Australian Government

FNS41820 Certificate IV in Financial Services

Release 2

FNS41820 Certificate IV in Financial Services

Modification History

Release	Comments
Release 2	This version first released with FNS Financial Services Training Package Version 8.0. Native elective units of competency were updated and/or superseded. 6 units added to elective unit list.
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

Qualification Description

This qualification is designed to provide a flexible general purpose pathway in the financial services industry. It is intended for individuals with job roles that involve working across a range of duties in the financial services sector where a specialist qualification is not the most suitable qualification. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities.

Licensing/Regulatory Information

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 = 13

1 core unit plus

12 elective units, of which:

- at least 8 must be from Group A General financial services and/or Group B mortgage lending
- the remaining units may be from any elective group, or from 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 unit

FNSINC411 Conduct work according to professional practices in the financial services industry

Elective units

Group A – General financial services

FNSACC405 Maintain inventory records

FNSACC412 Prepare operational budgets

FNSACC413 Make decisions in a legal context

FNSASIC311 Establish client relationship and analyse needs

FNSASIC312 Provide personal advice on non-relevant financial products

FNSASIC314 Provide Tier 2 general advice in general insurance

FNSASIC315 Provide Tier 2 personal advice in general insurance

FNSBNK411 Coordinate small business customer portfolios

FNSBNK412 Align banking products with the needs of small business customers

FNSBNK413 Provide services in a Business Transaction Centre

FNSBNK414 Promote mobile banking services

FNSBNK415 Provide mobile banking sales and services

FNSBNK416 Manage mobile lending services

FNSCUS403 Deliver a professional service to customers

FNSCUS411 Participate in negotiations

FNSCUS412 Resolve disputes

FNSFLT411 Determine financial requirements of small businesses

FNSFMK402 Develop and maintain knowledge of financial markets products

FNSFMK403 Interpret financial markets information

FNSFMK411 Perform reconciliations

FNSFMK515 Comply with financial services regulation and industry codes of practice

FNSINC412 Apply and maintain knowledge of financial products and services

FNSINC511 Conduct financial product research to support product recommendations

FNSINC513 Identify and apply complex ethical decision making to workplace situations

FNSINC514 Apply ethical frameworks and principles to make and act upon decisions

FNSMCA413 Identify and manage individuals experiencing hardship

FNSORG411 Conduct individual work within a compliance framework

FNSPIM410 Collect, assess and use information

FNSRSK411 Apply risk management strategies to own work

FNSSAM413 Identify and provide initial information to potential new clients

FNSSAM421 Provide information on financial products and services to clients

FNSSAM422 Implement promotional strategies for financial products and services

FNSSUP419 Provide retirement income stream information to superannuation clients

FNSSUP420 Establish and administer retirement income streams

FNSSUP431 Terminate retirement income streams

FNSSUP432 Determine impact of social security entitlements on retirement income

FNSSUP423 Provide knowledge of retirement planning issues when dealing with superannuation clients

FNSSUP434 Develop and provide knowledge of aged care to superannuation clients

FNSTPB412 Establish and maintain payroll systems

Group B – Mortgage lending

FNSCRD401 Assess credit applications

FNSCRD404 Utilise the legal process to recover outstanding debt

FNSCRD412 Establish and maintain appropriate security options for credit facilities

FNSCRD413 Manage and recover bad and doubtful debts

FNSCRD415 Manage overdue customer accounts

FNSCRD513 Promote client understanding of the role and effective use of consumer credit

Group C – General

BSBAUD412 Work within compliance frameworks

BSBCMM411 Make presentations

BSBFIN501 Manage budgets and financial plans

BSBINS401 Analyse and present research information

BSBINS402 Coordinate workplace information systems

BSBINS409 Maintain and monitor digital information and records

BSBLDR413 Lead effective workplace relationships

BSBLDR411 Demonstrate leadership in the workplace

BSBOPS403 Apply business risk management processes

BSBOPS404 Implement customer service strategies

BSBOPS405 Organise business meetings

BSBPEF402 Develop personal work priorities

BSBPMG426 Apply project risk management techniques

BSBSTR402 Implement continuous improvement

BSBTEC402 Design and produce complex spreadsheets

BSBTWK401 Build and maintain business relationships

BSBLDR414 Lead team effectiveness

BSBWHS414 Contribute to WHS risk management

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS41815 Certificate IV in Financial Services.

Links

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