



Australian Government

FNS41011 Certificate IV in Banking Services

Release 2

FNS41011 Certificate IV in Banking Services

Modification History

| Release | Comments |
|-------------------------|---|
| <p>Release 2</p> | <p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Updated imported units: <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBCUS401A</i> to <i>BSBCUS401B</i>; <i>BSBCCO301A</i> to <i>BSBCCO301B</i>; <i>BSBCCO401A</i> Administer customer contact telecommunications technology replaced by equivalent unit <i>BSBCCO407A</i> Administer customer contact technology; <i>BSBWOR501A</i> to <i>BSBWOR501B</i>.</p> <p>Advice relating to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p> |
| <p>Release 1</p> | <p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B</i> Contribute to OHS hazard identification and risk assessment with <i>BSBOHS201A</i> Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS41010 Certificate IV in Banking Services</i>.</p> |

Description

This qualification is designed to reflect job roles requiring specialist understanding of financial products and services working in banking, customer contact centre or retail financial services environments.

Pathways Information

Pathways from the qualification

The primary pathway from this qualification is employment in the financial services sectors noted above with typical job roles such as:

- senior sales consultant
- lending consultant
- lending officer
- team leader or supervisor
- customer contact centre service consultant

A further learning pathway utilising qualifications such as Diploma of Banking Services Management would support career progression.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website (www.ibsa.org.au) or the relevant regulator for specific guidance on requirements.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

| Employability Skill | Industry/enterprise requirements for this qualification include: |
|---------------------------|---|
| Communication | <ul style="list-style-type: none"> • assisting clients to identify financial goals and to prioritise and assess their current financial situation • using sales techniques to inform clients of suitable products and services • using excellent interpersonal, telephone and written skills |
| Teamwork | <ul style="list-style-type: none"> • developing a rapport with clients when identifying their needs, objectives and financial situation • working with others in a sales team to identify new client bases • liaising with clients and a range of other people internal and external to the organisation |
| Problem solving | <ul style="list-style-type: none"> • applying risk management criteria in assessing client needs • collecting, comparing and contrasting data • comparing products and services in order to offer clients different options • determining interest/loan repayments • matching products to customer needs |
| Initiative and enterprise | <ul style="list-style-type: none"> • generating a range of options for clients to consider • referring non-routine problems to a nominated person • proactively securing leads or referrals • translating ideas into action |
| Planning and organising | <ul style="list-style-type: none"> • contributing to the planning process by researching, analysing and validating information relating to financial products • processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks |
| Self-management | <ul style="list-style-type: none"> • acting as a role model for others • defining and understanding own work role • taking to management, concerns with own level of responsibility • understanding and acting to ensure client requirements are met • working ethically and complying with organisational, professional code of practice and legislative requirements, including FSR compliance |

| | |
|------------|---|
| Learning | <ul style="list-style-type: none">• acquiring and applying knowledge of financial products and services• applying learning to develop improved practices• contributing to the learning of others through implementing team building exercises• developing and maintaining professional competency |
| Technology | <ul style="list-style-type: none">• operating the organisation's business or records management system• using business technology such as computers and applying word processing, spreadsheet and database skills to produce workplace documents• using CMS or related applications to record and track customer profiles and contact details• using technology to assist the management of information and to assist the planning process |

Packaging Rules

12 units must be achieved:

5 core units
plus 7 elective units

3 elective units must be selected from **Group A**.

A further **1 elective unit** must be selected from **Group A or B**.

The remaining **3 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification; **1 elective unit** may be selected from a Certificate III qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core units of competency:

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBCUS403B Implement customer service standards
- BSBOHS201A Participate in OHS processes
- BSBWOR204A Use business technology

Elective units of competency:

Group A

Sales and marketing

- FNSSAM401A Sell financial products and services
- FNSSAM402A Implement a sales plan
- FNSSAM403A Prospect for new clients
- BSBCUS401B Coordinate implementation of customer service strategies

Group B

Lending

- FNSCRD401A Assess credit applications
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD503A Promote understanding of the role and effective use of consumer credit

General

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions

- FNSBNK401A Coordinate a small business customer portfolio
- FNSBNK403A Provide services in a Business Transaction Centre
- FNSBNK404A Promote mobile banking services
- FNSBNK405A Provide mobile banking sales and service
- FNSBNK406A Manage customer visits
- FNSFMB402A Provide finance and mortgage broking services
- FNSFMB403A Present broking options to client
- FNSFLT501A Assist customers to budget and manage own finances
- FNSCUS402A Resolve disputes
- FNSMCA402A Initiate legal recovery of debts
- BSBCCO301B Use multiple information systems
- BSBCCO407A Administer customer contact technology
- BSBMGT405A Provide personal leadership
- BSBSMB407A Manage a small team
- BSBWOR501B Manage personal work priorities and professional development