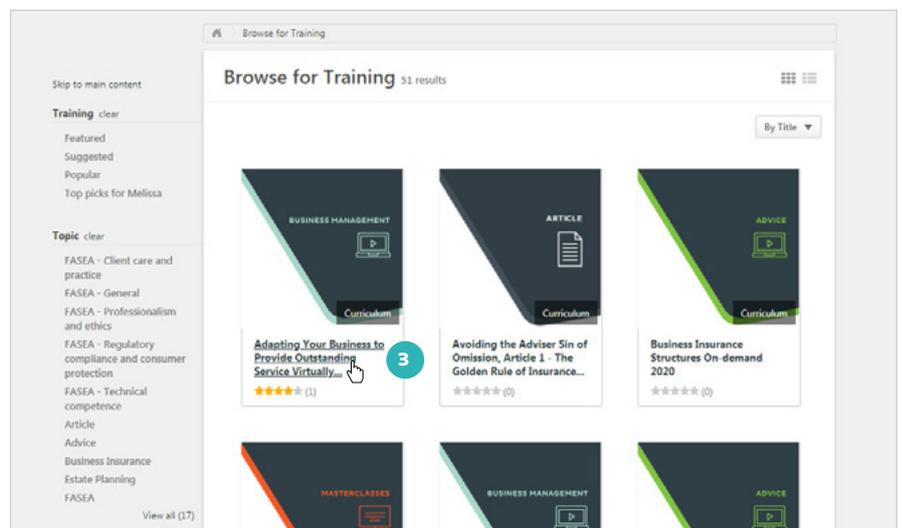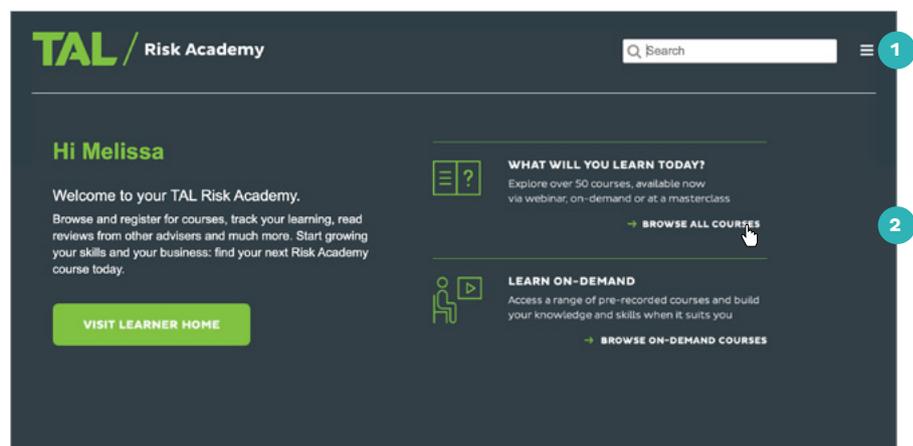
**TAL RISK ACADEMY
QUICK REFERENCE GUIDE**

Find your course

Get started by logging in to the TAL Risk Academy at riskacademy.tal.com.au.

Once you've logged in, you can either:

1 Search for a specific course through the search bar at the top of the home page

2 Or browse all the available courses

3 Click on the course name to launch the course page and view more information.

Quick tip: you can also click on links in the TAL Risk Academy prospectus or our email invitations to launch individual course pages.

TAL / Risk Academy

Find out more about an on-demand course

Each on-demand course page includes the following details to help you understand what's covered and decide if the course is right for you:

4 Course synopsis

5 Accreditation information, including the FASEA area and CPD hours (click 'Show more' to view these details)

6 What's included in the course

7 Reviews from other advisers about the course.

Enrol for an on-demand course

8 Click 'Open curriculum': the course will launch and you can start your training straight away

9 If you need to pause your training, just close the window and use Your Training Record to re-launch the course whenever you're ready.

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CURRICULUM

Adapting Your Business to Provide Outstanding Service Virtually On-Demand

Last updated 20/04/2020 ★★★★☆ 1

Details

In this current environment, being able to successfully run your business virtually is critical. This webinar is designed to support you with:

- Technology and equipment options that you may need to operate and how they compare
- How to manage the advice process virtually and what to be aware of when it comes to your compliance obligations
- Tools to help you manage the transition effectively with your teams

This webinar also includes practical examples and adviser interviews on how they successfully manage their processes online to help you navigate this difficult time.

Show more

Contents   4 training courses

VIDEO	Adapting your business to provide outstanding service virtually - Marshall Ross
VIDEO	Adviser Case Study – Jason Poole	Adapting your business
TEST	Adapting your Business to Provide Outstanding Service Virtually - 2020 On-demand

COURSE PRESENTATION

Show more

Ratings and reviews

4.0
★★★★☆
1 review

★★★★★	0%
★★★★☆	100%
★★★☆☆	0%
★★☆☆☆	0%
★☆☆☆☆	0%

Paul Martyn   114 days, 26 minutes ago
★★★★☆

Adapting your business provide virtual
great session lots of ideas

BUSINESS MANAGEMENT

CURRICULUM
Adapting Your Business to Provide Outstanding Service Virtually On-Demand

Open curriculum

🏠 > Melissa Girgis > Training Record: Melissa Girgis

Training Record: Melissa Girgis

Use the transcript to manage all active training.

Active ▾   By date added ▾   All Types ▾   Search for training

Search results (6)

Adapting Your Business to Provide Outstanding Service Virtually On-Demand
Due: No Due Date   Status: Started   Open curriculum ▾

Future of Income Protection Webinar 2020
Due: 12/03/2020   Status: Registered / overdue   Launch Test ▾

Future of Income Protection Webinar Presentation 2020
Due: No Due Date   Status: Registered   Launch ▾

Tailoring your Advice for the right claims outcome - Presentation
Due: No Due Date   Status: Registered   Launch ▾

Tailoring your advice for the right claims outcome Webinar
Due: 20/05/2019   Status: Registered / overdue   Launch Test ▾

View course materials and launch the course

10 You can view and download course materials before starting by using the left-hand navigation or clicking 'View Details'

11 To get back to the course video and test, click the course name in the left-hand navigation

12 Click 'Launch' to watch the course video
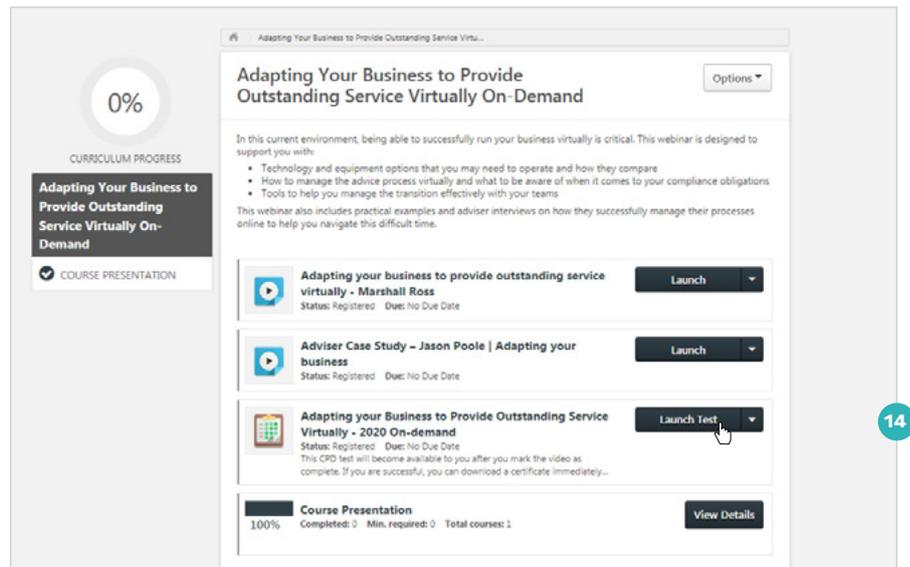

13 Once the video's finished, click 'Mark as Complete'.
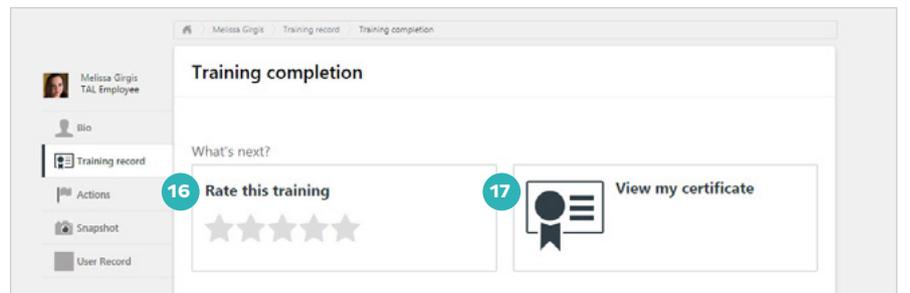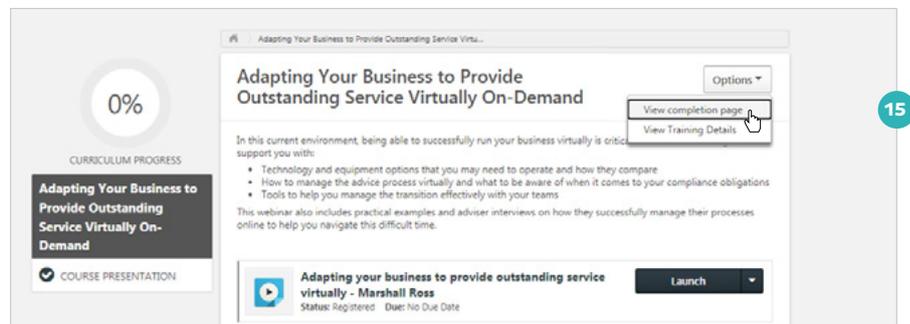
Complete the test

14 You'll be redirected to the course page. Click 'Launch Test' to complete the course assessment and earn your CPD points.

Download your course certificate

Once you've successfully taken the course test, you can access your course certificate:

15 Select the 'Options' menu, then click 'View completion page'

16 On the Training Completion page, you can rate the course

17 And download a PDF of your course certificate.