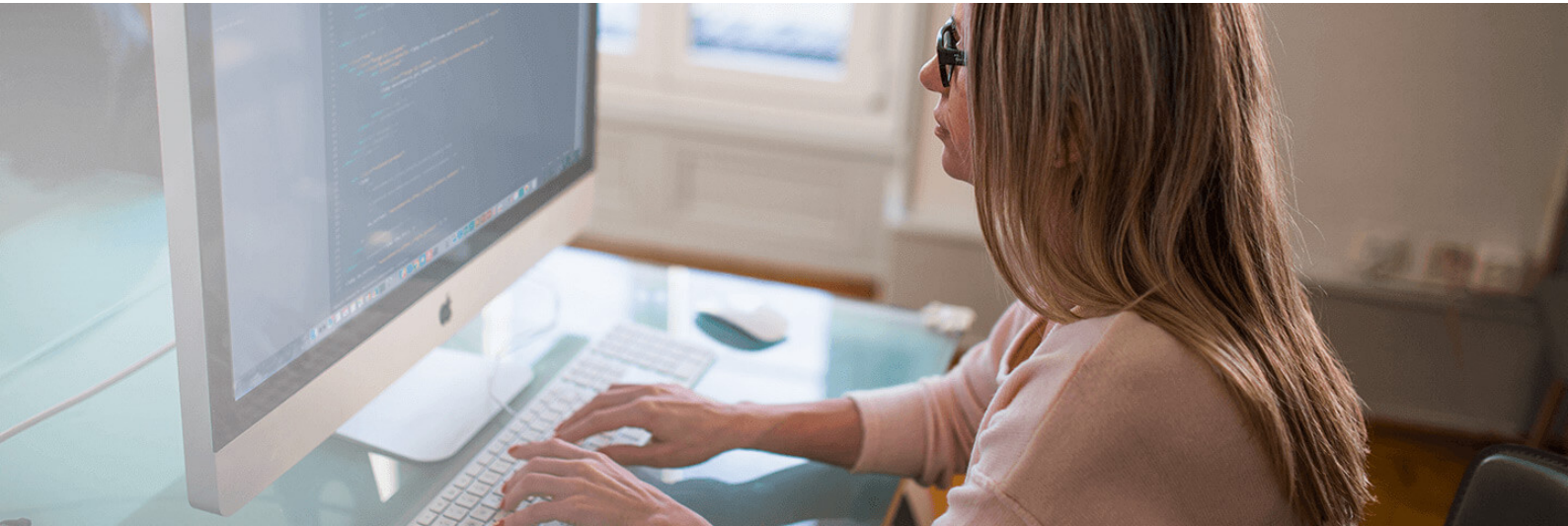




# Certificate IV in Banking Services

FNS42020



**BUILD YOUR BANKING CAREER BY  
QUALIFYING IN LENDING, MOBILE  
BANKING OR SALES AND SERVICE**



# About This Course

The Certificate IV in Banking Services is tailored to focus on lending, sales and service. This qualification will help you gain the knowledge needed to develop your retail banking career in the direction you want to take.

Finance courses can lead to a large range of career options, including entering the banking sector or working in supporting accounts roles. The Certificate IV in Banking Services has a range of subjects options, to make sure you gain the knowledge that you require for your specific finance role.

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## Subject Choices

1 - 2 Electives are required (depending on subjects chosen)

- Cornerstones in Finance: Ethics, Compliance and Risk Management
- Delivering Service and Compliance Standards in Banking
- Anti-Money Laundering Laws and Banking Deposit Products
- Professional and Ethical Practices in Finance
- Selling Financial Products within Banking Ethical Guidelines (E)
- Effective Sales Planning (E)
- Tier 2 and Ethical Sales of Banking Products (E)

# Key Course Facts

## Start Date:

Start immediately

## Duration:

Complete within 18 months

## Delivery Options:

On-line/Correspondence

## Group Training:

Contact the College for Availability

## Course Fees: \$5,000 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

### New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	\$2,630	N/A	N/A	N/A	N/A	N/A	N/A

### Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	\$2,630	N/A	N/A	N/A	N/A	N/A	N/A

### School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

### Subsidised Training Options for this Qualification \*

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

\* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

\*\* Subject to eligibility and availability at the time of enrolment

# Entry Requirements

For this qualification it is recommended that students should have completed a Certificate III in a similar field or have relevant work experience. It is beneficial for students to be working in a finance or banking environment with supervision to assist with access to workplace policies and procedures for electives in the credit pathway such as loan assessment, loan securities and risk and understanding consumer credit. Without working in an environment where the student has access to organisational lending or credit policies this will increase independent research which may not always be readily available.

## Reading and Writing Skills

The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

## Spoken English Skills

Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully

## Numeracy Skills

Numeracy skills are required at an average level or higher eg completion of Year 12 maths and the ability to use a calculator.

## Existing Work Experience

For this qualification you should have completed the Certificate III or have relevant work experience. This qualification best supports those with previous or current exposure to a financial services environment and with an understanding of legislative and compliance requirements. It is beneficial for students to be working in a finance and banking environment with supervision to assist with access to workplace policies and procedures for activities such as understanding credit processes, broking and general insurance quoting.

## Computer, Internet and Technology You Need

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

# Subject Descriptions

## Core Subjects:

### Cornerstones in Finance: Ethics, Compliance and Risk Management

Ethics, compliance and risk, form the foundation of financial institutions. This subject discusses the skills required to apply ethical principles to decision making and to act in line with ethical principles, and to ensure that work practices are compliant and within business risk strategies. Case studies are used to show individuals how to apply ethical frameworks to decide on, carry out, and evaluate the effectiveness of a course of action in response to an ethical and compliance situation in their workplace.

Unit(s):

FNSRSK411 - Apply risk management strategies to own work

FNSPIM410 - Collect, assess and use information

FNSINC504 - Apply ethical frameworks and principles to make and act upon decisions

FNSFMK515 - Comply with financial services regulation and industry codes of practice

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### Delivering Service and Compliance Standards in Banking

Providing good service to your internal and external customers is a critical responsibility for senior staff, team leaders and managers. Learn how to identify the key aspects of service delivery important to your customers, and the customer service system needed to achieve your service standards. The special context of financial services rules and codes of practice is also addressed.

Unit(s):

BSBCUS403 - Implement customer service standards

BSBCUS401 - Coordinate implementation of customer service strategies

FNSCUS403 - Deliver a professional service to customers

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### Anti-Money Laundering Laws and Banking Deposit Products

Modern savings, investment products and finance industry transactions are incredibly diverse. This subject will help you develop the skills to compare products and provide meaningful and relevant recommendations to meet specific customer needs. You will also learn how to apply the rules under Anti-money Laundering and Counter Terrorism legislation such as Threshold and Suspicious Cash Transactions.

Unit(s):

FNSINC402 - Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSRTS305 - Process customer accounts

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## Professional and Ethical Practices in Finance

This subject examines industry professional approaches to procedures, guidelines, policies and standards, including ethical requirements, and the requirements to model and meet expectations of these in all aspects of work.

Unit(s):

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

FNSINC503 - Identify situations requiring complex ethical decision making

FNSORG411 - Conduct individual work within a compliance framework

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**Elective Subjects:** 1 - 2 Electives are required (depending on subjects chosen)

## Selling Financial Products within Banking Ethical Guidelines

Strict rules apply to the sale of financial products. This Subject looks at how to be effective with sales but also to be compliant and ethical. Covering advanced level questioning and probing skills; addressing customer objections; and taking steps to close the sale.

Unit(s):

FNSSAM401 - Sell financial products and services

FNSSAM403 - Prospect for new clients

BSBCUS301 - Deliver and monitor a service to customers

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## Effective Sales Planning

Planning is a key element of a successful sales program. This subject takes you through developing sales plans, budgets and KPIs, as well as achieving sales budget requirements, understanding sales management techniques, promotional activities and working with teams to implement sales plans. It includes topics such as team consultation, team motivation and mentoring as well as cost consciousness.

Unit(s):

FNSSAM402 - Implement a sales plan

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## Tier 2 and Ethical Sales of Banking Products

Tier 2 accreditation involves looking at the role of advisers and the classification of Tier 2 products including the features of Basic Deposit Products and Non-cash Payment Products. The difference between factual information and general advice is explored. In addition, the ASIC RG content requirements of relevant consumer legislation and disclosure document obligations are covered in detail. This program provides an in-depth learning opportunity and requires multiple skills demonstrations via role plays.

Unit(s):

FNSASIC301 - Establish client relationship and analyse needs

FNSASIC302 - Develop, present and negotiate client solutions

FNSIAD301 - Provide general advice on financial products and services

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# Service Guarantees

## Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

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## Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

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## Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

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## Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

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## Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

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## Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

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## Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.

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