



### **What does the course cover?**

Current from 2023, 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.



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 role 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 (8 must have an FNS code) and 4 can be from this list or any other current qualification at Certificate III, IV or Diploma level.

#### **Core Units of Competency (1):**

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

#### **Elective Units of Competency (can choose any 12 but 8 must have an FNS code):**

FNSACC405 Maintain inventory records

FNSACC412 Prepare operational budgets

FNSACC413 Make decisions in a legal context

FNSCUS412 Resolve disputes

FNSCRD401 Assess credit applications

FNSCRD412 Establish and maintain appropriate security for credit facilities

FNSCRD413 Manage and recover bad and doubtful debts

FNSCRD404 Utilise the legal process to recover outstanding debt

FNSCRD415 Manage overdue customer accounts

FNSRSK411 Apply risk management strategies to own work

FNSORG411 Conduct individual work within a compliance framework

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

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR413 Lead effective workplace relationships

BSBLDR414 Lead team effectiveness

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

BSBWHS414 Contribute to WHS risk management

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***Is the course nationally recognised?***

Yes, the FNS41820 Certificate IV in Financial Services 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. 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 \$40 per unit incl postage which is in addition to the online learning course fee of \$1,445. The first step is to complete the Enrolment process through our website. Look for the green button.

**Online 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 learning platform. No printed/hard copy of the training material is provided.

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

For both online and distance trainees, all assessments are completed online, accessible 24/7. The 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. You will need either the MS Office suite for Word, Excel, PowerPoint or the Google Docs options for creating some assessment task answers.

***What will I receive?***

The course entitles the successful trainee to the nationally recognised FNS41820 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?***

1) People currently working for a mortgage manager, bank, credit union, building society, leasing company or similar in an admin, back office, sales or credit analyst 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 has 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?***

Depending on any prior level of work experience you may have, you may seek employment (including self-employment, contract work or as a franchisee) in a role in finance, credit, sales, analysis, management, 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 FNS40821 Certificate IV in Finance & Mortgage Broking, this financial services training course may open the door to a variety of career options in credit or broking. Where combined with RG146 or additional Tier 2 training, students 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?***

- Recognition of Prior Learning (RPL) - \$695 pp (RPL means the applicant holds proof of prior skills - separate form)
- Online learning mode - \$1,445 pp
- Distance education mode - \$1,445 + \$300 for printed material = \$1,745 pp

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 term) is available for an additional setup fee of \$40 or you can study unit by unit for \$139 per online unit. If studying one unit at a time, printed units are available for an additional \$40 per unit, including postage.

***Are any subsidies available to assist with payment?***

This Certificate IV course is approved by Centrelink. Students should contact Centrelink directly to enquire into eligibility. We can provide an "intending to study" form for Centrelink purposes if required. We also offer a pay-by-the-month interest-free instalment option eg. first of 4 monthly payments would be \$401.25 for full course by online study. The Australian Government also provides a range of incentives to employers for training of existing employees. It is recommended that employers make their own enquiries to determine eligibility. When studying under a Payment Plan, topics are released progressively as a trainee progresses with their study.

***What assessments are there in this course?***

There are a variety of written tasks, short answer questions and projects for each of the 13 units within this course. All assessment submissions can be carried out within the online platform. Some oral or video recordings may be required for some units as part of performance evidence requirements. A trainee guide and video on how to use the online platform is provided to all new students. Support as you proceed with your study is provided through online messaging to your nominated trainer.

***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, within one to two 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, or you can request RPL information be emailed, should you wish to apply. RPL fee is \$995 and can be combined with Credit Transfer or unit study to a maximum capped fee of \$1,445. We would require any prior Statement of Attainment or Transcript held, if you were seeking Credit Transfer or RPL.

***How do I apply to study?***

Complete the enrolment through the [financeinstitute.com.au](http://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](http://www.financeinstitute.com.au)