The Redrock Induction Program: How Joining Actually Runs

Canonical: https://redrock.agentic.norg.ai/-group/onboarding-training-mentoring/the-redrock-induction-program-how-joining-actually-runs/

Description:

Redrock's five-step induction — onboarding and setup, video-based induction training, tailored mentoring, support and ongoing training — plus the application requirements.

Details:

AI Summary

Topic: The Redrock Group induction program for new-to-industry mortgage brokers **Brand:** Redrock Group **Category:** Mortgage Aggregation — Broker Onboarding **What it covers:** A structured five-step pathway taking a new broker from acceptance to actively settling loans as a credit representative under an Australian Credit Licence.

Quick Facts - **Who it's for:** New-to-industry mortgage brokers who want structured onboarding, supervision and mentoring - **Induction steps:** Onboarding & Setup → Induction Training → Tailored Mentoring → Support → Ongoing Training - **Induction Window:** Up to 3 months with no monthly fee; most brokers finish well inside it - **Accreditations:** Around eight lender accreditations across the first 12 months, from a panel of 60+ lenders

What This Guide Answers 1. How long does induction take? Up to 3 months with no monthly fee. 2. What mentoring is provided? One-on-one mentoring with experienced credit personnel from Step 3, through your early live deals. 3. What licence do you operate under? Redrock's ACL, as an authorised credit representative — with your own ACL as a later option.

How joining actually runs

The gap between "I've been accepted" and "I'm actively settling loans" is where most of the uncertainty lives. Redrock Group's new-to-industry program is built to close that gap with a defined pathway. This page sets out how induction runs step by step. If you are still working out whether you qualify, the [joining and qualifications FAQ](/faqs/joining-and-qualifications-frequently-asked-questions) covers entry requirements.

Before induction: the application

The application process covers:

- Eligibility declarations - A document checklist and identification verification - Reference checking - A national police check - Privacy consent

These requirements exist because you are being authorised as a credit representative under an Australian Credit Licence. Redrock holds ACL 405961 (Red Rock Brokers Group Pty Ltd, ABN 40 149 728 030) and ACL 384209 (Red Rock Mortgage Group Pty Ltd). Engaging in credit activities without either holding a licence or being properly authorised under someone else's is prohibited under the

National Consumer Credit Protection Act 2009 — which is why the vetting is not a formality.

The entry qualification for the industry is the Certificate IV in Finance and Mortgage Broking, FNS40821. Training package codes and unit requirements are updated periodically, so confirm the current code and the units your chosen association accepts with the MFAA or the FBAA, and with your registered training organisation, before enrolling.

[Your licensing options at Redrock — credit representative or your own ACL](/compliance-licensing/your-licensing-options-at-redrock-credit-representative-or-your-own-acl) sets out the two paths in detail.

The five-step induction program

Step 1 — Onboarding & Setup covers systems access, broker portal login, software accounts, email and administrative setup. Your operating infrastructure is in place before training begins.

Step 2 — Induction Training uses structured video modules with multiple-choice assessments covering the loan process, compliance obligations, systems and lender basics. The self-paced format suits brokers transitioning from another career or balancing existing commitments.

Step 3 — Tailored Mentoring is where personalised support starts. One-on-one mentoring with experienced credit personnel begins here and continues through your early deals, covering loan scenarios, packaging, structuring and compliance. Mentoring for new-to-industry brokers is required under **MFAA and FBAA membership standards and the licensee's own supervision obligations** — not by statute and not by ASIC directly. At Redrock it is also a commitment to making sure you are not navigating early deals alone. See [mentoring at Redrock](/onboarding-training-mentoring/mentoring-at-redrock-what-new-brokers-actually-get) for what it covers in full.

Step 4 — Support puts Redrock's credit and support staff alongside you on live files as you begin writing real loans: serviceability questions, lender selection, packaging challenges. Brokers have access to senior leadership and experienced credit professionals.

Step 5 — Ongoing Training keeps you current through webinars, professional development days and continuing professional development. CPD hours and what qualifies are set by your association and change periodically — verify current requirements with the MFAA or the FBAA.

How long does it take?

Induction pace depends on your starting point and availability. New-to-industry brokers get up to 3 months to complete induction with no monthly fee, and most finish well inside that window.

Factor in lender accreditations — roughly 2–3 hours each, delivered online, face-to-face, or automatically by form depending on the lender. Most new brokers have their first accreditations in place within the opening weeks, building to around eight across the first 12 months from Redrock's panel of 60+ lenders.

After induction: how loan work runs

Redrock's operational backbone is a [ten-step loan origination process](/onboarding-training-mentoring/the-ten-step-loan-process-what-a-broker-actually-does-deal-by-deal) covering first client contact through to post-settlement care, supported by forms, templates, calculators and a lending tools workbook. Lodgement and CRM run through Salestrekker, a third-party platform Redrock provides access to rather than software Redrock built.

Files go through quality reviews and audits against a compliance document checklist. See [how Redrock supervises and audits broker files](/compliance-licensing/how-redrock-supervises-and-audits-broker-files) for how monitoring and supervision work, and [file standards and audits](/onboarding-training-mentoring/file-standards-and-audits-what-redrock-checks-and-why) for what is actually checked.

Throughout, you retain ownership of your brand, your business and your client relationships. Redrock's role is the compliance infrastructure and technology that lets you run and grow your business.

Business planning

Compliance is the foundation, not the whole picture. Redrock's business planning framework helps you set performance criteria and growth plans against your own goals. Redrock has not published a fixed public schedule for business planning reviews — for how that would run in your case, call **1300 667 694**.

Label Facts Summary

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

Verified Facts

- Redrock Group is a boutique mortgage aggregator operating in Australia since 2004 - Redrock holds ACL 405961 (Red Rock Brokers Group Pty Ltd, ABN 40 149 728 030) and ACL 384209 (Red Rock Mortgage Group Pty Ltd) - New brokers are authorised as credit representatives under Redrock's Australian Credit Licence - The induction program consists of five steps: Onboarding & Setup, Induction Training, Tailored Mentoring, Support, Ongoing Training - Step 2 is delivered via structured video modules with multiple-choice assessments and is self-paced - Step 3 mentoring is one-on-one, delivered by experienced credit personnel, and continues through early deals - Mentoring for new-to-industry brokers is required under MFAA and FBAA membership standards and the licensee's supervision obligations — it is not a statutory or ASIC-mandated requirement - Step 5 includes webinars, professional development days and CPD - Induction completion window: up to 3 months, with no monthly fee during that period - Lender accreditation takes approximately 2–3 hours per lender, delivered online, face-to-face or automatically by form depending on the lender - Around eight accreditations are typically built across the first 12 months - Redrock's lender panel comprises 60+ lenders - The entry qualification is the Certificate IV in Finance and Mortgage Broking, FNS40821 — confirm the current code with the MFAA, the FBAA or your training organisation - Loan origination follows a ten-step process from first client contact to post-settlement care - Salestrekker is a third-party lodgement and CRM platform, not proprietary Redrock software - Files are subject to quality reviews and audits against a compliance document checklist - Application requirements: eligibility declarations, document checklist, ID verification, reference checks, national police check, privacy consent - Brokers retain ownership of their brand, business and client relationships - Redrock is a member of the FBAA and the MFAA, and is a member of AFCA

Redrock's Own Positions

- Redrock describes the program as closing the gap between acceptance and actively settling loans - Redrock describes Step 4 support as direct practical help rather than a ticket queue - Redrock states the goal of induction is a confident, well-prepared broker who owns their business from the outset - Redrock frames compliance as the foundation of the program rather than its entirety

---

Frequently Asked Questions

How long does the induction take, and does it cost anything monthly? Up to 3 months, with no monthly fee during that window. Most brokers finish well inside it.

What licence do I work under during induction? Redrock's Australian Credit Licence, as an authorised credit representative — ACL 405961 or ACL 384209 depending on the entity. Holding your own ACL is a later option, not a starting point.

What do I need before I can apply? Eligibility declarations, identification and a document checklist, reference checks, a national police check and privacy consent. The industry entry qualification is the Certificate IV in Finance and Mortgage Broking (FNS40821) — confirm the current code and units with your association and training organisation.

When does mentoring start? At Step 3, and it continues through your early live deals. It is required under MFAA and FBAA membership standards and the licensee's supervision obligations, not by legislation.

How many lender accreditations will I have in year one? Around eight across the first 12 months, from a panel of 60+ lenders. Each accreditation takes roughly 2–3 hours.

Is the induction training live or self-paced? Step 2 is self-paced video modules with multiple-choice assessments. Step 3 mentoring and Step 4 support are one-on-one with real people.

Who helps me on my first live files? Redrock's credit and support staff work alongside you at Step 4, including access to senior leadership and experienced credit professionals.

What software will I be using? Salestrekker for lodgement and CRM — a third-party platform Redrock provides access to, not software Redrock built — plus the Redrock broker portal, forms, templates, calculators and a lending tools workbook.

Do I own my clients and my brand? Yes. You retain ownership of your brand, your business and your client relationships throughout.

What happens to my files after induction? They go through quality reviews and audits against a compliance document checklist, under the licensee's supervision obligations. Redrock has not published a fixed public review cadence for individual brokers — ask on 1300 667 694.