



Australian Government

Department of Education, Employment and Workplace Relations

FNS40810 Certificate IV in Finance and Mortgage Broking

Revision Number: 1

FNS40810 Certificate IV in Finance and Mortgage Broking

Modification History

Not applicable.

Description

This qualification reflects the job roles of individuals working in finance and mortgage broking.

Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in the finance and mortgage broking sector and performing duties such as:

- securing new clients and contacts interested in mortgage or finance broking services
- presenting broking options to clients based on identified needs
- preparing and presenting loan applications to lenders
- assisting in the settling of a loan
- managing legislative and code of practice obligations relevant to the mortgage and/or finance broking industry specifically.

This qualification may be suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FNS50310 Diploma of Finance and Mortgage Broking would support career progression.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • accessing professional networks and conducting cold calls • developing and writing reports to specifications • preparing and presenting correspondence in appropriate electronic format • questioning, listening and clarifying clients' requirements • using effective telephone techniques and having the ability to negotiate resolutions with clients and colleagues • using excellent customer service skills and maintain an ongoing relationship with clients
Teamwork	<ul style="list-style-type: none"> • building rapport and trust with clients and liaising and cooperating with a wide range of persons • liaising with clients and a range of other people internal and external to the organisation • referring matters to nominated person as required
Problem solving	<ul style="list-style-type: none"> • analysing and synthesising information and determining levels of credit risk • calculating interest/loan repayments • checking the accuracy of calculations • collecting, comparing and contrasting data in order to create reports • comparing products and services in order to offer clients different options • identifying and resolving areas of client resistance • using problem solving tools and techniques
Initiative and enterprise	<ul style="list-style-type: none"> • adapting to the special needs of customers • continually reviewing and applying emerging trends to product and service knowledge • generating a range of options in response to a client's brief • responding to changed and changing situations
Planning and organising	<ul style="list-style-type: none"> • gathering industry information through research • implementing internal monitoring/audit program to ensure ongoing compliance • maintaining statutory records • preparing, processing and settling loan applications • processing credit applications • processing documents and maintaining files, managing

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	information and scheduling and coordinating competing tasks
Self-management	<ul style="list-style-type: none"> • acting as a role model for others • applying time management strategies to own work schedule • asking for and responding to feedback on performance • defining and understanding own work role • planning own work schedule and monitoring and evaluating own work performance • presenting a positive organisational image • working ethically and complying with all industry codes of practice and legislative requirements
Learning	<ul style="list-style-type: none"> • developing and maintaining personal competency • identifying opportunities for professional development identified • keeping up-to-date with legislative and policy changes within the industry and applying these to work practices • knowing and following workplace safety procedures • using online help for self-learning purposes
Technology	<ul style="list-style-type: none"> • conducting web searches and using corporate templates • operating computers • using business technology to access, organise and monitor information using research data devices, telecommunication devices and related equipment • using word processing, spreadsheet and database entry skills to produce workplace documentation

Packaging Rules

Packaging Rules

12 units must be achieved:

8 core units

plus 4 elective units

- all required elective units of competency can be selected from the elective bank below or from units aligned to other Certificate IV qualifications in the FNS10 Financial Services Training Package
- One (1) elective may be selected from units aligned to Diploma qualifications in the FNS10 Financial Services Training Package
- a maximum of 3 electives may be selected from units aligned to Certificate IV qualifications from another endorsed Training Package or accredited course.

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

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBCOM501B Identify and interpret compliance requirements
- BSBWOR204A Use business technology
- FNSCRD301A Process applications for credit
- FNSFMB401A Prepare loan application on behalf of finance or mortgage broking clients
- FNSFMB402A Provide finance and mortgage broking services
- FNSFMB403A Present broking options to client
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Elective units of competency:

- BSBCUS301A Deliver and monitor a service to customers
- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- BSBWOR501A Manage personal work priorities and professional development
- FNSFMB501A Settle applications and loan arrangements in the finance and mortgage broking industry
- FNSSAM403A Prospect for new clients
- FNCSUS501A Develop and nurture relationships with clients, other professionals and third party referrers
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