



**Australian Government**

# **FNS40111 Certificate IV in Credit Management**

**Release 3**

## FNS40111 Certificate IV in Credit Management

### Modification History

Release	Comment
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units:</p> <p><i>BSBCCO201A Action customer contact</i> replaced by equivalent unit <i>BSBCCO203A Conduct customer contact</i>;</p> <p><i>BSBCMM301A</i> to <i>BSBCMM301B</i>;  <i>BSBCUS403A</i> to <i>BSBCUS403B</i>;  <i>BSBWOR501A</i> to <i>BSBWOR501B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>Advice relating to regulatory requirements removed from the qualification and reference made to the regulator and Regulatory advice held on the IBSA website</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBCOM405A Promote compliance with legislation</i> with <i>FNSCMP401A Conduct individual work within a compliance framework</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk assessment</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS40110 Certificate IV in Credit Management</i>.</p>

## Description

This qualification reflects entry level job roles in credit management that apply in a range of financial services sectors and to credit management functions in other industries.

## Pathways Information

### Pathways into the qualification

The primary pathway into this qualification is entry level employment in job roles including:

- credit officer
- reconciliation officer
- customer service officer
- credit manager (in smaller organisations)

### Pathways from the qualification

A learning pathway such as Diploma of Credit Management would support career progression.

## Licensing/Regulatory Information

Work functions in this occupational area are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## Entry Requirements

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• assisting clients to identify financial goals and to prioritise and assess their current financial situation</li> <li>• liaising with debtors and using negotiation strategies to resolve disputes, queries and problems</li> <li>• providing financial counselling and communicating in plain language</li> <li>• using excellent interpersonal, telephone and written skills</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a rapport with clients when identifying their needs, objectives and financial situation</li> <li>• liaising with clients, debtors and a range of other people internal and external to the organisation</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• analysing and synthesising information and determining levels of credit risk</li> <li>• applying risk management criteria in assessing credit applications and security requirements</li> <li>• calculating interest/loan repayments</li> <li>• collecting, comparing and contrasting data</li> <li>• comparing products and services in order to offer clients different options</li> <li>• using problem solving tools and techniques</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• generating a range of options for clients to consider</li> <li>• initiating legal processes in line with client need and legal requirements</li> <li>• referring non-routine problems to a nominated person</li> <li>• translating ideas into action</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching, analysing and validating information relating to debts</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• defining and understanding own work role</li> <li>• taking to management, concerns with own level of responsibility</li> <li>• understanding and acting to ensure compliance requirements</li> </ul>

	<p>are met</p> <ul style="list-style-type: none"><li>• working ethically and complying with organisational, professional code of practice and legislative requirements</li></ul>
Learning	<ul style="list-style-type: none"><li>• acquiring and applying knowledge of credit legislation, products and services</li><li>• applying learning to develop improved practices</li><li>• coaching and mentoring others to acquire new knowledge and skills</li><li>• contributing to the learning of others through implementing team building exercises</li><li>• developing and maintaining professional competency</li></ul>
Technology	<ul style="list-style-type: none"><li>• operating the organisation's business or records management system</li><li>• using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents</li><li>• using technology to assist the management of information and to assist the planning process</li></ul>

## Packaging Rules

**12 units** must be achieved:

**9 core units**

*plus 3 elective units.*

**3 elective units** may be selected from the elective units listed below or any other qualification at Certificate IV level within the FNS training package.

**2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III, Certificate IV or Diploma qualification.

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

### *Core units of competency:*

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD403A Manage and recover bad and doubtful debts
- FNSCRD404A Utilise the legal process to recover outstanding debt
- FNSCRD405A Manage overdue customer accounts
- FNSCUS402A Resolve disputes
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSORG401A Conduct individual work within a compliance framework
- FNSRSK401A Implement risk management strategies

### *Elective units of competency:*

- FNSACC401A Process business tax requirements
- FNCSNV506A Establish and manage a trust account
- FNSCRD503A Promote understanding of the role and effective use of consumer credit
- FNSRSK502A Assess risks
- BSBCCO203A Conduct customer contact
- BSBCMM301B Process customer complaints
- BSBCUS403B Implement customer service standards
- BSBFIA401A Prepare financial reports
- BSBMGT405A Provide personal leadership
- BSBOHS201A Participate in OHS processes
- BSBSMB407A Manage a small team
- BSBWOR402A Promote team effectiveness
- BSBWOR501B Manage personal work priorities and professional development
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