



Certificate IV in Financial Services

FNS41820

EXPAND YOUR FINANCE CAREER
OPTIONS WITH THE SKILLS KEY TO
SUCCEED IN A RANGE OF FINANCE
RELATED ROLES

About This Course

The Certificate IV in Financial Services will take you to the next level of your career in the finance and banking industry. This qualification focuses heavily on professional ethics and compliance, risk management strategies, customer service and resolving customer disputes. This course also further develops your staff's leadership and management skills and professional development abilities. This qualification is ideal for a range of banking roles such as senior tellers, customer service officers and branch supervisors who are interested in taking their next career step.

Subject Choices

- Professional and Compliant Financial Work Practices
- Ethical Practices in Financial Services
- Deliver a Professional Service In Finance
- Mid Course Activity
- Dispute Resolution in Financial Services
- Exercising Good Leadership (E)
- Building Effective Teams (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 40 weeks

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$5,000.00

All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$3,750

Existing Worker Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

State and Territory Traineeship Program and Subsidised Funding Acknowledgements

Subsidised by the NSW Government

Australian Apprenticeships in the ACT are funded by the ACT and Australian Governments

Supported by the Tasmanian Government

Supported by Government of South Australia. Visit www.skills.sa.gov.au for Participant Eligibility Criteria

Entry Requirements

Prior Studies at Certificate III level

It is recommended that you have completed a Certificate III in Financial Services qualification, or have at least 2 years of experience in banking or financial services work before commencing this qualification.

Past Work Experience

It is recommended that you have completed a Certificate III in Financial Services qualification, or have at least 2 years of experience in banking or financial services work before commencing this qualification.

Literacy Skills

Reading Skills

You must be able to:

Interpret and analyse complex texts relevant to workplace requirements (ie policies and procedures)

Read, analyse and evaluate information and ideas to extract meaning relevant to the topic

Use different reading strategies to draw meaning for complex texts (ie identifying, questioning, previewing)

As a guide - you should have completed Year 12 schooling, or have proven workplace reading skills.

Writing Skills

You must be able to:

Clearly communicate complex ideas and information in writing

Draft complex emails and letters to convey required information or ideas

Demonstrate knowledge of written structure and layout appropriate to the purpose

As a guide - you must have completed Year 12 schooling, or have proven workplace written communication skills.

Language Skills (Spoken English)

You must be able to:

Demonstrate flexibility in spoken language by using the appropriate structure and/or strategy

Extract the key ideas or information from spoken conversations across a range of contexts

Explain complex procedures and give clear sequenced instructions to others in familiar setting

As a basic guide - you must have sufficient English speaking skills to be able to communicate effectively and professionally with your Student Adviser over the phone.

Numeracy Skills

You must be able to:

Interpret, comprehend and use a range of everyday mathematical information in familiar and routine contexts

As a basic guide - you must have completed Year 10 schooling, or have a working knowledge of basic mathematical functions.

Digital Literacy Skills

You must be able to:

Open and use a computer application (such as your Web Browser)

Navigate a website by following instructions and follow website "links"

Type and edit text eg for both short and long answer assessment questions

Select the appropriate answers in a multiple choice list (select the correct option(s))

Download, save, edit and upload documents or files

Write, edit, send, receive and save emails

Open and use a word processing application (such as Microsoft Word or Google Docs)

Open and use a spreadsheet program (such as Microsoft Excel or Google Sheets) depending on electives chosen

Computer and Internet Requirements

You must have:

Access to a Desktop Computer or Laptop although some course work may be completed via mobile devices.

Internet access with the latest version of Microsoft Edge, Chrome, Safari or Firefox.

Microsoft Office 2010 Word (or higher)

Subject specific Microsoft Office products for chosen electives (ie Excel or Powerpoint).

Note: We do not support other applications like Pages or Numbers.

Subject Descriptions

Core Subjects:

Professional and Compliant Financial Work Practices

This subject looks at the skills necessary to work competently and within the rules and codes that are fundamental to a role in finance.

Applying the principles of professional practice includes:

- taking care of your safety and the safety of others
- giving your best and getting the best of others through effective communication
- quality service procedures to help you give quality, compliant service to customers
- specific procedures to help deter the criminal activity
- the compliance framework that is key to this industry, including privacy of information and codes of practice
- learning opportunities to help you get the best from your role
- taking care of your safety and the safety of others

This subject looks at each of these skills and builds your awareness of how you can maintain professionalism and compliance in your role.

Unit(s):

FNSORG411 - Conduct individual work within a compliance framework

FNSINC411 - Conduct work according to professional practices in the financial services industry

BSBPEF401 - Manage personal health and wellbeing

BSBPEF403 - Lead personal development

Ethical Practices in Financial Services

Ethics, compliance, and risk form the foundation of financial operations. This subject explores the skills needed to apply ethical principles in financial decision-making and maintain work practices that align with both regulatory requirements and the organisation's risk management strategies. Through case studies, learners will examine how to apply ethical frameworks to assess, implement, and evaluate courses of action in response to ethical and compliance situations relevant to the finance sector.

Unit(s):

FNSFMK515 - Comply with financial services regulation and industry codes of practice

FNSRSK411 - Apply risk management strategies to own work

FNSINC514 - Apply ethical frameworks and principles to make and act upon decisions

FNSINC513 - Identify and apply complex ethical decision making to workplace situations

Deliver a Professional Service In Finance

This subject has been structured to progressively develop the students skill and knowledge in the building, managing and maintaining of customer relationships to support financial business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and also how to use networking effectively in the finance industry..

Unit(s):

FNCSUS403 - Deliver a professional service to customers

Mid Course Activity

This survey is an important opportunity for you to tell ACCM College about your learning experience so far. By formally seeking this information at the mid-point of your course, ACCM College can help shape your learning outcomes to better ensure your professional development goals are met.

Unit(s):

MID-SURVEY - Mid Course Survey

Dispute Resolution in Financial Services

Formal disputes processes exist in financial services as a regulatory requirement. In this subject you will learn formal complaints management techniques, Internal Dispute Resolution requirements and understand the applicable External Dispute Resolution Schemes.

Unit(s):

FNCSUS412 - Resolve disputes

BSBOPS305 - Process customer complaints

FNSPIM410 - Collect, assess and use information

Elective Subjects:

Exercising Good Leadership

This subject is specifically designed to lay a strong leadership foundation for learners. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, this subject is perfect for anyone looking to build or enhance their leadership skills.

Unit(s):

BSBLDR411 - Demonstrate leadership in the workplace

Building Effective Teams

Teams need sound leadership to prosper. This important subject breaks down the art of leading effective teams into the key elements of inspiring trust, effective communication, setting targets and building relationships. Special attention is given to teaching leaders how to successfully manage both individual and team conflict and improve team performance.

Unit(s):

BSBLDR414 - Lead team effectiveness

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
