FNS41815 - Certificate IV in Financial Services

Certificate IV in Financial Services 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.

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 FNS41815 - Certificate IV in Financial Services, **13 units** must be successfully completed:
1 of which is a core unit

<table>
<thead>
<tr>
<th>Units</th>
<th>Prerequisite Unit(s)</th>
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<tbody>
<tr>
<td>BSBWOR404 Develop work priorities</td>
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<tr>
<td>This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.</td>
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<tr>
<td>FNSINC401 Apply principles of professional practice to work in the financial services industry (C)</td>
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<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to identify industry professional approaches to procedures, guidelines, policies and standards, including ethical requirements and model and meet expectations of these in all aspects of work.</td>
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<tr>
<td>BSBWHSS201 Contribute to health and safety of self and others</td>
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<tr>
<td>This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (WHS) processes to protect workers own health and safety, and that of others.</td>
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<tr>
<td>FNSASIC301 Establish client relationship and analyze needs</td>
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<tr>
<td>This unit describes the skills and knowledge required to interpret and comply with industry regulations and codes of practice when considering the characteristics of financial products and services for individual client needs. It applies to individuals with excellent communication skills that are authorised as Australian Securities and Investments Commission (ASIC) registered Australian financial services license (AFSL) holders to provide advice on deposit products, non-cash payment facilities and general insurance products at Tier 2 level.</td>
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<tr>
<td>FNSASIC302 Develop, present and negotiate client solutions</td>
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</tr>
<tr>
<td>This unit describes the skills and knowledge required to provide advice on deposit products, non-cash payment facilities and general insurance products. It applies to individuals with excellent communication skills that are authorised as Australian Securities and Investments Commission (ASIC) registered Australian financial services license (AFSL) holders to provide advice about products and services at ASIC Tier 2 level.</td>
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### BSBCUS402 Address customer needs
This unit describes the skills and knowledge required to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed.

### FNSRSK401 - Implement risk management strategies
This unit describes the skills and knowledge required to interpret an organisation's financial risk management strategies in terms of own work, and effectively use risk mitigation and elimination techniques and tools.

### BSBMGT401 - Show leadership in the workplace
This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation’s standards and values.

### BSBMGT403 Implement continuous improvement
This unit describes the skills and knowledge required to implement the organisation’s continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

### FNSACC402 Prepare operational budget
This unit describes the skills and knowledge required to prepare and document operational budgets for a variety of organizations.

### 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.

### FNSACC403 Make decisions in a legal context
This unit describes the performance outcomes, skills and knowledge required to make decisions in a legal context. It is intended to satisfy the requirement for a course of study in commercial law at an introductory or foundation level covering Australian legal systems and processes.

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

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**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

Workforce Training & Development - Course outline V1.4 – Aug 2016
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 Financial Services. 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**

- Generalist financial services
- Retail financial services officer
- Retail or wholesale financial services administration staff
- Leading/supervising a team
- Performing duties of a first line supervisor

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

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