Australian Government

FNS41311 Certificate IV in Personal Trust Administration

Release 3

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

FNS41311 Certificate IV in Personal Trust Administration

Modification History

Release	**Comments**
Release 3	This version released with *Financial Services Training Package version 5.0*. Updated imported units: *BSBCUS402A* to *BSBCUS402B*. Qualification outcomes remain unchanged.
Release 2	This version released with *Financial Services Training Package version 3.0*. *FNSACC403A* updated to current *FNSACC403B*.
Release 1	This Qualification first released with *FNS10 Financial Services Training Package version 2.0*. This qualification has undergone restructure to reflect new industry input on requirements: • *FNSPRT406 Administer powers of attorney or financial administration orders* has been removed from elective to core • *BSBWOR204A Use business technology* has been removed from the qualification as it does not fit requirements. Elective pool has been restructured to provide a more contemporary selection. Packaging rules have been tailored to allow for specific credit allowance for units acquired at *Certificate III level*. Replaces *FNS41310 Certificate IV in Personal Trust Administration*.

Description

This qualification is designed to reflect job roles in personal trust administration.

Pathways Information

Pathways from the qualification

A further learning pathway utilising qualifications such as Diploma of Personal Trustees 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 SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	• conducting research to collect and analyse information and present it in report form • dealing empathetically with clients who may be experiencing stress • liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language • questioning, clarifying and evaluating information • using a range of techniques and sales skills to select appropriate product for the customer • using conflict resolution and negotiation skills as required • using specialist language in written and oral communication • writing in a range of styles to suit different audiences
Teamwork	• using relationship building skills when seeking personal information from clients • working with clients from a range of cultural and social backgrounds • working with specialists to achieve the best outcome for the client
Problem solving	• applying investigative skills to collect information, locate assets and determine liabilities • comparing products and services in order to offer clients different options • determining asset allocation strategies in accordance with client needs and legislative requirements • identifying risk and fraud indicators • preparing and interpreting complex financial statements and performing complex financial calculations
Initiative and enterprise	• aligning customer characteristics to 'best product' • identifying cross-selling opportunities • reviewing emerging industry trends continually and applying to product and service knowledge
Planning and organising	• managing information and scheduling and coordinating competing tasks • meeting statutory requirements when administering estates and trusts

	• processing routine documents and maintaining files • preparing, executing, reviewing and storing legal documentation and other client information
Self-management	• defining and understanding own work role • managing own time and priorities and dealing with contingencies • understanding and acting upon compliance matters • working ethically and complying with industry professional code of practice and legislative requirements
Learning	• applying self-learning by accessing manuals, online help and others in the workplace to solve technology problems • undertaking induction and other training to maintain product knowledge
Technology	• operating the organisation's business or records management system • using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents • using technology to assist the management of information and to assist the planning process

Packaging Rules

11 units must be achieved:

7 core units
plus **4 elective units.**

2 elective units must be selected from **Group A** or elsewhere in this Training Package.

The remaining **2 elective units** may be selected from **Group A,** any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification.

Candidates may count **1 unit** from **Group B** below as a credit towards this qualification.

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

Core units of competency:

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSPRT401A Administer an intestate estate
- FNSPRT402A Prepare a will
- FNSPRT403A Administer a complex estate
- FNSPRT404A Administer a complex trust
- FNSPRT405A Establish powers of attorney
- FNSPRT406A Administer powers of attorney or financial administration orders

Elective units of competency:

Group A

- FNSACC403B Make decisions in a legal context
- FNSCUS401A Participate in negotiations
- FNSCUS402A Resolve disputes
- FNSFPL401A Extract and analyse information on specified financial strategies and products
- FNSPIM409A Maintain customer relationships
- FNSPRT501A Advise clients on Trust Structures
- FNSPRT502A Advise clients in Estate Planning
- BSBCOM405A Promote compliance with legislation
- BSBCUS402B Address customer needs
- BSBREL402A Build customer relationships and business networks
- BSBRSK401A Identify risk and apply risk management processes
- BSBWOR402A Promote team effectiveness
- BSBWOR404A Develop work priorities

Group B

- FNSPRT301A Establish entitlements to an intestate estate
- FNSPRT302A Administer a non complex estate
- FNSPRT303A Administer a non complex trust