



SETTING THE STANDARD

Learning Services

Australian Institute of Credit Management

Diploma of Financial Services FNS50107

This qualification offers a mix of credit and business related subjects which will enhance an individual's career path choices. The best managers are those who lead by example and gain the trust and respect of their staff. This comes from confidence in their abilities. These abilities are the skills and knowledge that are gained or enhanced by management training. As a Manager, the individual development of your credit staff is a vital role. By developing your own personal communication and people skills you are able to mentor and coach your credit staff to have the skills, knowledge and confidence to do a better job. The way your credit team work and relate to each other and to others reflects on your abilities as a manager. The subjects offered in the following nine components combine to ensure that you will have all the management and operational skills required to excel in Credit Management.

Some common job titles for students undertaking the Diploma of Financial Services include:

- Credit Manager
- Senior Credit Officer
- Senior Decision Manager
- Debt Manager
- Credit Executive
- Credit Analyst
- Credit Operations Manager
- Senior Loans Officer

Delivery Options

The program will be offered in a face-to-face format and online. AICM Learning Services offer flexibility in learning delivery and assessment, and participants can elect their own unique blended program incorporating the on-line, workshop. The public program will be available in Sydney, Melbourne and Brisbane.

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

On-Line Diploma

Our virtual learning environment mirrors a face-to-face experience, with small groups of participants being guided through the program by one of our expert facilitators. The on-line program provides access to learning that would otherwise be inaccessible to many credit professionals, assisting them to study wherever and whenever their busy schedule allows.

How the program works

To gain a Diploma of Financial Services, students will need to complete **seven** components. Students will need to complete the OH&S unit by RPL if not previously completed in Cert III or Cert IV.

Students will need to complete **Components 1, 2, 3 & 4** as these **four** components address the core (or compulsory) requirements. The student will then select **three** of the five elective components in accordance with their requirements.

Diploma of Financial Services

Program Outline

Compulsory components - four required

Component 1 - Risk Analysis to Develop Your Credit Policy (Compulsory)

Risk management is one of the strategic tools used by the modern manager. Credit Managers can use the process to develop sound and visible credit policies as part of the overall business planning cycle. Policies should be developed so that they are used as an everyday tool by credit staff. They are a guideline for staff to use in their credit roles.

The risk analysis process is the opportunity to analyse and evaluate the types of risk that may affect credit and to implement management procedures to treat and minimise the risk. These may include legal compliance, credit limits, the types of securities that your organisation may require for certain credit limits as well as customer service and complaints.

The risk analysis process will also identify any shortfalls in the quality of the systems within the credit department thus offering the opportunity for continuous improvement that supports the function of the credit department in both the credit role and of internal and external customer service. It is then up to the credit manager to ensure that the Credit Policy is communicated to all staff and that it remains current and viable in today's changing environment.

The units to be addressed are as follows:

FNSRISK601B	Develop & implement risk mitigation
FNSIORG513B	Implement quality systems within work areas

Component 2 - Manage Legal Compliance Effectively (Compulsory)

Managing compliance requires careful planning and continual education of staff. As a manager it is your responsibility to ensure that 'due diligence' is maintained at all levels. The workshop will show you how to develop a compliance program for your staff. The focus is on how you can 'embed' the requirements of legal compliance into every policy and procedure and ensure that everyone in the organisation is aware of their responsibility and has the skills and knowledge to maintain compliance in every aspect of their jobs. The workshop provides information on compliance issues which may arise in relation to the Consumer Credit Code and the Trade Practices Act 1974.

The units to be addressed are as follows:

FNSCOMP501B	Comply with financial services legislation, industry & professional codes of practice
FNSICIND401B	Apply principles of professional practice to work in the financial services industry

Component 3 - Insolvency Part I (Compulsory)

This workshop enables the participant to understand the principles of personal insolvency and to be familiar with the different types of insolvency proceedings, for example, voluntary and involuntary insolvency and Part X and Part XI Bankruptcy.

This program is a pathway from the Certificate IV component for Debt Recovery Strategies for Managing Bad & Doubtful debts, where the correct procedures and documentation must be gathered for initiating legal process.

As the credit manager, your responsibility is to ensure that credit staff follow procedures and compliance as well as to liaise with legal practitioners. Having a good understanding of the principles will give you the confidence to communicate with all parties in a proactive and positive manner.

The unit to be addressed is as follows:

FNSCRDT501B Assess personal & corporate insolvency (Part 1 of 2)

Component 4 - Insolvency Part II (Compulsory)

This program is a continuation of Insolvency Part I. This workshop enables the participant to understand the principles of corporate insolvency and is relevant for staff who are responsible for corporate accounts which may become insolvent. The content includes Voluntary Administration and Liquidation.

As the credit manager your responsibility is to ensure that credit staff follow procedures and compliance as well as the ability to liaise with legal practitioners. Having a good understanding of the principles will give you the confidence to communicate with all parties in a proactive and positive manner.

The unit to be addressed is as follows:

FNSCRDT501B Assess personal & corporate insolvency (Part 2 of 2)

Diploma of Financial Services

Elective components - three required from five

Component 5 - Managing People (Elective)

Managing people well is essential to the role of a successful manager. How well the people in your credit department do their jobs and how well they work together has a direct impact on your reputation as a manager and on the profitability of the organisation.

Credit is an area where there are many performance indicators. Aged Trial Balance and various ledgers easily identify the bottom line in relation to the cashflow of the organisation but not necessarily work relationships or customer service.

The role of a manager includes developing job descriptions that set performance standards that meet organisational goals. Key performance indicators should be developed with your staff to ensure that they are achievable and that you have the opportunity to identify any training and development needs that staff may need to ensure they are able to meet those standards.

An area that many managers feel less than confident in is counselling poor performance in staff. During the workshop the group this important capability and develops skills and strategies to be able to manage this process in a professional, fair and confident manner.

The unit to be addressed is as follows:

FNSICORG505B Manage staff performance to achieve strategic targets

Component 6 - Managing Change (Elective)

Change is the one constant thing that occurs in the workplace, in the environment, the economy and in your personal life. Change in the workplace is constant. Sometimes it is small changes such as new staff or procedures; sometimes the change may be bigger such as new IT systems or a company merger. It is how we manage change that can make the difference between success and failure.

To be able to integrate change into your organisation you need the skills and knowledge to identify early warning signals and to be able to plan and prepare for the implementation of change.

There are logical steps to implementing change and this workshop takes you through them. Working together as a team, offers the opportunity for people to give their input, ideas, concerns or difficulties that they may have experienced. Utilising problem-solving skills to overcome objections from those resistant to change and to develop strategies will give you the confidence to go forward. These skills enable you to develop integrated change strategies that utilise the strengths of people, technology and the organisation.

The unit to be addressed is as follows:

BSBFLM510B Facilitate and capitalise on change and innovation

Component 7 - Managing Quality Customer Service (Elective)

All organisational goals and strategies include the importance of excelling in customer service and implementing quality systems to be able to meet and exceed the expectations of their customers and to compete with their competition.

This requires the credit manager to be able to identify customer needs and expectations, develop service standards to meet them, to ensure that credit staff receive the necessary training and resources to maintain them and to ensure constant monitoring and evaluation to be able to meet changing needs and priorities.

The workshop looks at various ways that service standards can be developed and how you can communicate best with senior staff, other departments and with the credit department to ensure that they are met.

The units to be addressed are as follows:

BSBFLM507B	Managing a quality customer service
FNSICORG513B	Implement quality systems within work areas

Component 8 – Principles & Practice of Factoring & Discounting (Elective)

This elective option is suitable for those people who work within the Factoring and Invoice Discounting sector or for those whose organization may wish to avail themselves of such a financial facility.

The workshop analyses the difference between Factoring and Invoice Discounting and the features and benefits of these financial arrangements. How these facilities operate in practice includes facility approvals, typical security documents and their purpose, assessment of the credit worthiness of clients and the calculation of payments to clients. Which legislation applies is covered in detail and most importantly the risk aspects of factoring and invoice discounting are analysed and the control measures and strategies that can be utilised are discussed.

The unit to be addressed is as follows:

FNSCRDT502B	Sell Debt
-------------	-----------

Component 9 - Consumer Credit (Elective)

The purpose of this component is to enhance consumer financial literacy by informing the client of the various forms of credit available, the risks to the consumer and the effect of credit default. This will assist your organization's compliance in ensuring that your customers receive the correct information and in identifying strategies to avoid excessive or unmanageable debt.

It may also have application in lending institutions prior to accepting loan applications received by those with minimal financial awareness especially the young, recent school leavers, unemployed, senior citizens and those from non-English speaking backgrounds.

Ensuring staff promote effective use of consumer credit to the customer will enhance your organization's image in the market place as being honest and transparent. This is an opportunity to maximise your customer service strategies through informed product knowledge and communication with your customers with a view to minimising both their risk as well as that of your organization.

The unit to be addressed is as follows:

FNSDMTG501B	Promote understanding of the role & effective use of consumer credit
-------------	--

RPL Assessment

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

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 the Diploma.

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

Diploma of Financial Services FNS50107

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

Face to Face Sydney Melbourne Brisbane Online

Diploma of Financial Services (FNS50107)

To gain the Diploma of Financial Services, you must complete components 1, 2, 3 & 4. You then need to choose **three** components from components 5, 6, 7, 8 or 9. Components can be completed in any order (except Insolvency I & II) and can be blended between face to face and online components.

	AICM Member		Non Member	
	Face to Face	Online	Face to Face	Online
Risk Analysis to Develop your Credit Policy <i>Compulsory</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Managing Legal Compliance Effectively <i>Compulsory</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Insolvency I <i>Compulsory</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Insolvency II <i>Compulsory</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>

Choose only **three** from the following

Managing People <i>Elective</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Managing Change <i>Elective</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Managing a Quality Customer Service <i>Elective</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Factoring & Discounting (Sell Debt) <i>Elective</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>
Consumer Credit <i>Elective</i>	\$ 1020 <input type="checkbox"/>	\$875 <input type="checkbox"/>	\$ 1240 <input type="checkbox"/>	\$1140 <input type="checkbox"/>

First Name Last Name

Company

Mailing Address Post Code

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

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

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

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

Phone: 02 9906 4563 Fax: 02 9906 5686 E-mail: education@aicm.com.au Web: www.aicm.com.au