

Certificate IV in Financial Services FNS40107

This qualification is designed to meet the skills and knowledge development needs for people working directly in credit. The program is designed to cover all areas of credit giving a 'bigger picture' and providing the opportunity for participants to extend their knowledge and offer more to an organisation.

The program addresses issues relating to credit applications and securitisation, compliance, managing bad and doubtful debt and customer service.

Some common job titles for students undertaking the Certificate IV in Financial Services include:

- Credit Officer
- Credit Controller
- Credit Analyst
- Recoveries Officer
- Reconciliations Officer
- Credit Services Officer
- Credit/Lending Officer

Delivery Options

The program will be offered in a face-to-face format. The public program will be available in Sydney, Brisbane and Melbourne. (Adelaide & Perth programs are scheduled according to demand)

Each component is two days together with post component assessment.

Corporate programs can also be provided and delivered on site. For more information for corporate programs, contact AICM Learning Services education@aicm.com.au

Recognition of Prior Learning

Students will be able to complete up to 100% of the qualification by Recognition of Prior Learning (RPL).

Students who seek RPL will need to meet evidence requirements relating to the units selected.

A recognition kit will be provided to applicants and support will be provided to assist them complete this process.

How the program works

To gain a Certificate IV in Financial Services, students will need to complete **four** components. Students will need to complete **Components 1, 2 & 3** as these **three** components address the core (or compulsory) requirements.

The student will then select **one** of the elective **Components 4 or 5** in accordance with their requirements.

Students will need to complete the OH&S unit by RPL if not previously completed in Certificate III.

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Program Outline

Compulsory components - three required

Component 1 - Evaluate Credit Applications and Minimise Risk

This course looks at the different types of securities that an organisation may require to limit risk. Participants go through a step-by-step process of assessing a credit application. Each step is analysed and evaluated to give participants a thorough understanding of how to assess the information and most importantly, why we need to do so. These procedures are linked to the Credit Policy which gives perspective to the learner on how and why credit limits are formed as well as the importance of communication between other departments.

Participants will develop an understanding of the options available and why they may be necessary if a debt becomes doubtful or bad.

The units to be addressed are:

FNSCRDT401B	Evaluate Credit Applications
FNSCRDT403B	Determine and establish appropriate securities to minimise risk

Component 2 - Facilitate Legal Compliance

Legal compliance for all organisations is the foundation for the ongoing operations of any business. It must be embedded into an organisation in everything that employees do. This entails each employee having a detailed understanding of which legislation applies, how it applies to them and how they can ensure that compliance is maintained at all times. This is referred to as 'due diligence'. It is the people who are 'doing the job' that need to know what compliance and 'due diligence' mean as it needs to be incorporated into all credit procedures and communications with customers.

The units to be addressed are:

FNSCOMP401B	Conduct individual work within a compliance framework
FNSICIND401B	Apply principles of professional practice to work in the financial services industry

Component 3 - Manage and Recover Errant Debts

Close monitoring and evaluation of the ledgers as well as communication with both internal and external customers will assist in identifying accounts that may become doubtful or bad. Negotiation and problem solving strategies are then utilised to obtain the best outcome for collecting doubtful debts to assist the participant's organisation to enhance its cashflow. Analysis of how the debts became doubtful or bad can then lead to the adoption of improved practices that may reduce the likelihood of this occurring in future.

By gathering and documenting (with regard to the legal compliance) and implementing their organisations policies and procedures, participants also gain an understanding of the legal requirements for writing off bad debts and the steps and documentation required for litigation.

The units to be addressed are:

FNSMERC402B	Initiate legal recovery of debts
FNSCRDT404B	Manage and recover errant debts
FNSICGEN402B	Participate in negotiations
FNSICGEN302B	Use technology in the workplace

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Elective components - one only required

Component 4 - Developing Your Workplace

Once the Sales Department has handed the customer to the Credit Department for the credit application to be approved and credit limits set, it is the credit department who may be most often in contact with the client. It is the credit department who send out the 'welcome letter' setting out the terms and conditions. This is a wonderful opportunity for a positive relationship to be initiated with the client. The better the rapport with your customer, the more easily you are able to solve any problems that may arise.

Everyone in an organisation is the 'face' of the organisation to the customer. How they are treated affects how they will view the organisation. When it comes to money, people can become very defensive, emotional and possessive. This requires excellent communication and negotiation skills by the credit professional.

By encouraging and developing proactive problem solving skills for credit professionals when dealing with disputes and how well and how professionally they are handled will reflect on both your Aged Trial Balance as well as on the reputation of your organisation.

Team work is essential when analysing the reasons that disputes occur and the options for resolving them is an excellent opportunity for the process of continuous improvement

The units to be addressed are:

BSBWOR402A	Promote team effectiveness
FNSICCUS401B	Deliver a professional service to customers
FNSICGEN404B	Resolve disputes
FNSICGN301B	Communicate in the workplace

Component 5 - Accounting

To be able to predict and plan for the future you need a clear understanding of how your business is doing financially.

The skills and knowledge for maintaining accounting records and producing financial reports are essential for establishing and maintaining a process for managing business tax requirements including GST, BAS and FBT.

This component has been prepared to provide the skills and knowledge to enable the preparation of financial statements and to use the information gathered to understand the status of the business and to process business tax requirements.

The units to be addressed are:

FNSACCT405B	Prepare financial statements
FNSACCT401B	Process business tax
FNSICGEN404B	Resolve disputes
FNSICGN301B	Communicate in the workplace

RPL Assessment

Students will need to complete by RPL if not previously completed in Certificate III.

The unit to be addressed is:

FNSICGEN304B Apply health & safety practices in the workplace

A copy of the assessment will be sent to students who need it to complete Certificate IV.

For further information, please contact:

AICM Learning Services

Suite 202, 619 Pacific Highway, ST LEONARDS, NSW 2065

Phone: 02 9906 4563 Fax: 02 9906 5686

E-mail: education@aicm.com.au

Website: www.aicm.com.au



Nomination Form 2008

Certificate IV Financial Services FNS40107

Tick required course and location, complete details and fax to 02 9906 5686

Sydney Melbourne Brisbane Adelaide Perth

Certificate IV in Financial Services **AICM Member \$4080** **Non Member \$4960**

To gain a Certificate IV in Financial Services you must complete components 1, 2 & 3. You then need to choose your elective from components 4 or 5 (Total 64 hrs training) Components can be completed in any order.

Evaluate Credit Applications	<i>Component 1</i>	\$ 1020 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>
Facilitate Legal Compliance	<i>Component 2</i>	\$ 1020 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>
Manage Bad & Doubtful Debts	<i>Component 3</i>	\$ 1020 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>
Choose only one from the following			
Developing Your Workplace	<i>Component 4</i>	\$ 1020 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>
Accounting	<i>Component 5</i>	\$ 1020 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>

First Name Last Name

Company

Mailing Address Post Code

Telephone.....Fax..... Mobile

Email..... Special Dietary requirements.....

Will you be undertaking this training under a Traineeship arrangement? Tick if under 18 yrs

I wish to be put on the waitlist for the marked courses above (you will be contacted the month prior to the course)

I wish to enrol now (A letter confirming your enrolment & tax invoice/receipt will be sent to your mailing address)

Payment methods

Please find **enclosed cheque** of \$.....

OR Please note: All credit card payments are subject to a 3% surcharge

Visa / MasterCard / Amex / Diners #.....Expires...../.....

Cardholders Name (Printed).....Signature.....

OR

EFT payment – Bank details: **Commonwealth Bank, Artarmon NSW - BSB: 062 104 Account: 1003 9560** (please quote name)

OR

Invoice - Student ? Signature

* Company ? *Person responsible for payment - Signature Print name

General Information

Training is conducted from 9.00 am to 5.00 pm and it is recommended that you arrive 15 mins prior to commencement. All fees are due and payable before commencement of training. Participants receive documentation and textbooks with each component undertaken. Lunch, morning tea and afternoon teas are included in the fee for face to face programs. Students undertaking courses may gain access to their records upon request in writing to the AICM National Office.

Cancellation/Refund Policy

If any enrolment is cancelled between 7 & 14 days prior to commencement, a refund of 50% will be made. Cancellations received less than 7 days before commencement are non refundable. Any course may be cancelled by AICM if insufficient participants are registered and a full refund will be made in such cases.

Privacy

Personal details will remain in confidence and in accordance with the Australian Institute of Credit Management's privacy policy.

Copyright

Copyright of all materials provided rests with AICM, unless agreed otherwise in writing.

Liability

Whilst all care is taken in providing training, AICM does not accept any liability for the use made by the client or its employees or agents of any training, products, instruments or services provided.

Australian Institute of Credit Management

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