



**Australian  
College**  
of Commerce & Management  
RTO ID: 1441

# Certificate IV in Financial Services

## FNS41820

*Prepare your branch staff for higher roles with advanced training in financial service, ethical practices and regulatory compliance.*

the  
**ACCM**  
difference

*ACCM College's online program reflects over 25 years of meeting our employers' needs.*

- **No extra fees!** All services included in the enrolment fee.
- **Maximum flexibility** - No set study times or off-site training, set weekly training commitments around daily operations.
- **Suitable for full time or part time employees.**
- **All materials online** - designed to suit a wide range of learning styles. Available 24/7 via computer, tablet or mobile phone.
- **Proactive Student Advisers** - helping to drive progress.
- **Coaching and ongoing support** is part of our service.
- **Real time progress visibility** - check staff's progress, timetable and results 24/7 via our online Employer Dashboard.

[www.accm.edu.au](http://www.accm.edu.au)

## Foundation Skills

- Customer Service
- Risk Management
- Leadership and Management
- Personal Development

## Specialty Skills

- Working in a compliance framework
- Applying complex ethical practices
- Dispute resolution
- Complying with financial regulations



*To see enrolment fees for your region, please click or scan the QR code*

[courses@accm.edu.au](mailto:courses@accm.edu.au)

# CERTIFICATE IV IN FINANCIAL SERVICES

FNS41820

## COURSE DESCRIPTION:

The Certificate IV in Financial Services will take your to the next level of their career in the finance and banking industry. This qualification focuses heavily on professional ethics and compliance, risk management strategies, customer service and resolving customer disputes. This course also further develops your staff's leadership and management skills and professional development abilities. This qualification is ideal for a range of banking roles such as senior tellers, customer service officers and branch supervisors who are interested in taking their next career step.

SUBJECT	UNIT	CODE	DURATION (weeks)
Professional and Compliant Financial Work Practices	• Conduct individual work within a compliance framework	FNSORG411	6
	• Conduct work according to professional practices in the financial services industry	FNSINC411	
	• Manage personal health and wellbeing	BSBPEF401	
	• Lead personal development	BSBPEF403	
Ethical Practices in Financial Services	• Comply with financial services regulation and industry codes of practice	FNSFMK515	6
	• Apply risk management strategies to own work	FNSRSK411	
	• Apply ethical frameworks and principles to make and act upon decisions	FNSINC514	
	• Identify and apply complex ethical decision making to workplace situations	FNSINC513	
Deliver a Professional Service In Finance	• Deliver a professional service to customers	FNSCUS403	6
Dispute Resolution in Financial Services	• Resolve disputes	FNSCUS412	6
	• Process customer complaints	BSBOPS305	
	• Collect, assess and use information	FNSPIM410	
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	8
Building Effective Teams	• Lead team effectiveness	BSBLDR414	8