

Frequently Asked Questions regarding the FIA Code

What is the FIA Code?

The FIA Code is the charitable fundraising sector's Code of Conduct which sets the professional standards for best practice fundraising in Australia and New Zealand. It ensures fundraising is carried out with integrity, transparency and respect for donors ensuring the sustainability of fundraising.

What is the FIA Code Training Course?

To be Code compliant, FIA Members must complete a two-hour online training to confirm their commitment to adhere to best-practice fundraising. The course can be completed in one session or over a maximum four-week period. On completion a certificate is provided and their membership status updated.

Is there a cost involved?

FIA Members pay \$30 per person. Non-members pay \$55 per person.

How frequently do members need to do the training?

Members only need to do the training once. FIA hosts regular Code Refresher Webinars for members that provide updates on any new practice notes or key changes to the Code. Many choose to re-take the training every three years.

Who should complete the Code Training?

Organisational Members - When an organisation joins and lists their fundraising team under the membership, each of them is required to complete the training within six months of joining. Many organisational members invite their volunteers, executive and board to do the Code training, which is strongly encouraged.

Professional Members (individual) - As a Professional Member, you are required to complete the Code training.

Supplier Members - Key staff working directly with charities on fundraising activities are required to take the Code training as part of being Code compliant.

What does the training cover?

The FIA Code Training includes:

- An overview of the FIA Code and its core principles
- Case Studies and examples of best practice fundraising
- Sector Best practices
- Quizzes to test understanding
- Completion certificate for compliance records.

How do I book the training?

To book the course simply log onto the FIA Learning Hub using your email address and password and select the FIA Code Course from the Course Catalogue. If you are listed as a member of FIA, then you should already have an active account. If you are a non-member, you will need to create an account, if you don't have one already.

Is the training accessible?

Yes, the training is fully accessible.