



**Australian Government**

# **FNS42020 Certificate IV in Banking Services**

**Release 1**

## FNS42020 Certificate IV in Banking Services

### Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

### Qualification Description

This qualification is designed to reflect job roles requiring specialist understanding of financial products and services working in banking, customer contact centre or retail financial services environments. Individuals in these roles apply specialist knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities. The qualification allows for specialisation in sales and marketing, lending and mobile banking.

### 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 = 12**

**5 core units** plus

**7 elective units** of which:

- 3 units must be selected from one of the following elective groups:
  - Group A Customer services, or
  - Group B Lending, or
  - Group C Mobile banking.
- Of the remaining electives, 2 must be selected from the remaining elective units and up to 2 may be selected from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

**Core Units**

BSBCUS403 Implement customer service standards

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

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC503 Identify situations requiring complex ethical decision making

FNSRSK411 Apply risk management strategies to own work

**Elective Units****Group A - Customer services**

FNSSAM401 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

**Group B - Lending**

**FNSCRD401 Assess credit applications**

FNSCRD402 Establish and maintain appropriate security

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

**Group C - Mobile Banking**

FNSBNK414 Promote mobile banking services

FNSBNK415 Provide mobile banking sales and service

FNSBNK416 Manage mobile lending services

**Group D - General**

BSBCUE301 Use multiple information systems

BSBCUE407 Administer customer engagement technology

BSBCUS301 Deliver and monitor a service to customers

BSBCUS401 Coordinate implementation of customer service strategies

BSBMGT405 Provide personal leadership

BSBSMB407 Manage a small team

BSBWOR501 Manage personal work priorities and professional development

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK403 Provide services in a Business Transaction Centre

FNSCUS402 Resolve disputes

FNSFLT501 Assist customers to budget and manage own finances

FNSFMB402 Identify client needs for broking services

FNSFMB403 Present broking options to client

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions  
FNSMCA402 Initiate legal recovery of debts

## **Qualification Mapping Information**

No equivalent qualification. Supersedes and is not equivalent to FNS42015 Certificate IV in Banking Services.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

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