



Australian Government

Department of Education, Employment and Workplace Relations

FNS40910 Certificate IV in Superannuation

Revision Number: 1

FNS40910 Certificate IV in Superannuation

Modification History

Not applicable.

Description

This qualification reflects the role of individuals who use a developed skills and knowledge base in a variety of contexts in the superannuation industry. It involves applying solutions to a defined range of superannuation problems, and analysing and evaluating information from a variety of relevant sources. Possible work functions may include:

- administering income streams
- assisting with meeting industry compliance requirements
- establishing and maintaining employer accounts
- processing benefits claims and payments.
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Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in roles in a superannuation fund such as:

- a team member or leader in a large organisation
- an outsourced service provider

This qualification may be suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FNS50710 Diploma of Superannuation 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"> developing and writing reports to specifications negotiating solutions with clients preparing and presenting correspondence in appropriate electronic formats questioning, listening and clarifying clients' requirements using effective telephone techniques and having the ability to negotiate solutions with clients and colleagues
Teamwork	<ul style="list-style-type: none"> coaching and mentoring staff on new skills contributing to team cohesion making constructive contributions to group decision making processes participating in the process of monitoring and reviewing team performance providing feedback, support and encouragement to team members referring matters to a higher authority as required and outsourcing tasks to internal and external specialists
Problem solving	<ul style="list-style-type: none"> applying analytical skills, data interpretation skills and conducting comparative analyses checking claim applications for errors and inconsistencies checking the accuracy of calculations conducting data integrity checks identifying OHS hazards and risk control
Initiative and enterprise	<ul style="list-style-type: none"> identifying opportunities for further improvement and effectively managing change by integrating new information into work practices implementing continuous improvement practices seeking specialist advice as required
Planning and organising	<ul style="list-style-type: none"> contributing to the planning process by researching and validating information relating to claims ensuring the integrity of systems, records and reporting procedures are maintained implementing internal monitoring/audit program to ensure ongoing compliance planning work considering resources, time and other constraints
Self-management	<ul style="list-style-type: none"> defining and understanding own work role

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none"> managing own time and priorities and dealing with contingencies taking responsibility as required by work role and ensuring all organisational policies and procedures are followed understanding and acting upon compliance implications working ethically and complying with industry professional code of practice and legislative requirements
Learning	<ul style="list-style-type: none"> acquiring and applying knowledge of legislation, products, services and organisational policies and procedures coaching and mentoring others to acquire new knowledge and skills developing and maintaining personal competency identifying opportunities for professional development understanding 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 and using word processing, spreadsheet and database skills to produce workplace documentation using business technology to access, organise and monitor information using research data devices and telecommunication devices and equipment

Packaging Rules

Packaging Rules

13 units must be achieved.

3 core units

plus 10 elective units

- A maximum of 5 of the required elective units of competency must be selected from Group A and other required electives may be selected from Group B
- A maximum of 2 electives in addition to the 5 required from Group A must be selected from units aligned to Certificate IV qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course
- One (1) elective can be selected from units aligned to Certificate III qualifications in any 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:

- BSBOHS404B Contribute to the implementation of strategies to control OHS risk
- FNCSUS402A Resolve disputes
- FNSINC401A Apply principles of professional practice to work in the financial services industry

Elective units of competency:

Group A

- FNSSUP301A Process superannuation fund payments
- FNSSUP401A Process complex superannuation benefit or insurance claim
- FNSSUP402A Assist in meeting superannuation compliance requirements
- FNSSUP403A Administer retirement income streams
- FNSSUP404A Establish and customise complex employer accounts
- FNSSUP405A Implement fund review practices
- FNSSUP406A Establish and maintain fund or plan
- FNSSUP407A Assess complex superannuation benefit or insurance claim
- FNSSUP508A Provide effective information to members

Group B (General)

- BSBATSIW416C Obtain and manage consultancy services
- BSBCCO402A Gather, collate and record information
- BSBCUS301A Deliver and monitor a service to customers
- BSBCUS403A Implement customer service standards
- BSBITS401A Maintain business technology
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSSMS401A Process self-managed superannuation contribution
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