



Australian Government

Department of Education, Employment and Workplace Relations

FNS41811 Certificate IV in Financial Services

Release: 1

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Modification History

Release	Comments
Release 1	This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i> .

Description

This qualification is intended to provide a flexible general purpose pathway in the financial services industry. It is intended to meet the training needs of employees with roles that involve working across a range of duties in the financial services sector where a specialist qualification is not the most suitable qualification to meet their training needs.

For current advice on ASIC compliance under RG146 refer to the advice bulletin on the IBSA website or contact ASIC.

The job roles that this qualification is likely to address are:

- Generalist financial services roles where a varied skill base is required
- Retail financial services officer in a small branch or organisation where the role is varied
- Retail or wholesale financial services administration staff (where a financial services qualification is better suited to address industry and compliance knowledge/skill training outcomes to support employee in the role).
- Leading/supervising a team
- Performing duties of a first line supervisor

Pathways Information

This qualification would provide a pathway into any Diploma level qualification in the Financial Services training package, based upon the electives chosen.

Licensing/Regulatory Information

Not applicable.

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"> • accessing professional networks • developing and writing reports to specifications • preparing and presenting routine and complex correspondence in appropriate electronic formats • questioning, listening and clarifying client's requirements • using effective telephone techniques and having the ability to negotiate resolutions with clients and colleagues
Teamwork	<ul style="list-style-type: none"> • coordinating professional development activities and seeking peer reviews • developing a rapport with clients when identifying their needs, objectives and financial situation • receiving feedback on performance • referring matters to a nominated person as required • seeking feedback on research findings
Problem solving	<ul style="list-style-type: none"> • checking the accuracy of calculations • collecting, comparing and contrasting data in order to create reports • conducting trend and risk analyses including product modelling • identifying and resolving inconsistencies in data
Initiative and enterprise	<ul style="list-style-type: none"> • applying referral skills • continually reviewing and applying emerging industry trends to product and service knowledge • developing administrative processes to implement financial plans • researching alternative options for clients' needs
Planning and organising	<ul style="list-style-type: none"> • developing and maintaining systems, records and reporting procedures • processing workplace documentation and maintaining files; managing information; scheduling and coordinating competing tasks • undertaking research and developing solutions such as financial plans
Self-management	<ul style="list-style-type: none"> • acting as a role model for others • planning own work schedule and monitoring and evaluating

	<p>own work performance</p> <ul style="list-style-type: none"> • taking to management, concerns with own level of responsibility • understanding own work role and working within it • working ethically and complying with all industry codes of practice and legislative requirements
Learning	<ul style="list-style-type: none"> • applying learning to develop improved practices • developing and maintaining professional competency • following workplace safety procedures • identifying opportunities for professional development • seeking expert advice as required 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

13 units must be achieved:

1 core units

plus 12 elective units.

8 elective units must be selected from the elective units listed below or from a Certificate IV qualification in this Training Package, a minimum of 6 of these units must be FNS coded units regardless of where they are chosen from.

The remaining **4 elective units** may be selected from the electives units listed below, any endorsed Training Package or accredited course at Certificate IV or Diploma level. **2** of these **elective units** may be chosen at Certificate III level.

Where generic imported units are chosen, they must reflect the level of the qualification being taken and the occupational intent of the learner.

Note: Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded.

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

Elective units of competency:

Entry level skill units

BSBOHS201A Participate in OHS processes

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

ASIC units

FNSASIC301C Establish client relationship and analyse needs

FNSASIC302C Develop, present and negotiate client solutions

General financial service units

FNSACC402A Prepare operational budgets

FNSACC403A Make decisions in a legal context

FNSACC405A Maintain inventory records

FNSBKG405A Establish and maintain a payroll system

FNSBNK401A Coordinate a small business customer portfolio

FNSBNK402A Align banking products with the needs of small business customers

FNSBNK403A Provide services in a Business Transaction Centre

FNSBNK404A Promote mobile banking services

FNSBNK405A Provide mobile banking sales and service

FNSBNK406A Manage customer visits

FNSCUS401A Participate in negotiations

FNSCUS402A Resolve disputes

FNSFMK401A Reconcile financial transactions

FNSFMK402A Develop and maintain knowledge of financial markets products

FNSFMK403A Interpret financial markets information

FNSFMK505A Comply with financial services legislation and industry codes of practice
FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSORG401A Conduct individual work within a compliance framework

FNSINC501A Conduct product research to support recommendations

FNSPIM410A Collect, assess and use information

FNSRSK401A Implement risk management strategies

FNSSAM401A Sell financial products and services

FNSSAM402A Implement a sales plan

FNSSAM403A Prospect for new clients

Mortgage lending

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

FNSCRD503A Promote understanding of the role and effective use of consumer credit

Generic units

BSBADM405B Organise meetings

BSBCCO402A Gather, collate and record information

BSBCMM401A Make a presentation

BSBCOM401B Organise and monitor the operation of compliance management system

BSBCOM402B Implement processes for the management of a breach in compliance requirements

BSBCOM405A Promote compliance with legislation

BSBCUS401A Coordinate implementation of customer service strategies

BSBCUS402A Address customer needs

BSBCUS403A Implement customer service standards

BSBINM401A Implement workplace information system

BSBITS401A Maintain business technology

BSBITU402A Develop and use complex spreadsheets

BSBLEG413A Identify and apply the legal framework

BSBLEG415A Apply the principles of contract law

BSBMGT401A Show leadership in the workplace

BSBMGT403A Implement continuous improvement

BSBMGT405A Provide personal leadership

BSBOHS403B Identify hazards and assess OHS risks

BSBOHS404B Contribute to the implementation of strategies to control OHS risk

BSBPMG403A Apply cost management techniques

BSBPMG404A Apply quality management techniques

BSBPMG407A Apply risk management techniques

BSBREL402A Build client relationships and business networks

BSBRES401A Analyse and present research information

BSBRKG404A Monitor and maintain records in an online environment

BSBRSK401A Identify risk and apply risk management processes

BSBSMB407A Manage a small team

BSBWOR401A Establish effective workplace relationships

BSBWOR402A Promote team effectiveness

BSBWOR404B Develop work priorities

TAEDEL402A Plan, organise and facilitate learning in the workplace

TAEDEL404A Mentor in the workplace