



**Australian Government**

# **FNS40911 Certificate IV in Superannuation**

**Release 2**

## FNS40911 Certificate IV in Superannuation

### Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS Financial Services Training Package version 5.0</i>.</p> <p>Update imported units:  <i>BSBCCO402A</i> Gather, collate and record information replaced by equivalent unit <i>BSBCCO405A</i> Survey stakeholders to gather and record information;  <i>BSBCUS301A</i> to <i>BSBCUS301B</i>;  <i>BSBCUS403A</i> to <i>BSBCUS403B</i>;  <i>BSBITS401A</i> to <i>BSBITS401B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B</i> Contribute to OHS hazard identification and risk assessment with <i>BSBOHS201A</i> Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS40910 Certificate IV in Superannuation</i>.</p>

### 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.

## **Pathways Information**

### **Pathways from the qualification**

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

A further learning pathway utilising qualifications such as Diploma of Superannuation would support career progression.

## **Licensing/Regulatory Information**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

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

	constraints
Self-management	<ul style="list-style-type: none"> <li>• defining and understanding own work role</li> <li>• managing own time and priorities and dealing with contingencies</li> <li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> <li>• understanding and acting upon compliance implications</li> <li>• working ethically and complying with industry professional code of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• acquiring and applying knowledge of legislation, products, services and organisational policies and procedures</li> <li>• coaching and mentoring others to acquire new knowledge and skills</li> <li>• developing and maintaining personal competency</li> <li>• identifying opportunities for professional development</li> <li>• understanding and following workplace safety procedures</li> <li>• using online help for self-learning purposes</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• conducting web searches and using corporate templates</li> <li>• operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• using business technology to access, organise and monitor information</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## Packaging Rules

**13 units** must be achieved.

**3 core units**  
*plus 10 elective units*

**5 elective units** must be selected from **Group A**.

A further **3 elective units** must be selected from **Group A or B**.

The remaining **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 IV qualification; **1 elective unit** may be selected from a Certificate III qualification.

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

### *Core units of competency:*

- FNSCUS402A Resolve disputes
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- BSBOHS201A Participate in OHS processes

### *Elective units of competency:*

#### *Group A* (superannuation)

- 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)

- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSSMS401A Process self-managed superannuation contribution
- BSBATSIW416C Obtain and manage consultancy services
- BSBCCO405A Survey stakeholders to gather and record information
- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B Implement customer service standards
- BSBITS401B Maintain business technology

- BSBSUS301A Implement and monitor environmentally sustainable work practices