



Australian Government

FNS41815 Certificate IV in Financial Services

Release 5

FNS41815 Certificate IV in Financial Services

Modification History

Release	Comments
Release 5	This version released with FNS Financial Services Training Package version 3.0. Release 5 created to update elective units list
Release 4	This version released with FNS Financial Services Training Package version 2.1 Release 4 created to update elective units list
Release 3	This version released with FNS Financial Services Training Package version 2.0 Release 3 created to add new elective units
Release 2	This version released with FNS Financial Services Training Package version 1.1. Release 2 created to correct typographical error
Release 1	This Qualification first released with FNS Financial Services Training Package version 1.0

Qualification Description

This qualification is designed to provide a flexible general purpose pathway in the financial services industry. It is intended to meet the training needs of employees with roles that involve working across a range of duties in the financial services sector where a specialist qualification is not the most suitable qualification to meet their training needs. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 13

1 core unit plus

12 elective units

The elective units consist of:

- 8 from the electives below or from a Certificate IV in the FNS Training Package (a minimum of 6 units must have an FNS code).

Of the remaining 4 units:

- up to 4 may be from the electives
- up to 4 may be from a Certificate IV or Diploma qualification in any currently endorsed training package or accredited course
- up to 2 may be from a Certificate III qualification in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Note: Where the packaging of this qualification meets the rules of a specialist qualification at this level, the specialist qualification and not the generic qualification must be awarded. This includes where applicable any entry requirements.

Core Units

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

Elective Units

Group A

Entry level skill units

BSBWHS201 Contribute to health and safety of self and others

BSBWOR203 Work effectively with others

BSBWOR204 Use business technology

Group B

ASIC units

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

Group C

General financial service units

FNSACC405 Maintain inventory records

FNSACC412 Prepare operational budgets

FNSACC413 Make decisions in a legal context

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK402 Align banking products with the needs of small business customers

FNSBNK403 Provide services in a Business Transaction Centre

FNSBNK404 Promote mobile banking services

FNSBNK405 Provide mobile banking sales and service

FNSBNK406 Manage customer visits

FNSCUS401 Participate in negotiations

FNSCUS402 Resolve disputes

FNSFLT401 Be MoneySmart through a career in small business

FNSFMK401 Reconcile financial transactions

FNSFMK402 Develop and maintain knowledge of financial markets products

FNSFMK403 Interpret financial markets information

FNSFMK505 Comply with financial services legislation and industry codes of practice

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC501 Conduct product research to support recommendations

FNSORG401 Conduct individual work within a compliance framework

FNSPIM410 Collect, assess and use information

FNSRSK401 Implement risk management strategies

FNSSAM401 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

- FNSSUP409 Provide specialist retirement income stream information to clients
- FNSSUP410 Establish and administer retirement income streams
- FNSSUP411 Terminate retirement income streams
- FNSSUP412 Determine impact of social security entitlements on retirement income
- FNSSUP413 Apply knowledge of retirement planning issues when dealing with clients
- FNSSUP414 Develop and apply knowledge of aged care
- FNSTPB402 Establish and maintain payroll systems

Group D

Mortgage lending

- FNSCRD401 Assess credit applications
- FNSCRD402 Establish and maintain appropriate security
- FNSCRD403 Manage and recover bad and doubtful debts
- FNSCRD404 Utilise the legal process to recover outstanding debt
- FNSCRD405 Manage overdue customer accounts
- FNSCRD503 Promote understanding of the role and effective use of consumer credit

Group E

Generic units

- BSBADM405 Organise meetings
- BSBCMM401 Make a presentation
- BSBCOM401 Organise and monitor the operation of compliance management system
- BSBCOM402 Implement processes for the management of a breach in compliance requirements
- BSBCOM405 Promote compliance with legislation
- BSBCUE405 Survey stakeholders to gather and record information
- BSBCUS401 Coordinate implementation of customer service strategies
- BSBCUS402 Address customer needs
- BSBCUS403 Implement customer service standards
- BSBINM401 Implement workplace information system
- BSBITS401 Maintain business technology
- BSBITU402 Develop and use complex spreadsheets
- BSBLDR402 Lead effective workplace relationships
- BSBLDR403 Lead team effectiveness

BSBLEG413 Identify and apply the legal framework
 BSBLEG415 Apply the principles of contract law
 BSBMGT401 Show leadership in the workplace
 BSBMGT403 Implement continuous improvement
 BSBMGT405 Provide personal leadership
 BSBPMG411 Apply project quality management techniques
 BSBPMG412 Apply project cost management techniques
 BSBPMG415 Apply project risk management techniques
 BSBREL402 Build client relationships and business networks
 BSBRES401 Analyse and present research information
 BSBRKG404 Monitor and maintain records in an online environment
 BSBRSK401 Identify risk and apply risk management processes
 BSBSMB407 Manage a small team
 BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control
 BSBWOR404 Develop work priorities
 TAEDEL402 Plan, organise and facilitate learning in the workplace
 TAEDEL404 Mentor in the workplace

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS41815 Certificate IV in Financial Services (Release 5)	FNS41815 Certificate IV in Financial Services (Release 4)	Elective units list updated	Equivalent qualification

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>