



Australian Government

Department of Education, Employment and Workplace Relations

FNS41310 Certificate IV in Personal Trust Administration

Revision Number: 1

FNS41310 Certificate IV in Personal Trust Administration

Modification History

Not applicable.

Description

This qualification is designed to reflect job roles in personal trust administration.

Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in job roles with duties such as:

- administering estates
- administering trusts
- preparing wills for clients
- establishing and administering powers of attorney.

This qualification may be suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FNS50510 Diploma of Personal Trustees would support career progression.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> conducting research to collect and analyse information and present it in report form dealing empathetically with clients who may be experiencing stress liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language questioning, clarifying and evaluating information using a range of techniques and sales skills to select appropriate product for the customer using conflict resolution and negotiation skills as required using specialist language in written and oral communication writing in a range of styles to suit different audiences
Teamwork	<ul style="list-style-type: none"> using relationship building skills when seeking personal information from clients working with clients from a range of cultural and social backgrounds working with specialists to achieve the best outcome for the client
Problem solving	<ul style="list-style-type: none"> applying investigative skills to collect information, locate assets and determine liabilities comparing products and services in order to offer clients different options determining asset allocation strategies in accordance with client needs and legislative requirements identifying risk and fraud indicators preparing and interpreting complex financial statements and performing complex financial calculations
Initiative and enterprise	<ul style="list-style-type: none"> aligning customer characteristics to 'best product' identifying cross-selling opportunities reviewing emerging industry trends continually and applying to product and service knowledge
Planning and organising	<ul style="list-style-type: none"> managing information and scheduling and coordinating competing tasks meeting statutory requirements when administering estates and trusts processing routine documents and maintaining files preparing, executing, reviewing and storing legal

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	documentation and other client information
Self-management	<ul style="list-style-type: none"> defining and understanding own work role managing own time and priorities and dealing with contingencies understanding and acting upon compliance matters working ethically and complying with industry professional code of practice and legislative requirements
Learning	<ul style="list-style-type: none"> applying self-learning by accessing manuals, online help and others in the workplace to solve technology problems undertaking induction and other training to maintain product knowledge
Technology	<ul style="list-style-type: none"> operating the organisation's business or records management system using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents using technology to assist the management of information and to assist the planning process

Packaging Rules

Packaging Rules

11 units must be achieved:

7 core units

plus 4 elective units.

- the required elective units of competency can be selected from the elective bank below or from units aligned to other Certificate IV qualifications in the FNS10 Financial Services Training Package
- one (1) elective may be selected from units aligned to Certificate III qualifications in the FNS10 Financial Services Training Package
- a maximum of 2 electives may be selected from units aligned to Diploma qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBWOR204A Use business technology
- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSPRT401A Administer an intestate estate
- FNSPRT402A Prepare a will
- FNSPRT403A Administer a complex estate
- FNSPRT404A Administer a complex trust
- FNSPRT405A Establish powers of attorney

Elective units of competency:

- BSBCUS301A Deliver and monitor a service to customers
- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- FNSSAM301A Identify opportunities for cross-selling products and services
- FNSCUS505A Determine client requirements and expectations
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSPRT406A Administer powers of attorney or financial administration orders
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