

**What does the course cover?**

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



Within a finance sector role, employees may promote customer services, administer financial operations and monitor compliance in a financial services office environment.

The job roles that this qualification is likely to address are:

- Generalist financial services roles where a varied skill base is required
- Retail financial services officer in a small branch or organisation where the role is varied
- Retail or wholesale financial services administration staff
- Leading/supervising a team
- Performing duties of a first line supervisor

13 Units must be achieved: 1 core unit (compulsory) plus 12 elective units.

For those acquiring this qualification through Credit Transfer (ie. have already completed selected units with another RTO), or RPL, guides state that 8 elective units should be from the elective units listed below (6 must have an FNS code) and 4 can be from this list or any other qualification at Certificate IV or Diploma level.

Core Units of Competency (1):

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

Elective Units of Competency (can choose any 12 but 6 must have an FNS code):

BSBWOR203 Work effectively with others

BSBWHS201 Contribute to health and safety of self and others

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

FNSACC402 Prepare operational budgets

FNSACC403 Make decisions in a legal context

FNSACC405 Maintain inventory records

FNSBKG405 Establish and maintain a payroll system

FNSCUS402 Resolve disputes

FNSSAM402 Implement a sales plan

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FNSCRD405 Manage overdue customer accounts

BSBADM405 Organise meetings

BSBCMM401 Make a presentation

BSBCOM401 Organise and monitor the operation of compliance management system

BSBCOM402 Implement processes for the management of a breach in compliance requirements

BSBCCO405 Survey stakeholders to gather and record information

BSBCUS401 Coordinate implementation of customer service strategies

BSBCUS402 Address customer needs

BSBCUS403 Implement customer service standards

BSBINM401 Implement workplace information systems

BSBITS401 Maintain business technology

BSBITU402 Develop and use complex spreadsheets

BSBLDR402 Lead effective workplace relationships

BSBLDR403 Lead team effectiveness

BSBMGT401 Show leadership in the workplace

BSBMGT403 Implement continuous improvement

BSBMGT405 Provide personal leadership

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FNS41815 Elective Unit Choices continued ...

BSBPMG411 Apply project quality management techniques
 BSBPMG412 Apply project cost management techniques
 BSBPMG415 Apply project risk management techniques
 BSBREL402 Build client relationships and business networks
 BSBRES401 Analyse and present research information
 BSBRKG404 Monitor and maintain records in an online environment
 BSBRSK401 Identify risk and apply risk management processes
 BSBSMB407 Manage a small team
 BSBWOR404 Develop work priorities
 TAEDEL402 Plan, organise and facilitate learning in the workplace
 TAEDEL404 Mentor in the workplace

Is the course nationally recognised?

Yes, the Certificate IV in Financial Services (FNS41815) has been mapped against the Australian Quality Training Framework and is delivered by The National Finance Institute as an RTO. This Certificate IV course is a nationally recognised course and accordingly professional organisations including ASIC recognise the designation.

What are the entry requirements or pre-requisites?

There are no prior entry requirements or prior qualifications required to undertake this qualification as a whole or individual units.

When can I attend a workshop?

No workshops are offered for this course at this time, it is offered through online learning or distance learning only.

How can I study by distance education or online?

Our prime method of learning for this course is through our online platform. If you require hard copy printouts of the course these are available at a cost of \$30 per unit + postage which is in addition to the course fee of \$1,445. The first step is to complete the Enrolment process through our website. Look for the green button.

Online e-learning – your payment receipt and your links to the **full course + assessments** will be emailed to you and you can then access the course via our online e-learning platform. No hard copy of the training material is provided

Distance learning – your payment receipt and your links to the **assessments only** will be emailed to you and the hard copy of your unit manuals will be mailed to you within 7 days. If you enrol in the full course the discounted price is \$1,745.

For both online and distance trainees, all assessments are completed online, accessible 24/7, course can be commenced at any time and completed as quickly or as slowly as desired, within a 12 month period.

What materials/equipment do I need?

Access to a computer and the internet is essential. You will need to be logged into the internet at all times while you are studying your units or uploading your assessments, but there are minimal downloads so minimal disk space is used.

What will I receive?

The course entitles the successful student to the nationally recognised, qualifying FNS41815 Certificate IV in Financial Services. A transcript of the competencies achieved will also be provided with the Certificate.

Who has this course been developed for?

People currently working for a mortgage manager, bank, credit union, building society, leasing company or similar in an admin, back office or sales role and who are seeking to formalise or advance their skills when a specialist qualification is not sought. 2) People seeking to find employment within a company which as a finance division or sales division involved in general financial services products. 3) People outside or new to the finance industry who are considering entering the finance or credit industry in an administrative or possible sales capacity.

What career opportunities will it provide on completion?

You may seek employment (including self-employment, contract work or as a franchisee) in an admin or back office role in finance, broking, credit, sales, lease processing or debt collection. It may also lead to employment in loan administration within a bank, building society, credit union or mortgage manager. In association with the FNS40815 Certificate IV in Finance & Mortgage Broking, this Credit Management training course may open the door to a variety of career options. Where combined with RG146 trainees could aim towards specialising in general financial services products including insurance.

***How long will this course take to complete?***

You have 12 months to complete the 13 units however you can complete the units as quickly or as slowly as you prefer within this 12 month period. If you require an extension past the 12 month completion period, these are available in 3 month blocks at a cost of \$99 for each additional 3 months required. There are no set dates for submissions of assessments and no set completion dates and you can commence at any time.

How much does the course cost?

- By Recognition of Prior Learning (RPL) - \$595 pp (RPL means the applicant holds proof of prior skills - separate form)
- Online e-learning mode - \$1445 pp
- Distance education mode - \$1445 + \$300 for printed material = \$1745 as a full package

These costs are inclusive of course support, assessment, any resubmissions that may be necessary and certificate delivery ie. fully inclusive. There is no GST component. Discounts may be available for group bookings. A pay by the month instalment option (4 months maximum) is available for an additional \$40 or you can study unit by unit for \$139 per online unit. If studying one unit at a time, individual unit hard copy ie. printed material, is available for an additional \$30 + \$10 postage.

Are any subsidies available to assist with payment?

The Australian Government provides a range of incentives to employers for employing an apprentice or trainee. Australian Apprenticeships/Traineeships are available in over 600 different occupations, some part-time and some full-time, (including some for mature age workers). It is recommended that employers make enquiries to determine whether they would be eligible.

What assessments are there in this course?

There are a variety of written tasks, short answer questions and a projects for each of the 13 units within this course. All assessment submissions can be carried out within the online platform. A student guide for how to work within the online platform is provided to all students online.

How will I be notified of my results?

You will access your results via the online platform, once your submissions have been marked. If you do not pass a unit your unit will show as "not yet competent" and you will be able to resubmit following the suggestions given to you by your assessor. Once you are competent in each of the 13 units your certificate and transcript will be sent to you by regular mail, not more than three weeks after your final unit has been marked.

Can I apply for RPL or Credit Transfer?

For those who have relevant experience or training, recognition of prior learning (RPL) or Credit Transfer (CT) is available. An application form and further information is available on the NFI website under the menu item Forms and Freebies, or you can request RPL information be emailed, should you wish to apply. RPL fee is \$595 and can be combined with Credit Transfer or unit study to a maximum fee of \$1445. You would need to email us proof of your Statement of Attainment or Transcript if you are seeking any Credit Transfer or RPL.

How do I apply?

Complete the enrolment through the financeinstitute.com.au website. Then email us your completed Unit Chooser Form. You will then receive confirmation that we have received your enrolment and any other details necessary.

Can I speak to someone about the course?

Yes, certainly. Please call Client Services on 1300 765 400 – we'd be delighted to hear from you. Alternatively, you will find more information on our website at www.financeinstitute.com.au