



Australian Government

Department of Education, Employment and Workplace Relations

FNS41010 Certificate IV in Banking Services

Revision Number: 1

FNS41010 Certificate IV in Banking Services

Modification History

Not applicable.

Description

This qualification is designed to reflect job roles requiring specialist understanding of financial products and services working in banking, customer contact centre or retail financial services environments.

Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in the financial services sectors noted above with typical job roles such as:

- senior sales consultant
- lending consultant
- lending officer
- team leader or supervisor
- customer contact centre service consultant

This qualification may be suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FSN50910 Diploma of Banking Services Management would support career progression.

Selecting the identified elective units could meet Tier 2 Australian Securities and Investments Commission (ASIC) accreditation requirements for providing limited financial products advice. Conditions relating to this should be obtained from ASIC.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • assisting clients to identify financial goals and to prioritise and assess their current financial situation • using sales techniques to inform clients of suitable products and services • using excellent interpersonal, telephone and written skills
Teamwork	<ul style="list-style-type: none"> • developing a rapport with clients when identifying their needs, objectives and financial situation • working with others in a sales team to identify new client bases • liaising with clients and a range of other people internal and external to the organisation
Problem solving	<ul style="list-style-type: none"> • applying risk management criteria in assessing client needs • collecting, comparing and contrasting data • comparing products and services in order to offer clients different options • determining interest/loan repayments • matching products to customer needs
Initiative and enterprise	<ul style="list-style-type: none"> • generating a range of options for clients to consider • referring non-routine problems to a nominated person • proactively securing leads or referrals • translating ideas into action
Planning and organising	<ul style="list-style-type: none"> • contributing to the planning process by researching, analysing and validating information relating to financial products • processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks
Self-management	<ul style="list-style-type: none"> • acting as a role model for others • defining and understanding own work role • taking to management, concerns with own level of responsibility • understanding and acting to ensure client requirements are met • working ethically and complying with organisational, professional code of practice and legislative requirements, including FSR compliance
Learning	<ul style="list-style-type: none"> • acquiring and applying knowledge of financial products and services • applying learning to develop improved practices • contributing to the learning of others through implementing

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

	<ul style="list-style-type: none"> team building exercises developing and maintaining professional competency
Technology	<ul style="list-style-type: none"> operating the organisation's business or records management system using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents using CMS or related applications to record and track customer profiles and contact details using technology to assist the management of information and to assist the planning process

Packaging Rules**Packaging Rules**

12 units must be achieved:

5 core units

plus 7 elective units

- the required elective units of competency can be selected from elective Groups A, B or C, with at least 3 units being from Group A
- A maximum of 2 electives may be selected from units aligned to other Certificate IV qualifications in the FNS10 Financial Services Training Package
- One (1) elective may be selected from units aligned to Certificate III qualifications and 2 electives from units aligned to Diploma qualifications in the FNS10 Financial Services Training Package
- A maximum of 3 electives may be selected from units aligned to Certificate IV or Diploma qualifications in another endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBCUS403A Implement customer service standards
- BSBOHS303B Contribute to OHS hazard identification and risk assessment

- BSBWOR204A Use business technology
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Elective units of competency:

Group A (Sales and marketing)

- BSBCUS401A Coordinate implementation of customer service strategies
- FNSSAM401A Sell financial products and services
- FNSSAM402A Implement a sales plan
- FNSSAM403A Prospect for new clients

Group B (Lending)

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD503A Promote understanding of the role and effective use of consumer credit

Group C (General)

- BSBCCO301A Use multiple information systems
- BSBCCO401A Administer customer contact telecommunications technology
- BSBMGT405A Provide personal leadership
- BSBSMB407A Manage a small team
- BSBWOR501A Manage personal work priorities and professional development
- FNSASIC301C Establish client relationship and analyse needs*
- FNSASIC302C Develop, present and negotiate client solutions*
- FNSBNK401A Coordinate a small business customer portfolio
- FNSBNK403A Provide services in a Business Transaction Centre
- FNSBNK404A Promote mobile banking services
- FNSBNK405A Provide mobile banking sales and service
- FNSBNK406A Manage customer visits
- FNSFMB402A Provide finance and mortgage broking services
- FNSFMB403A Present broking options to client
- FNSFLT501A Assist customers to budget and manage own finances
- FNSCUS402A Resolve disputes
- FNSMCA402A Initiate legal recovery of debts

NB units marked '*' are required for ASIC Tier 2 licensing