



Australian Government

FNS40122 Certificate IV in Credit Management

Release 1

FNS40122 Certificate IV in Credit Management

Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNS40120 Certificate IV in Credit Management.

Qualification Description

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

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Refer to the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil

Packaging Rules

Total number of units = 10

7 core units plus

3 elective units, of which:

- at least 2 must be from the elective units listed below
- up to 1 may be from this qualification or any currently endorsed Certificate III or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

FNSCRD401 Assess credit applications

FNSCRD412 Establish and maintain appropriate security options for credit facilities

FNSCRD415 Manage overdue customer accounts
FNUSCUS412 Resolve disputes
FNSINC411 Conduct work according to professional practices in the financial services industry
FNSORG411 Conduct individual work within a compliance framework
FNSRSK411 Apply risk management strategies to own work

Elective units

BSBCNV614 Apply principles of trust accounting
BSBLDR411 Demonstrate leadership in the workplace
BSBLDR414 Lead team effectiveness
BSBOPS305 Process customer complaints
BSBOPS404 Implement customer service strategies
BSBPEF501 Manage personal and professional development
FNSACC411 Process business tax requirements
FNSACC421 Prepare financial reports
FNSCRD311 Process applications for credit
FNSCRD404 Utilise the legal process to recover outstanding debt
FNSCRD413 Manage and recover bad and doubtful debts
FNSCRD513 Promote client understanding of the role and effective use of consumer credit
FNSINC513 Identify and apply complex ethical decision making to workplace situations
FNSINC514 Apply ethical frameworks and principles to make and act upon decisions
FNSMCA411 Evaluate debt collection actions and develop recommendations
FNSMCA412 Undertake legal action for recovery of debts
FNSMCA413 Identify and manage individuals experiencing hardship
FNSRSK512 Assess risks

Qualification Mapping Information

Supersedes and is equivalent to FNS40120 Certificate IV in Credit Management.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>