

Certificate IV in Financial Services

[FNS40107]



NSW Vocational
Education & Training
Accreditation Board

Course Suitability

This course has general suitability for experienced employees in a Retail Financial Services environment eg

- Senior Leaders
- Finance Officers
- Team Leaders
- Managers/Supervisors

Course & Qualification Outcomes

This qualification is undertaken through core subjects and a choice of electives, of which there is a wide range.

Core subjects allow skills development in:

- Using technology in the workplace
- Implementing compliance procedures
- Communicating in the workplace
- Professional Practices In Finance
- Achieving work priorities
- Applying health and safety practices

Electives allow skills development in:

- ASIC Tier 2 adviser training
- Customer Service
- Lending and Securities
- Resolving disputes
- Providing sales solutions to customers
- Initiate and manage legal recovery of debts
- Cards and EFT
- In depth product knowledge
- Debt collection
- General insurance
- Leading people

Enrolment Options

- Private enrolment
- Employer sponsored enrolment
- Traineeship enrolment*
 - New Workers
 - Existing Workers

*Subject to eligibility in your state. Refer to our brochure *About Traineeships*. Note: all types of enrolments are subject to meeting the entry requirements.

Course Duration

You study at your own pace with distance delivery. You are however, required to submit work at regular intervals and to an agreed timetable of study. Normal fulltime study takes 24 weeks. Part time study takes 48 weeks. Most Traineeships allow 24 months for completion but the course is normally timetable over 48 weeks. The College has continuous intake and commences courses all year round.

Entry Requirements

Entry is open to all students who have already completed the core Certificate III units of study, or who have sufficient equivalent experience. The capacity to analyse and solve problems are essential skills at this level.



Qualification & Career Pathways

Career paths include opportunities as:

- Branch Manager
- Specialist Officers

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework. After completion of this qualification you have a range of opportunities to continue your studies at Diploma level, such as the Diploma of Financial Services.

Those seeking to increase or have their team leadership skills recognised would consider the Diploma of Business (Frontline Management).

For More Information or To Enrol

Phone: 1800 686 883



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

FNS40107 Certificate IV in Financial Services

The following list details the 5 core or compulsory modules of study taken in this course. This course requires 13 units to be completed, of which the 5 core modules cover 9 units.

Unit of Study	Workplace Skills and Outcomes
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Core Module 1. Use Technology Workplace Assessment

FNSICGEN302B Use technology in the workplace	<ul style="list-style-type: none">• Clarify the function that the equipment fulfils• Access and enter information from/into the computer• Save files/data and produce computer reports as required• Use manuals and online help to solve computing problems• Undertake routine maintenance of computers and associated devices• Use and maintain other workplace equipment
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Core Module 2. Compliance

FNSCOMP401B Conduct individual work within a compliance framework	<ul style="list-style-type: none">• Identify and interpret individual compliance requirements• Develop or respond to procedures to ensure individual compliance• Identify program of compliance training• Identify and adapt to changes in individual compliance requirements
FNSCOMP402B Facilitate compliance with statutory, legislative and regulatory requirements via staff education	<ul style="list-style-type: none">• Identify compliance requirements• Ensure currency of procedures to enable compliance• Ensure staff understand compliance requirements and implications for the organisation• Ensure staff meet compliance educational/experience requirements• Maintain appropriate records
FNSICGEN301B Communicate in the workplace	<ul style="list-style-type: none">• Use a range of techniques to gain workplace information• Communicate information to others using a range of techniques• Interact with others to achieve workplace outcomes• Record workplace information as required

Core Module 3. Safety at Work

FNSICGEN304B Apply health and safety practices in the workplace	<ul style="list-style-type: none">• Follow workplace safety procedures• Contribute to occupational health and safety at work• Identify and follow workplace procedure for hazard control and other emergency situation
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FNS40107 Certificate IV in Financial Services

Unit of Study

Workplace Skills and Outcomes

Core Module 4. Achieving Work Priorities

BSBWOR404A Develop work priorities	<ul style="list-style-type: none">• Plan and complete own work schedule• Monitor own work performance• Coordinate professional development
BSBWOR403A Manage stress in the workplace	<ul style="list-style-type: none">• Develop and implement personal stress management strategy• Develop stress management strategies and techniques within a team• Implement stress management techniques within a team• Develop team and morale building strategies• Monitor and address stress levels within a team
FNSICGEN303B Work with others	<ul style="list-style-type: none">• Interact with others to achieve workplace outcomes• Contribute to group decision making processes• Overcome workplace problems• Manage self• Support and adapt to change in the workplace environment

Core Module 5. Professional Practices in Finance

FNSICIND401B Apply principles of professional practice to work in the financial services industry	<ul style="list-style-type: none">• Identify the scope, sectors and responsibilities of the industry• Identify and apply financial services industry guidelines, procedures and legislation• Manage information• Plan work to be completed taking into consideration time, resources and other constraints• Develop and maintain personal competency
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The following list details the Elective Modules available to complete this course.

A total of 4 Elective Units are to be chosen. Please select 2 modules from Group A electives.

GROUP A ELECTIVES

Unit of Study

Workplace Skills and Outcomes

Customer Service Excellence – Group A Elective Module

FNSICCUS401B Deliver a professional service to customers	<ul style="list-style-type: none"> Project a positive organisational image Identify customer needs and expectations Provide customer service Maintain customer confidentiality
FNSICCUS402B Maintain customer relationship	<ul style="list-style-type: none"> Maintain records of customer interaction Provide ongoing sales service Maintain regular communication with customers Offer additional benefits to customers

Loan Securities – Group A Elective Module

FNSCRDT403B Determine and establish appropriate securities to minimise risk	<ul style="list-style-type: none"> Determine if security is required Identify the range and worthiness of securities available Explain reasons and options for security Negotiate suitable security and conditions Establish agreed security and conditions Monitor and review effectiveness of security
FNSCRDT402B Settle application and arrangements for debt finance	<ul style="list-style-type: none"> Prepare for settlement Register securities Arrange for the disbursement of funds

Resolving Disputes – Group A Elective Module

FNSICGEN404B Resolve disputes	<ul style="list-style-type: none"> Establish that a dispute exists Investigate the dispute and determine the action to be taken Resolve dispute Finalise dispute
FNSICGEN403B Collect, assess and use information	<ul style="list-style-type: none"> Clarify the requirements for the information Collect and organise the information Analyse and draw conclusions, if necessary Present information in appropriate format



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Unit of Study

Workplace Skills and Outcomes

ASIC Tier 2 – Group A Elective Module

FNSASIC301B Establish client relationship and analyse needs	<ul style="list-style-type: none">• Establish relationship with client• Identify clients objectives, needs and financial situation• Analyse client objective, needs, financial situation and risk profile
FNSASIC302B Develop, present and negotiate client solutions	<ul style="list-style-type: none">• Develop appropriate strategies and solutions• Present appropriate strategies and solutions to the client• Negotiate financial plan/policy/transaction with client• Coordinate implementation of agreed plan/policy/transaction• Complete and maintain necessary documentation• Provide ongoing service where requested by client

Provide Sales Solutions to Customers - Group A Elective Module

FNSICSAM401B Sell financial products and services	<ul style="list-style-type: none">• Identify the nature of the enquiry• Determine the suitability of the customer for the financial product or service• Provide customer with information about the product or service• Confirm sale and process documentation
FNSICPRO402B Match financial products to customer needs	<ul style="list-style-type: none">• Access the information needed to determine the fit between the financial product and the customer• Determine most suitable option/s to meet customer requirements• Present the selected option/options to customer

Initiate Legal Recovery - Group A Elective Module

FNSCRDT404B Manage and recover errant debts	<ul style="list-style-type: none">• Identify errant debt• Plan recovery action• Prepare documentation• Manage debt recoveries• Facilitate recovery/write-off decisions
FNSMERC402B Initiate legal recovery of debts	<ul style="list-style-type: none">• Plan and prepare procedures• Negotiate debt payment/settlement• Initiate legal process• Formulate/report recommendations



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Unit of Study

Workplace Skills and Outcomes

Loan Approval Process – Group A Elective Module

FNSCRDT302B Assess applications for debt finance	<ul style="list-style-type: none">• Check and review application details• Assess the risk• Submit assessment and decision
FNSCRDT401B Evaluate credit applications	<ul style="list-style-type: none">• Assess and monitor credit information• Establish credit terms and limits

Cards and EFT – Group A Elective Module

FNSRETA304B Administer debit card services	<ul style="list-style-type: none">• Process applications for debit transaction cards• Process card transaction• Administer card database
FNSRETA402B Administer credit card services	<ul style="list-style-type: none">• Commence credit card application process• Check and process credit card applications• Process card transaction• Administer card database

Collect Debts - Group A Elective Module

FNSMERC301B Collect debts	<ul style="list-style-type: none">• Plan and prepare procedures• Assess debtor• Negotiate debt payment/settlement within defined parameters
FNSMERC401B Develop and document case recommendations	<ul style="list-style-type: none">• Assemble information• Compile report and recommendations• Verify recommendations with client

Quoting General Insurance – Group A Elective Module

FNSINSV303B Issue contract of insurance	<ul style="list-style-type: none">• Identify and clarify the customer's request• Issue insurance contract
FNSINBK302B Place broking client insurance with insurers	<ul style="list-style-type: none">• Obtain confirmation of interim cover• Update relevant files and records
FNSCIGEN402B Participate in negotiations	<ul style="list-style-type: none">• Plan the negotiation• Conduct the negotiation• Finalise the negotiation



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GROUP B ELECTIVE (additional compulsory elective for Tier 2 completion)

Unit of Study

Workplace Skills and Outcomes

In Depth Products Knowledge – Group B Elective Module

FNSICPRO401B

Develop and maintain in-depth knowledge of products and services used by your organisation or sector

- Identify the products and services your organisation uses
- Identify compliance implications of product
- Determine the appropriate users for products and services
- Maintain product knowledge



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