Diploma of Financial Services

FNS51820

A FLEXIBLE DIPLOMA FOR FINANCIAL SERVICES PROFESSIONALS

September 2021

About This Course

The Diploma of Financial Services is considered to be one of the most flexible diploma qualifications for financial service managers and leaders. Select a range of electives that suit your needs to enable you to specialise or to branch out and open up a broader range of career opportunities.

During the Diploma of Financial Services, you will benefit from the wealth of finance sector management experience at the Australian College, so that you get the highest quality training. You will get the best support possible, from a team of specialist Student Advisers that know your industry and its daily challenges.

Subject Choices

3 - 4 Electives are required (depending on subjects chosen)

- Cornerstones in Finance: Ethics, Compliance and Risk Management
- Professional and Ethical Practices in Finance
- Anti-Money Laundering Laws and Banking Deposit Products (E)
- Financial Services Dispute Resolution Processes (E)
- Identifying Financial Hardship (E)
- Professional and Effective Work Practices (E)
- Sales, Service and Advice for Financial Services Clients (E)
- Respond to Personal Insolvency Situations (E)
- Develop Policies and Procedures (E)

Key Course Facts

Start Date:

Start immediately

Delivery Options:

On-line/Correspondence

Duration:

Complete within 24 months

Group Training:

Contact the College for Availability

Course Fees: $7,500 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	N/A	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	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
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.

* 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

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 Skill

Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

Past Work Experience

For this qualification you should have completed the Certificate IV or have relevant work experienc

Computer and Internet

- 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

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

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

FNSPIM410 - Collect, assess and use information

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: 3 - 4 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):

FNSINC412 - Apply and maintain knowledge of financial products and services

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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

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Professional and Effective Work Practices

Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule. Skills to identify potential problems and prevent stress in the workplace are also covered. Also learn the importance of professional development activities.

Unit(s):

BSBWOR501 - Manage personal work priorities and professional development

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Sales, Service and Advice for Financial Services Clients

Unit(s):

FNSIAD501 - Provide appropriate services, advice and products to clients

FNSSAM511 - Apply advanced techniques to sell financial products and services

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Respond to Personal Insolvency Situations

Unit(s):

FNSCRD511 - Respond to personal insolvency situations

FNSCRD504 - Manage the credit relationship

Develop Policies and Procedures

Unit(s):

FNSORG512 - Develop, implement and monitor policy and procedures

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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.

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.