

FACT SHEET

Certificate IV in Financial Services (Credit Management) – FNS40304



The National Finance Institute

National Provider Number: 31203



What does the course cover?

This is the industry recommended pathway for persons typically employed (or wishing to be employed) in back office or administration roles for lenders or brokers as Credit Officers, Collection Officers, Loans Officers, Credit Team Leaders and Supervisors providing an intermediate understanding of credit management functions. Employers may include banks, credit unions, building societies, mortgage managers, securitisers and leasing companies. 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). Topics include:



Apply principles of professional practice to the workplace - FNSICIND401B.

Scope, sectors and responsibilities of the industry, guidelines, procedures and legislation, manage information, planning of time and resources, personal competency. This unit is the base unit on which other skills required for work in the financial services industry are built.

Communicate in the workplace - FNSICGEN301B

Use techniques to gain information or communicate information to others, interact with others and record workplace information as required.

Use technology in the workplace - FNSICGEN302B

Clarify the function of technology, access or enter information, save files/data and produce reports, solve computer problems, undertake routine maintenance, use and maintain other workplace equipment.

Apply health and safety practices in the workplace - FNSICGEN304B

This unit requires the application of healthy safe working principles to jobs in the financial services industry including complying with legislative responsibilities, identification of hazards and risk control, awareness of emergency procedures, and contributing to the organisational systems for management of safety and health in the workplace. This unit is relevant for employees working under supervision..

Evaluate credit applications - FNSCRDT401B

This unit requires the application of analytical and communication skills to evaluate credit applications, establish credit terms and limits and notify customers of credit application outcomes.

Determine and establish appropriate securities to minimise risk - FNSCRDT403B

This unit requires the application of skills and knowledge to determine and implement appropriate security options in relation to individual customers. It requires analytical and consultation skills and a knowledge of credit security options and documentation processes. It may be applied to cases involving either written or verbal communication with customers and cases involving the entire security documentation process or instances where actual documentation is undertaken by internal or external parties.

Manage and recover errant debts - FNSCRDT404B

This unit requires the application of analytical, planning and research skills to correctly identify errant debts and to ascertain means of recovery. It also requires the application of negotiation and communication skills to determine debt repayment conditions where applicable and possible.

Initiate legal recovery of debt - FNSMERC402B

This unit requires the application of high-level negotiation skills and knowledge to establish contact and rapport with debtors and to ascertain successful debt recovery processes. Knowledge of debt collection legislation and legal processes is involved in the determination of appropriate means of legal action and the provision of clear instructions.

Financial services legislation, industry and professional codes of practice - FNSCOMP501B

This unit requires the identification and application of organisational requirements, legal principles and regulatory obligations. It encompasses identifying changes and implications of laws, regulations, rules and circulars to comply with relevant industry or professional codes and maintain statutory records.

Process applications for credit - FNSCRDT301B

This unit requires the application of product knowledge and advisory skills in order to identify and confirm credit application information. This unit does not provide coverage of the application of specific skills and knowledge required to assess credit applications but rather describes the process that should be undertaken to process applications prior to assessment.

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**Products and services used by your organisation or sector – FNSICPRO401B**

This unit covers the identification and in depth knowledge of the products and services which an organisation uses including identification of compliance implications, the aspects which make them competitive, determining the appropriate users of products and services and maintaining product knowledge.

Deliver a professional service to customers - FNSICCUS401B

This unit requires the application of a range of communication and interpersonal skills and knowledge of products and services in order to interact with customers and identify their needs and expectations. It applies to initial contacts and is also the basis of ongoing contacts with customers and includes maintaining customer confidentiality and projecting a positive organisational image.

Develop and nurture relationships with clients, other professionals and third party referrers - FNSICCUS501B

This unit requires the application of communication and networking skills to develop and solidify relationships with people in a range of sectors in the financial service industry to increase efficiency and build continuing relationships, build and maintain business networks and build on referral business for the long term.

Is the course nationally recognised?

Yes, the Certificate IV in Financial Services (Credit Management) – FNS40304 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 recognise the designation.

What are the entry requirements or pre-requisites?

There are no prior entry requirements or prior qualifications required.

When can I attend a workshop course?

Proposed workshop course dates are updated regularly and are available on our website. Regular courses are held in most cities approximately once per month. Groups of 4 or more can often be accommodated outside of these dates, if required, to suit specific employer requirements. NFI requires a minimum of 4 students registered to conduct courses.

Do you offer this course by distance education or online?

Yes, this course is offered by distance education and by online e-learning, in addition to workshop mode. When completing the course via distance education or online you are able to start the course at any time. After completing the enrolment process, distance learning students will receive a self-study kit that will contain all the resources needed to undertake the course via distance education. Online e-learning students will access the course via our online e-learning platform, via the NFI website. Online students do not receive a hard copy of the training material.

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 or Credit Team Leader or advance their employment status within organisations including mortgage broker, mortgage manager, bank, credit union, building society, leasing company or similar; or
- (3) People outside or new to the finance industry who are considering entering the finance and/or credit industry in an administrative 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 or debt collection. It may also lead to employment in mortgage lending administration within a bank, building society, credit union or mortgage manager. In association with the FNS40804 Certificate IV in Financial Services (Finance/Mortgage Broking) this finance training may open the door to a large variety of career options.

How long will this course take to complete?

The face-to-face workshop mode is delivered in 3 days. You may choose to do your assignments either during these 3 days or subsequent to day 3 of the course. You have 6 months to complete the course in distance education/online mode, but as you work through the course material at your own pace, you may finish the course more quickly.

What materials/equipment do I need?

Access to a computer is desirable but is not required if attending a workshop however we recommend use of a calculator (a financial calculator preferred but not essential). Course manuals are supplied at the commencement of workshops.

***How much does the course cost?***

Workshop mode - \$845 pp; Distance education mode - \$645 pp; Online e-learning mode - \$495 pp. These costs are inclusive of course material, assessment and certificate delivery. There is no GST component. Discounts may be available for group bookings.

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). The training can be flexible and can be delivered either on-the-job (at work), off-the-job (at a college/campus), or a combination of both. It is recommended that employers make enquiries to determine whether they would be eligible.

This Certificate IV course is also approved by Centrelink for the payment of Youth Allowance, Austudy Payment and Pensioner Education Supplement. Trainees should contact Centrelink directly to enquire into eligibility.

Where are the workshop training courses held?

You will be notified of the venue prior to the course commencing. Whenever possible, training is held in our regular training venues which are in a variety of central locations. We typically hold workshops once per month in each city including Brisbane CBD, Southport (Gold Coast), North Sydney, North Melbourne, North Adelaide, etc. We can also bring our trainers to organisations that have their own training venues in order to cater for private-session group requirements.

When do workshops start and finish each day?

The workshop courses begin at 9am each morning and finish at 5pm each afternoon.

What should I wear if I attend workshop training?

Smart casual is recommended as a minimum dress standard by all trainees.

When will I receive confirmation that the workshop course is proceeding?

To allow all courses the greatest opportunity to proceed, we may not confirm that the course is proceeding until the week prior to the scheduled course date.

What is the arrangement for lunch if I attend a workshop?

Morning and afternoon teas are provided however trainees are responsible for organising their own lunch.

What happens if I enrol in a scheduled workshop course, but then can't attend?

If, for a reason outside of your control, you are unable to attend the workshop for which you had enrolled, we will endeavour to reschedule your attendance for another workshop. Alternatively, your enrolment can be converted to distance education mode or online e-learning, with your approval.

What assessments are there in this course?

There are four assignments in this course. Trainees must reach a competency level of 85% in each assignment in order to qualify for the certificate.

How will I be notified of my results?

You will receive your results via post, not more than three weeks after you have submitted all your assessments. If you are studying online, your results will be available via the e-learning platform.

Can I apply for RPL?

Yes, for those who have relevant experience or who have completed other training, recognition of prior learning (RPL) is available. An application form and further information is available on the NFI website or you can request RPL information be emailed, should you wish to apply.

What will I receive?

The course entitles the successful student to the nationally recognised, qualifying FNS40304 Certificate IV in Financial Services (Credit Management). A transcript of the competencies achieved and a summary of your assessment results will also be provided with the Certificate.

How do I apply?

Complete a Course Enrolment Form and send it to NFI Services via fax, post or scan/email. 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