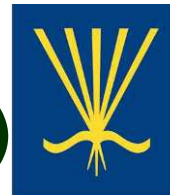


Certificate IV in Financial Services (Credit Management)

[FNS40304]



NSW Vocational
Education & Training
Accreditation Board

Course Suitability

This course is the industry recommended pathway as it provides an intermediate understanding of the Credit Management functions for persons typically employed as:

- Collections Officers
- Credit Officers
- Loans Officers
- Credit Team Leaders



Course & Vocational Outcomes

The course consists of 8 core modules that deliver skills and knowledge in:

- Working in the finance industry environment
- Applying professional principles in finance
- Resolving disputes
- Working safely
- Lending for existing lenders
- Advanced Lending
- Compliance
- Recovery

Elective modules allow skills and knowledge development in the following range of areas:

- Professional service to customers
- Advanced sales and securities
- Business planning
- Participate in formal communication processes
- Manage and recover errant debt
- Team effectiveness

Enrolment Options

- ✓ Private enrolment
- ✓ Employer sponsored enrolment
- ✓ Traineeship enrolment*
 - New Worker
 - Existing Worker

* Subject to eligibility in your state. Refer to our brochure *About Traineeships*. Note: all types of enrolments are subject to meeting the entry requirements.

Course Duration

You study at your own pace with distance delivery. You are however, required to submit work at regular intervals and to an agreed timetable of study. Normal fulltime study takes 22 weeks. Part time study takes 44 weeks. Most traineeships allow 24 months for completion but the course is normally timetabled over 12 months. The College has continuous intake and commences courses all year round.

Entry Requirements

To complete this course you would ideally work in a lending or collections role. You may enrol in some components of this qualification if you are not employed.

Average communication skills are required to successfully complete this course.

Discuss these entry requirements with the College prior to enrolment.

Qualification & Career Pathways

Career paths include opportunities as:

- Credit Officer
- Collection Officer
- Supervisors
- Team Leaders

This is a nationally accredited formal qualification recognised as part of the Australian Qualifications Framework. After completion of this qualification, you have a range of opportunities to continue your studies at Diploma level including:

- ✓ Diploma of Financial Services
- ✓ Diploma of Management

For More Information or To Enrol

Phone: 1800 686 883



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

FNS40304 Certificate IV in Financial Services (Credit Management)

Unit of Study

Workplace Skills and Outcomes

The following list details the 7 core or compulsory modules of study taken in this course.

Core Module 1. Working in the Financial Services Industry

FNSICGEN301A Communicate in the Workplace	<ul style="list-style-type: none"> • Messages are received and promptly acted upon • Effective verbal and non-verbal communication techniques are used • Correspondence reflects industry standards • Nature of complaint is established • Understanding the complaints and internal disputes procedures
FNSICGEN302A Use technology in the workplace	<ul style="list-style-type: none"> • Maintain office technology • Software applications are properly utilised

Core Module 2. Professional Practices in Finance

FNSICIND401A Apply principles of professional practice to work in the financial services industry	<ul style="list-style-type: none"> • Identify the scope, sectors and responsibilities of the industry • Identify and apply financial services industry guidelines, procedures and legislation • Manage information • Plan work to be completed taking into consideration time, resources and other constraints • Develop and maintain personal competency
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Core Module 3. Compliance Knowledge

FNNSCOMP402A Facilitate compliance with statutory, legislative and regulatory requirements via staff education	<ul style="list-style-type: none"> • Identify compliance requirements • Ensure currency of procedures to enable compliance • Ensure staff understand compliance requirements and implications for the organisation • Ensure staff meet compliance educational / experience requirements • Maintain appropriate records
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Core Module 4. Professional Lending for Existing Lenders

FNNSCRDT401A Evaluate credit applications	<ul style="list-style-type: none"> • Assess and monitor credit information • Establish credit terms and limits
FNNSCRDT302A Assess applications for debt finance	<ul style="list-style-type: none"> • Check and review application details • Assess the risk • Submit assessment and decision

Core Module 5. Ensure a Safe Workplace

FNSICGEN304A Apply health and safety practices in the workplace	<ul style="list-style-type: none"> • Understanding of Occupational Health and Safety • Checking equipment before and during use • Awareness of hazard policies and procedures
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Australian College of Commerce and Management Course Outline

FNS40304 Certificate IV in Financial Services (Credit Management)

Unit of Study Workplace Skills and Outcomes

Core Module 6. Advanced Lending – Securities

FNSCRDT403A Determine and establish appropriate securities to minimise risk	<ul style="list-style-type: none"> • Determine if security is required • Identify the range and worthiness of securities available • Explain reasons and options for security • Negotiate suitable security and conditions • Establish agreed security and conditions • Monitor and review effectiveness of security
FNSCRDT402A Settle application and arrangements for debt finance	<ul style="list-style-type: none"> • Prepare for settlement • Register securities • Arrange for disbursement of funds

Core Module 7. Initiate Recovery

FNSMERC402A Initiate legal recovery of debts	<ul style="list-style-type: none"> • Plan and prepare procedures • Negotiate debt payment / settlement • Initiate legal process • Formulate / report recommendations
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Please select 2 Elective Modules from the following:

Collect Debts Elective Module

FNSMERC301A Collect debts	<ul style="list-style-type: none"> • Plan and prepare procedures • Assess debtor • Negotiate debt payment / settlement within defined parameters
FNSMERC401A Develop and document case recommendations	<ul style="list-style-type: none"> • Assemble information • Compile report and recommendations • Verify recommendations with client

Customer Service Elective Module

FNSICCUS401A Deliver a professional service to customers	<ul style="list-style-type: none"> • Project a positive organisational image • Identify customer needs and expectations • Provide customer service • Maintain customer confidentiality
FNSICCUS402A Maintain customer relationship	<ul style="list-style-type: none"> • Maintain records of customer interaction • Provide ongoing sales service • Maintain regular communication with customers • Offer additional benefits to customers

Australian College of Commerce and Management Course Outline

FNS40304 Certificate IV in Financial Services (Credit Management)

Unit of Study

Workplace Skills and Outcomes

Planning for Sales Success Elective Module

FNSICSAM402A Implement a sales plan	<ul style="list-style-type: none">• Implement promotional strategy• Prepare distribution channels• Monitor and review sales plan implementation
FNSICPRO402A Match financial products to customer needs	<ul style="list-style-type: none">• Access the information needed to determine the fit between the financial product and the customer• Determine most suitable option/s to meet customer requirements• Present the selected option/options to customer

Workplace Research Project Elective Module

FNSICGEN403A Collect, assess and use information	<ul style="list-style-type: none">• Clarify the requirements for the information• Collect and organise the information• Analyse and draw conclusions, if necessary• Present information in an appropriate format
FNSICGEN401A Participate in formal communication processes	<ul style="list-style-type: none">• Apply accepted conventions to participation in formal meetings and discussions• Take part in formal interviews• Write brief reports

Leading People Elective Module

BSBFLM403B Manage effective workplace relationships	<ul style="list-style-type: none">• Gather and convey information and ideas• Develop trust and confidence• Build and maintain networks and relationships• Manage difficulties to achieve positive outcomes
BSBFLM412A Promote team effectiveness	<ul style="list-style-type: none">• Participate in team planning• Develop team commitment and co-operation• Manage and develop team performance

Business Networks Elective Module

FNSICSAM403A Prospect for new clients	<ul style="list-style-type: none">• Create rapport with prospective client• Identify the prospective client's needs• Secure commitment• Manage prospective client information
BSBCMN403A Establish business networks	<ul style="list-style-type: none">• Develop and maintain business networks• Establish and maintain business relationships• Promote the organisation