



Australian Government

FNS40920 Certificate IV in Superannuation

Release 2

FNS40920 Certificate IV in Superannuation

Modification History

Release	Comments
Release 2	This version first released with the FNS Financial Services Training Package Version 8.0. Native elective units of competency were updated and/or superseded.
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Qualification Description

This qualification reflects administration and customer service job roles in the superannuation industry. Individuals in these roles apply specialist skills and knowledge to work autonomously and exercise judgement in completing routine and non-routine activities, including administering income streams, assisting with meeting industry compliance requirements, establishing and maintaining employer accounts and processing benefits, claims and payments. They apply solutions to a defined range of superannuation problems and analyse and evaluate information from a variety of relevant sources.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the qualification.

Entry Requirements

Nil

Packaging Rules

Total number of units = 10

1 core unit plus

9 elective units, of which:

- at least 3 must be from one or more of the following elective groups:
 - Group A General superannuation
 - Group B Superannuation contributions
 - Group C Superannuation benefits

- Group D Superannuation customer service
- at least 4 must be from any elective group below
- up to 2 may be from this qualification or any currently endorsed Certificate III or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core unit

FNSINC411 Conduct work according to professional practices in the financial services industry

Elective units

Group A – General superannuation

FNSSUP418 Participate in superannuation fund reviews

FNSSUP422 Assist organisation to meet regulatory superannuation compliance requirements

Group B – Superannuation contributions

FNSSUP313 Process superannuation fund contributions

FNSSUP416 Establish and maintain superannuation accumulation funds

FNSSUP424 Establish and customise employer accounts in superannuation

Group C – Superannuation benefits

FNSSUP311 Process superannuation fund payments

FNSSUP417 Assess superannuation benefits and insurance claims under special conditions of release

FNSSUP420 Establish and administer retirement income streams

FNSSUP421 Process superannuation benefits and insurance claims under special conditions of release

FNSSUP431 Terminate retirement income streams

FNSSUP432 Determine impact of social security entitlements on retirement income

Group D – Superannuation customer service

FNSSUP419 Provide retirement income stream information to superannuation clients

FNSSUP423 Provide knowledge of retirement planning issues when dealing with superannuation clients

FNSSUP434 Develop and provide knowledge of aged care to superannuation clients

FNSSUP514 Provide information or general advice to superannuation clients

FNSSUP518 Provide information to superannuation fund members in writing

Group E – General business

BSBOPS304 Deliver and monitor a service to customers

BSBOPS404 Implement customer service strategies

BSBSUS411 Implement and monitor environmentally sustainable work practices

BSBTEC403 Apply digital solutions to work processes

BSBTWK401 Build and maintain business relationships

FNSINC412 Apply and maintain knowledge of financial products and services

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS40915 Certificate IV in Superannuation.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>