



Australian Government

FNS51515 Diploma of Credit Management

Release 3

FNS51515 Diploma of Credit Management

Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 3.0 Release 3 created to update elective unit list
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 reflects job roles in a range of financial services and other industry enterprises requiring well-developed skills and a broad knowledge base of the credit management sector. Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems, and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others.

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

7 core units plus**5 elective units**

The elective units consist of:

- 3 from the electives below

Of the remaining 2 units:

- up to 2 may be from the electives
- up to 2 may be from a Certificate IV, Diploma or Advanced 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

BSBR5K501 Manage risk

FNSCRD501 Respond to personal insolvency situations

FNSCRD504 Manage the credit relationship

FNSCRD505* Respond to corporate insolvency situations

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

FNSORG401 Conduct individual work within a compliance framework

FNSORG502 Develop and monitor policy and procedures

Elective Units

BSBCOM402 Implement processes for the management of a breach in compliance

BSBCNV506 Establish and manage a trust account

BSBCUS501 Manage quality customer service

BSBINN601 Lead and manage organisational change

BSBMGT502 Manage people performance

BSBMGT605 Provide leadership across the organisation

BSBMGT617 Develop and implement a business plan

BSBSMB407 Manage a small team

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWOR501 Manage personal work priorities and professional development

FNSCRD404 Utilise the legal process to recover outstanding debt
 FNSCRD405 Manage overdue customer accounts
 FNSCRD502 Manage factoring and invoice discounting arrangements
 FNSCRD503 Promote understanding of the role and effective use of consumer credit
 FNSCUS504 Manage premium customer relationships
 FNSCUS505 Determine client requirements and expectations
 FNSINC503 Identify situations requiring complex ethical decision making
 FNSINC504 Apply ethical frameworks and principles to make and act upon decisions
 FNSORG507 Manage client service and business information
 FNSORG604 Establish outsourced services and monitor performance
 FNSRSK601 Develop and implement risk mitigation plan

*Note the following prerequisite unit requirements:

Unit in this qualification	Prerequisite unit
FNSCRD505 Respond to corporate insolvency situations	FNSCRD501 Respond to personal insolvency situations

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS51515 Diploma of Credit Management (Release 3)	FNS51515 Diploma of Credit Management (Release 2)	Updates to unit elective list	Equivalent qualification

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>