



Australian Government

FNS42015 Certificate IV in Banking Services

Release 2

FNS42015 Certificate IV in Banking Services

Modification History

Release	Comments
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 reflect job roles requiring specialist understanding of financial products and services working in banking, customer contact centre or retail financial services environments. Individuals in these roles apply specialist knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities. The qualification allows for specialisation in sales and marketing, lending and mobile banking.

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 = 12

5 core units plus

7 elective units

The elective units consist of:

- 3 units from one of the following groups:
 - Group A Sales and marketing, or

- Group B Lending, or
- Group C Mobile banking.

Of the remaining 4 units:

- 4 may be from Group A, Group B, Group C or Group D
- 2 may be from a Certificate III, Certificate IV or Diploma 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.

Core Units

BSBCUS403 Implement customer service standards

BSBWHS201 Contribute to health and safety of self and others

BSBWOR204 Use business technology

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

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Elective Units

Group A - Sales and marketing

FNSSAM401 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

Group B - Lending

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

FNSCRD503 Promote understanding of the role and effective use of consumer credit

Group C - Mobile Banking

FNSBNK404 Promote mobile banking services

FNSBNK405 Provide mobile banking sales and service

FNSBNK406 Manage customer visits

Group D - General

BSBCUE301 Use multiple information systems

BSBCUE407 Administer customer engagement technology

BSBCUS301 Deliver and monitor a service to customers

BSBCUS401 Coordinate implementation of customer service strategies

BSBMGT405 Provide personal leadership

BSBSMB407 Manage a small team

BSBWOR501 Manage personal work priorities and professional development

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK403 Provide services in a Business Transaction Centre
 FNSCUS402 Resolve disputes
 FNSFLT501 Assist customers to budget and manage own finances
 FNSFMB402 Identify client needs for broking services
 FNSFMB403 Present broking options to client
 FNSMCA402 Initiate legal recovery of debts

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS42015 Certificate IV in Banking Services	FNS41011 Certificate IV in Banking Services FNS41211 Certificate IV in Mobile Banking	Updated to meet Standards for Training Packages. Two qualifications merged to replace: FNS41011 Certificate IV in Banking Services FNS41211 Certificate IV in Mobile Banking All units of competency retained and organised in groups (sales and marketing, lending, mobile banking and general) to provide advice on the selection of electives	No equivalent qualification

Links

Companion volumes are available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes