



**Australian Government**

# **FNS41815 Certificate IV in Financial Services**

**Release 4**

## FNS41815 Certificate IV in Financial Services

### Modification History

Release	Comments
Release 4	This version released with FNS Financial Services Training Package version 2.1 Release 4 created to update elective units list
Release 3	This version released with FNS Financial Services Training Package version 2.0 Release 3 created to add new elective units
Release 2	This version released with FNS Financial Services Training Package version 1.1. Release 2 created to correct typographical error
Release 1	This Qualification first released with FNS Financial Services Training Package version 1.0

### Qualification Description

This qualification is designed to provide a flexible general purpose pathway in the financial services industry. It is intended to meet the training needs of employees with roles that involve working across a range of duties in the financial services sector where a specialist qualification is not the most suitable qualification to meet their training needs. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities.

#### Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

## Entry Requirements

*Nil.*

## Packaging Rules

**Total number of units = 13**

**1 core unit** plus

**12 elective units**

The elective units consist of:

- 8 from the electives below or from a Certificate IV in the FNS Training Package (a minimum of 6 units must have an FNS code).

Of the remaining 4 units:

- up to 4 may be from the electives
- up to 4 may be from a Certificate IV or Diploma qualification in any currently endorsed training package or accredited course
- up to 2 may be from a Certificate III qualification in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Note: Where the packaging of this qualification meets the rules of a specialist qualification at this level, the specialist qualification and not the generic qualification must be awarded. This includes where applicable any entry requirements.

### Core Units

FNSINC401 Apply principles of professional practice to work in the financial services industry

### Elective Units

#### Group A

##### Entry level skill units

BSBWHS201 Contribute to health and safety of self and others

BSBWOR203 Work effectively with others

BSBWOR204 Use business technology

#### Group B

##### ASIC units

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

#### Group C

##### General financial service units

- FNSACC402 Prepare operational budgets
- FNSACC403 Make decisions in a legal context
- FNSACC405 Maintain inventory records
- FNSBKG405 Establish and maintain a payroll system
- FNSBNK401 Coordinate a small business customer portfolio
- FNSBNK402 Align banking products with the needs of small business customers
- FNSBNK403 Provide services in a Business Transaction Centre
- FNSBNK404 Promote mobile banking services
- FNSBNK405 Provide mobile banking sales and service
- FNSBNK406 Manage customer visits
- FNSCUS401 Participate in negotiations
- FNSCUS402 Resolve disputes
- FNSFLT401 Be MoneySmart through a career in small business
- FNSFMK401 Reconcile financial transactions
- FNSFMK402 Develop and maintain knowledge of financial markets products
- FNSFMK403 Interpret financial markets information
- FNSFMK505 Comply with financial services legislation and industry codes of practice
- FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSINC501 Conduct product research to support recommendations
- FNSORG401 Conduct individual work within a compliance framework
- FNSPIM410 Collect, assess and use information
- FNSRSK401 Implement risk management strategies
- FNSSAM401 Sell financial products and services
- FNSSAM402 Implement a sales plan
- FNSSAM403 Prospect for new clients
- FNSSUP409 Provide specialist retirement income stream information to clients
- FNSSUP410 Establish and administer retirement income streams
- FNSSUP411 Terminate retirement income streams
- FNSSUP412 Determine impact of social security entitlements on retirement income
- FNSSUP413 Apply knowledge of retirement planning issues when dealing with clients
- FNSSUP414 Develop and apply knowledge of aged care

## **Group D**

### **Mortgage lending**

- FNSCRD401 Assess credit applications
- FNSCRD402 Establish and maintain appropriate security
- FNSCRD403 Manage and recover bad and doubtful debts
- FNSCRD404 Utilise the legal process to recover outstanding debt
- FNSCRD405 Manage overdue customer accounts
- FNSCRD503 Promote understanding of the role and effective use of consumer credit

## **Group E**

### **Generic units**

- BSBADM405 Organise meetings
- BSBCMM401 Make a presentation
- BSBCOM401 Organise and monitor the operation of compliance management system

BSBCOM402 Implement processes for the management of a breach in compliance requirements  
 BSBCOM405 Promote compliance with legislation  
 BSBCUE405 Survey stakeholders to gather and record information  
 BSBCUS401 Coordinate implementation of customer service strategies  
 BSBCUS402 Address customer needs  
 BSBCUS403 Implement customer service standards  
 BSBINM401 Implement workplace information system  
 BSBITS401 Maintain business technology  
 BSBITU402 Develop and use complex spreadsheets  
 BSBLDR402 Lead effective workplace relationships  
 BSBLDR403 Lead team effectiveness  
 BSBLEG413 Identify and apply the legal framework  
 BSBLEG415 Apply the principles of contract law  
 BSBMGT401 Show leadership in the workplace  
 BSBMGT403 Implement continuous improvement  
 BSBMGT405 Provide personal leadership  
 BSBPMG411 Apply project quality management techniques  
 BSBPMG412 Apply project cost management techniques  
 BSBPMG415 Apply project risk management techniques  
 BSBREL402 Build client relationships and business networks  
 BSBRES401 Analyse and present research information  
 BSBRKG404 Monitor and maintain records in an online environment  
 BSBRSK401 Identify risk and apply risk management processes  
 BSBSMB407 Manage a small team  
 BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control  
 BSBWOR404 Develop work priorities  
 TAEDEL402 Plan, organise and facilitate learning in the workplace  
 TAEDEL404 Mentor in the workplace

## Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS41815 Certificate IV in Financial Services (Release 4)	FNS41815 Certificate IV in Financial Services (Release 3)	Elective units list updated	Equivalent qualification

## Links

Companion volumes are available from the VETNet website -  
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>