



**Australian Government**

# **FNS40115 Certificate IV in Credit Management**

**Release 3**

## FNS40115 Certificate IV in Credit Management

### Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 3.0 Release 3 created to update elective unit list
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
Release 1	This qualification first released with FNS Financial Services Training Package version 1.0

### Qualification Description

This qualification reflects entry level job roles in credit management functions. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities relating to credit, reconciliation and customer service.

#### *Licensing/Regulatory Information*

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

### Entry Requirements

*Nil.*

### Packaging Rules

**Total number of units = 12**

**9 core units** plus

**3 elective units**

The elective units consist of:

- 2 from the electives below.

The remaining 1 unit:

- may be from the electives
- may be from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### **Core Units**

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

FNSCRD403 Manage and recover bad and doubtful debts

FNSCRD404 Utilise the legal process to recover outstanding debt

FNSCRD405 Manage overdue customer accounts

FNSCUS402 Resolve disputes

FNSINC401 Apply principles of professional practice to work in the financial services industry

FNSORG401 Conduct individual work within a compliance framework

FNSRSK401 Implement risk management strategies

### **Elective Units**

BSBCUE203 Conduct customer engagement

BSBCMM301 Process customer complaints

BSBCNV506 Establish and manage a trust account

BSBCUS403 Implement customer service standards

BSBFIA401 Prepare financial reports

BSBMGT405 Provide personal leadership

BSBWHS201 Contribute to health and safety of self and others

BSBSMB407 Manage a small team

BSBLDR403 Lead team effectiveness

BSBWOR501 Manage personal work priorities and professional development

FNSACC411 Process business tax requirements

FNSCRD503 Promote understanding of the role and effective use of consumer credit

FNSRSK502 Assess risks

## Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS40115 Certificate IV in Credit Management (Release 3)	FNS40115 Certificate IV in Credit Management (Release 2)	Updates to unit elective list	Equivalent qualification

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>