

**What does the course cover?**

This qualification is an entry level qualification designed to provide you with the skills and knowledge needed to fill a variety of credit related roles across a range of industry sectors. Successful completion of this qualification also meets the minimum education standard for non-mortgage responsible managers and credit representatives as outlined ASIC RG206



This is the industry recommended pathway for persons typically employed (or wishing to be employed) in entry level employment in job roles including:

- Credit officer / Collection officer / Loan officer / Reconciliation officer / Customer service officer / Credit manager / Credit team leader / Leasing officer

Employers may include banks, credit unions, building societies, mortgage managers, leasing companies, short term loan companies, rental franchises, car leasing departments, etc. Trainees undertaking this course may wish to use it as part of their pathway towards the higher qualification of the Diploma of Financial Services (Banking).

12 Units must be achieved: 9 core units (compulsory) plus 3 elective units (can choose any 3 listed).

For those acquiring this qualification through Credit Transfer (ie. have already completed selected units with another RTO), or RPL, guides state that 2 elective units should be from the elective units listed below and 1 from this list or any other qualification at Certificate IV or Diploma level. For NFI students commencing the full course, our suggestions are indicated in blue below but you can choose any 3.

Core Units of Competency (9):

FNSCRD401	Assess credit applications
FNSCRD402	Establish and maintain appropriate securitisation
FNSCRD403	Manage and recover bad and doubtful debts
FNSCRD404	Utilise the legal process to recover outstanding debt
FNSCRD405	Manage overdue customer accounts
FNSCUS402	Resolve disputes
FNSINC401	Apply principles of professional practice to work in the financial services industry
FNSORG401	Conduct individual work within a compliance framework
FNSRSK401	Implement risk management strategies

Elective Units of Competency (can choose any 3):

BSBCUE203	Conduct customer engagement
BSBCMM301	Process customer complaints
BSBCUS403	Implement customer service standards
BSBFIA401	Prepare financial reports
BSBMGT405	Provide personal leadership
BSBWHS201	Contribute to health and safety of self and others
BSBSMB407	Manage a small team
BSBLDR403	Lead team effectiveness
BSBWOR501	Manage personal work priorities and professional development
FNSACC401	Process business tax requirements

The Core Units are expanded upon below:

FNSCRD401 - Assess credit applications - This unit describes the performance outcomes, skills and knowledge required to assess and verify information provided in credit applications, establish credit terms and limits, and notify customers of credit application outcomes.

FNSCRD402 - Establish and maintain appropriate securitisation - This unit describes the performance outcomes, skills and knowledge required to determine and implement appropriate security options in relation to individual customers to protect the organisation against loss and exposure.

FNSCRD403 - Manage and recover bad and doubtful debts - This unit describes the performance outcomes, skills and knowledge required to correctly identify outstanding debts, negotiate with customers and ascertain means of recovery using recovery actions in line with relevant credit policy.

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FNS40115 Core Units continued ...

FNSCRD404 - Utilise the legal process to recover outstanding debt - This unit describes the performance outcomes, skills and knowledge required to correctly initiate and complete the legal process relating to the recovery of outstanding debt when briefing legal practitioners.

FNSCRD405 - Manage overdue customer accounts - This unit describes the performance outcomes, skills and knowledge required to correctly initiate and complete the management of customer accounts which have outstanding payments. This unit may be adapted to meet a range of debt recovery and debt management job roles.

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

FNSINC401 - Apply principles of professional practice to work in the financial services industry - 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.

FNSORG401 - Conduct individual work within a compliance framework - This unit describes the performance outcomes, skills and knowledge required to assist in maintaining organisational and individual compliance while carrying out duties. This unit requires the application of skills and knowledge to identify statutory, legislative and regulatory requirements and relate them to individual work practices to ensure ongoing compliance in the financial services industry. The application of research and analysis skills is required. This unit does not cover the identification of compliance requirements of the organisation as a whole but rather those which apply to the individual's circumstances only.

FNSRSK401 - Implement risk management strategies - This unit describes the performance outcomes, 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.

Is the course nationally recognised?

Yes, the Certificate IV in Credit Management (FNS40115) has been mapped against the Australian Quality Training Framework and is delivered by The National Finance Institute as an RTO. This Certificate IV course is a nationally recognised course and accordingly professional organisations including ASIC recognise the designation.

Will this course meet ASIC's educational requirements?

Successful completion of this qualification will meet the minimum education standard for non-mortgage "Responsible Managers" and "Credit Representatives" as set out in ASIC RG206.

What are the entry requirements or pre-requisites?

There are no prior entry requirements or prior qualifications required to undertake this qualification as a whole or individual units.

When can I attend a workshop?

No workshops are offered for this course at this time, it is offered through online learning or distance learning only.

How can I study by distance education or online?

Our prime method of learning for this course is through our online platform. If you require hard copy printouts of the course these are available at a cost of \$30 per unit + postage which is in addition to the course fee of \$1,445. The first step is to complete the Enrolment process through our website. Look for the green button.

Online e-learning – your payment receipt and your links to the **full course + assessments** will be emailed to you and you can then access the course via our online e-learning platform. No hard copy of the training material is provided

Distance learning – your payment receipt and your links to the **assessments only** will be emailed to you and the hard copy of your unit manuals will be mailed to you within 7 days. If you enrol in the full course the discounted price is \$1,745.

For both online and distance trainees, all assessments are completed online, accessible 24/7, course can be commenced at any time and completed as quickly or as slowly as desired, within a 12 month period.

What materials/equipment do I need?

Access to a computer and the internet is essential. You will need to be logged into the internet at all times while you are studying your units or uploading your assessments, but there are minimal downloads so minimal disk space is used.

What will I receive?

The course entitles the successful student to the nationally recognised, qualifying FNS40115 Certificate IV in Credit Management. A transcript of the competencies achieved will also be provided with the Certificate.

**Who has this course been developed for?**

(1) People currently working for a mortgage manager, bank, credit union, building society, leasing company or similar in an admin or back office role and who are seeking to formalise or advance their skills; or (2) People seeking to find employment as a Credit Officer, Collection Officer, Loans Officer, Credit Team Leader or Salesperson involved in leasing or credit; or (3) People outside or new to the credit industry who are considering entering the finance or credit industry in an administrative or possible sales capacity.

What career opportunities will it provide on completion?

You may seek employment (including self-employment, contract work or as a franchisee) in an admin or back office role in finance, broking, credit, sales, lease processing or debt collection. It may also lead to employment in loan administration within a bank, building society, credit union or mortgage manager. In association with the FNS40815 Certificate IV in Finance & Mortgage Broking, this Credit Management training course may open the door to a variety of career options.

How long will this course take to complete?

You have 12 months to complete the 12 units however you can complete the units as quickly or as slowly as you prefer within this 12 month period. If you require an extension past the 12 month completion period, these are available in 3 month blocks at a cost of \$99 for each additional 3 months required. There are no set dates for submissions of assessments and no set completion dates and you can commence at any time.

How much does the course cost?

- By Recognition of Prior Learning (RPL) - \$595 pp (RPL means the applicant holds proof of prior skills - separate form)
- Online e-learning mode - \$1445 pp
- Distance education mode - \$1445 + \$300 for printed material = \$1745 as a full package

These costs are inclusive of course support, assessment, any resubmissions that may be necessary and certificate delivery ie. fully inclusive. There is no GST component. Discounts may be available for group bookings. A pay by the month instalment option (4 months maximum) is available for an additional \$40 or you can study unit by unit for \$139 per online unit. If studying one unit at a time, individual unit hard copy ie. printed material, is available for an additional \$30 + \$10 postage.

Are any subsidies available to assist with payment?

The Australian Government provides a range of incentives to employers for employing an apprentice or trainee. Australian Apprenticeships/Traineeships are available in over 600 different occupations, some part-time and some full-time, (including some for mature age workers). It is recommended that employers make enquiries to determine whether they would be eligible. This Certificate IV course is also approved by Centrelink. Trainees should contact Centrelink directly to enquire into eligibility.

What assessments are there in this course?

There are a variety of written tasks, short answer questions and a projects for each of the 12 units within this course. All assessment submissions can be carried out within the online platform. A student guide for how to work within the online platform is provided to all students online.

How will I be notified of my results?

You will access your results via the online platform, once your submissions have been marked. If you do not pass a unit your unit will show as "not yet competent" and you will be able to resubmit following the suggestions given to you by your assessor. Once you are competent in each of the 12 units your certificate and transcript will be sent to you by regular mail, not more than three weeks after your final unit has been marked.

Can I apply for RPL or Credit Transfer?

For those who have relevant experience or training, recognition of prior learning (RPL) or Credit Transfer (CT) is available. An application form and further information is available on the NFI website under the menu item Forms and Freebies, or you can request RPL information be emailed, should you wish to apply. RPL fee is \$595 and can be combined with Credit Transfer or unit study to a maximum fee of \$1445. You would need to email us proof of your Statement of Attainment or Transcript if you are seeking any Credit Transfer or RPL.

How do I apply?

Complete the enrolment through the financeinstitute.com.au website. Then email us your completed Unit Chooser Form. You will then receive confirmation that we have received your enrolment and any other details necessary.

Can I speak to someone about the course?

Yes, certainly. Please call Client Services on 1300 765 400 – we'd be delighted to hear from you. Alternatively, you will find more information on our website at www.financeinstitute.com.au