FNS40115 - Certificate IV in Credit Management

Certificate IV in Credit Management reflects entry level job roles in credit management functions. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities relating to credit, reconciliation and customer service.

Course Accreditation

This course is nationally recognised under the Australian Qualifications Framework (AQF).

Entry Requirements

- be 18 years or older;
- LLN - This is an on-line correspondence course so you need to have basic English reading and writing skills, or higher. As such, entry to the course requires English proficiency equivalent to Australian Year 10 level, a NRT or Trade qualification at the Certificate II level or higher, or 2 years of industry work experience. Numeracy are required to a basic level e.g. calculations with calculators.
- To give yourself the best chance of success in this course it is recommended that you have completed a Certificate III level qualification or equivalent.

Resources required

Computer and Internet

You will need access to a computer and the internet to complete this course.

Once enrolled, you will be emailed your login details to the learning management system. You can then access your course materials immediately.

In addition, the following software and hardware may be required depending on subjects being undertaken:

- Broadband Internet Connection
- Internet explorer version 6 or above, Mozilla Firefox, Chrome
- Microsoft Office 2007 or later
- Minimum 2GB of Ram
- CD-ROM or DVD drive
- Adobe Reader XI or equivalent
- You will also need access to a phone, printer, photocopier and scanner
- Adobe Flash Player 10 or higher
- Camera (Optional)
Specific requirements for Mac OS users:

- Mac OS X v 10.5 or higher (Mac OS X v 10.6 or higher is recommended)
- 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

Specific requirements for Windows users:

- Microsoft Windows XP or higher (Windows 7 or higher is recommended)
- 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)

Course Delivery

- **Online learning – Self Paced**
  Your training program is delivered via online self-paced learning. Candidates are guided through the program with the assistance self-instructed learning materials, and online support from a Workforce Training & Development trainer/assessor.

- **RPL**
  A formal online process for recognising skills and knowledge, RPL takes into account previous studies you may have completed as well as life and work experiences. You may be granted credits or exemptions for some units in this course.

- **Face to Face (by arrangement only)**
  The training program can be delivered to groups via face to face classroom delivery. As a part of the group you will be guided through the program by a Workforce Training & Development Trainer.

Course Duration

- **Online learning – Self Paced**
  As the course is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete one unit per month with a total completion time limit of 13 months. An extension can be purchased should further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

  Recommended hrs of study is 15 to 18 hrs per week

  Where the learner cohort consists of new entrants or inexperienced workers, they may require a longer timeframe of 23 hrs or more per week

- **RPL**
  As the RPL is online and self-paced, completion rate is at the learner’s discretion. However, learner should aim to complete within 7 months. An extension can be purchased should
further time be required to complete the qualification at an extension fee of AU$ 150 per month or AU$ 350 for 3 months.

- **Face to Face**
  As per arrangements

**Course Subjects/Units**

To achieve FNS40115 - Certificate IV in Credit Management, **12 units** must be successfully completed: (9 of which are Core units).

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<thead>
<tr>
<th>Units</th>
<th>Prerequisite Unit(s)</th>
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<tbody>
<tr>
<td><strong>FNSINC401 Apply principles of professional practice to work in the financial services industry</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to identify industry professional approaches to procedures,</td>
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<tr>
<td>guidelines, policies and standards, including ethical requirements, and to model and meet expectations of these in</td>
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<td>all aspects of work</td>
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<td><strong>FNSCRDS503 Promote understanding of the role and effective use of consumer credit</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to explain the functions and implications of different forms</td>
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<td>of consumer credit as part of developing the financial skills of clients</td>
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<td><strong>FNSORG401 Conduct individual work within a compliance framework</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to identify, interpret and develop individual compliance</td>
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<tr>
<td>requirements and procedures while carrying out occupational duties. It applies to individuals who use specialised</td>
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<tr>
<td>knowledge and work cooperatively with others in meeting compliance requirements within organisations of various</td>
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<td>sizes and across a range of customer bases</td>
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<tr>
<td><strong>BSBCUS403 Implement customer service standards</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to contribute to quality customer service standards within</td>
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<tr>
<td>an organisation.</td>
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<td><strong>FNSCRD401 Assess credit applications</strong></td>
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<tr>
<td>This unit describes the skills and knowledge required to assess and verify information provided in credit</td>
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<td>applications, establish credit terms and limits, and notify customers of credit application outcomes.</td>
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<tr>
<td><strong>FNSCRD402 Establish and maintain appropriate security</strong></td>
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<td>This unit describes the skills and knowledge required to determine and implement appropriate security options in</td>
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<td>relation to individual customers to protect the organisation against loss and exposure.</td>
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<tr>
<td><strong>FNSRSK401 Implement risk management strategies</strong></td>
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<td>This unit describes the skills and knowledge required to interpret an organisation's financial risk management</td>
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<td>strategies in terms of own work, and effectively use risk mitigation and elimination techniques and tools.</td>
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**BSBLDR403 Lead team effectiveness**  
This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion. It applies to team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams.

**FNSCRD405 Manage overdue customer accounts**  
This unit describes the skills and knowledge required to identify customer accounts which have outstanding payments and negotiate agreements that are monitored for compliance or further action.

**FNSCRD403 Manage and recover bad and doubtful debts**  
This unit describes the skills and knowledge required to correctly identify bad debts, negotiate with customers and ascertain means of recovery using actions in line with relevant credit policy.

**FNSCRD404 Utilise the legal process to recover outstanding debt**  
This unit describes the skills and knowledge required to initiate and complete the legal process relating to the recovery of outstanding debt when briefing legal practitioners.

**FNSCUS402 Resolve disputes**  
This unit describes the skills and knowledge required to investigate, negotiate and resolve disputes between financial services customers and organisations.

### Course Materials

You will be provided access to learning materials including:

- Learners Guide
- Learners additional resources
- Videos
- Website Links
- Revision Quizzes
- Assessments
- Additional assessment resources

### Payment Options

**PAY UPFRONT:** You have the option to pay course fees upfront utilising either credit card payment or through PayPal.

**PAYMENT PLAN:** Alternatively, you have the option of entering into a payment plan based on monthly or per unit payment.
Course Fee

Online learning self-paced – AU$ 2800
RPL – AU$ 900

Refund Policy

- Students who notify to cancel their enrolment within 5 days of commencement of course/unit and the resources are not downloaded from our Learning Management System can get a full refund however an administration enrolment fee of $250 will be retained.

- Students who notify to cancel their enrolment after 5 days of commencement of course/unit and prior to 1 month will receive a refund of 75% of course fees excluding the enrolment fee of AU$250.

- Students who cancel their enrolment after 1-month of the commencement of training program has commenced will not be entitled to a refund of fees of any fees paid in advance.

The amount retained by Workforce Training & Development is required to cover the costs of staff and resources which will have already been committed based on the student’s initial intention to undertake the training.

Assessment

To successfully complete the course, you will be required to complete a range of assessment activities to test

a) General
b) Specific and
c) Performance based knowledge

Assessment may take the form of written, oral questioning, case studies, workplace observations, or third party reports.

Assessment is used to provide candidates with feedback on their progress and to measure their skills and knowledge against the training qualification requirements and those of the industry.

Training outcome

Candidates successfully completing the course will receive a Certificate IV in Credit Management. Candidates who partially complete the course will receive a Statement of Attainment for the units of competency that they have successfully completed.
Potential career opportunities

- credit officer
- reconciliation officer
- customer service officer
- credit manager (in smaller organisations)

Please visit our website for more details & to refer to policies and procedures

http://www.workforceonline.edu.au/