



Certificate IV in Financial Services

FNS41820



ENHANCE YOUR COMPLIANCE
KNOWLEDGE AND SERVICE SKILLS TO
ADVANCE YOUR CAREER IN THE
FINANCIAL INDUSTRY

About This Course

The Certificate IV in Financial Services will help take you to the next level of your career in the Finance Industry, and allow you to upskill in areas that will suit your specific career goals and business needs. This qualification is ideal for a range of banking roles such as senior tellers, customer service officers, lenders and branch supervisors who are interested in taking the next career step.

Finance and banking offers a great career path. Our array of financial services subjects cover soft skills such as effective sales techniques, leadership and dispute resolution, specialised skills and knowledge relating to financial products, loans assessment and risk management strategies and mortgage broking. Whatever banking or finance career you choose, this course has subjects to suit.

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
- Professional and Compliant Work Practices in Finance
- Anti-Money Laundering Laws and Banking Deposit Products (E)
- Tier 2 and Ethical Sales of Banking Products (E)
- Selling Financial Products within Banking Ethical Guidelines (E)
- Provide General Advice on General Insurance Products (E)
- Financial Services Dispute Resolution Processes (E)
- Identifying Financial Hardship (E)
- Approve and Secure Regulated Loans (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
\$0	N/A	N/A	\$5,000	\$5,000	\$5,954	\$5,000	\$1,868

Existing Worker 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

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$5,000	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
\$1,980	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.

* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

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

Entry Requirements

Existing 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.

Past Work Experience

For this qualification you should have completed the Certificate III or have relevant work experience.

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 only required to a basic level eg calculations with calculators.

Computer, Internet and Technology You Need

- Access to a Desktop Computer or Laptop; some course work may be completed via mobile devices
- 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

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):

BSBCUS401 - Coordinate implementation of customer service strategies

BSBCUS403 - Implement customer service standards

FNSCUS403 - Deliver a professional service to customers

Professional and Compliant Work Practices in Finance

This subject ensures that you have the skills to identify and interpret compliance requirements, procedures and to identify industry professional approaches to procedures, guidelines, policies and standards, including ethical requirements.

Unit(s):

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

FNSORG411 - Conduct individual work within a compliance framework

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

Anti-Money Laundering Laws and Banking Deposit Products

The range of available savings, investment and basic banking products is 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 customer identity rules and reporting obligations 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

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

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

BSBOPS304 - Deliver and monitor a service to customers

FNSSAM403 - Prospect for new clients

Provide General Advice on General Insurance Products

This subject describes the skills and knowledge required to assess a client's insurance needs and to provide general advice about general insurance products such as car insurance and building home and contents.

Unit(s):

FNSASIC314 - Provide Tier 2 general advice in general insurance

Financial Services Dispute Resolution Processes

Formal disputes processes exist in financial services as a regulatory requirement. In this subject you will learn internal formal complaints management techniques, Internal Dispute Resolution requirements under Regulatory Guide 271 and understand the workings of the applicable external dispute resolution scheme AFCA.

Unit(s):

FNSCUS402 - Resolve disputes

Identifying Financial Hardship

This subject examines the skills and knowledge required to identify and manage individuals facing financial hardship and in vulnerable situations. It includes reviewing and confirming hardship applications, reporting outcomes back to the client and monitoring the agreement for any breaches. The subject applies to individuals who engage with debtors in the recovery of outstanding debts as well as essential background for credit and lending officers.

Unit(s):

FNSMCA413 - Identify and manage individuals experiencing hardship

Approve and Secure Regulated Loans

Beginning with the role of responsible lending in the marketplace, this subject then reviews the role and content of Credit Risk Policies and the lending approval criteria detailed within those policies. The process and methods for assessing credit and the typical approval processes for regulated consumer credit products are detailed in this subject. The secondary aspect of this subject is determining the needed securities to apply.

Unit(s):

FNSCRD401 - Assess credit applications

FNSCRD402 - Establish and maintain appropriate security

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.

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.

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.

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.

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.

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.

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.

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.

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.
