

# Certificate IV in Banking Services [FNS41010]



## **About this Qualification**

Financial Services organisations have to ensure that their staff stay trained and up-to-date with new products, compliance matters and sales and service skills.

The Certificate IV in Financial Services qualification allows a wide range of subject options to enable financial services organisations to select the skills and knowledge that their staff would benefit from training in. The Certificate IV qualification suits experienced staff looking at up-skilling or learning new fields so they can be multi-skilled. It can also be used to meet regulatory obligations about proving staff competence and can also include Tier 2 accreditation or refresher training.

This flexibility with subject choice makes this qualification an extremely flexible one that can be tailored for most financial services organisations and job roles. It can be tailored to suit operational staff and/or supervisory staff.

## **Course Suitability**

The job roles that may suit this course include:

- Senior Customer Service Officers
- Finance Officers
- Team Leaders
- Branch Managers or Supervisors
- Lending Officers

## **Enrolment Options**

This qualification is available in most states as a government funded Traineeship enrolment\*

\*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

## **Course Fees**

The course fees for eligible New Worker Traineeship enrolments\* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship

enrolments are the compulsory annual Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

## **Course Duration**

The qualification is timetabled to be completed in one year over a 36 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 3 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months but 24 months in some States).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

## **Course Benefits**

The qualification offers:

- cost effective ways for employers to up-skill staff
- access to Traineeship Incentives
- flexible method of delivery that suits busy office environments
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



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## **College Trainers and Materials**

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

The College provides a Typing Tutorial computer programme and a Desktop Publishing CD.

## **Course Delivery**

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy branch or office – with small periods of time being able to be used effectively.

## **Entry Requirements**

Average level literacy and numeracy skills are required for this qualification.

Subject to the electives chosen, average English language communication skills may be required.



## **Course Subjects and Electives**

The qualification includes the following core modules:

- Use Technology in the Workplace
- Safety and Risk Assessment
- Compliance OR Compliance for Credit Management
- Greenlight to Customer Service
- Provide Sales Solutions to Customers
- Professional Practices in Finance

The qualification includes the following banking elective modules:

- Financial Products - Savings OR
- Financial Products - Loans

The qualification includes the following elective modules:

- ASIC Tier 2
- Mortgage Broking Skills
- Business Networks
- Loan Assessment
- Advanced Securities
- Achieving Work Priorities
- Cards and EFT
- Resolving Disputes
- Collect Debts
- Quoting General Insurance
- Provide Personal Leadership
- Budgeting for Members

Other electives are available subject to identified workplace needs.

## **Qualification & Career Pathway**

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, such as the Diploma of Financial Services.

Those seeking to increase or have their team leadership skills recognised would consider the Diploma of Management.

Career paths include opportunities as:

- Branch Managers and Supervisors
- Specialist Officers
- Lending Officers