



**Australian
College**
of Commerce & Management

Certificate IV in Financial Services

FNS41820

Prepare your branch staff for higher roles with advanced training in financial service, ethical practices and regulatory compliance.



The  difference

- ✓ **Maximum Flexibility** - No set study times or off-site training.
- ✓ **All Materials Online** - designed to suit a wide range of learning styles.
- ✓ **Available 24/7** - via computer, tablet or mobile phone.
- ✓ **Proactive Student Advisers** - helping to drive progress.
- ✓ **Coaching and Ongoing Support** - it is part of our service.



Call ACCM today

1300 515 321

Foundation Skills

Customer Service
Risk Management
Leadership and Management
Personal Development

Specialty Skills

Working in a compliance framework
Applying complex ethical practices
Dispute resolution
Complying with financial regulations

30 YEARS
of meeting employers' needs

✉ courses@accm.edu.au

🌐 www.accm.edu.au

RTO ID: 1441

CERTIFICATE IV IN FINANCIAL SERVICES

FNS41820

COURSE DESCRIPTION:

The Certificate IV in Financial Services will take you to the next level of their 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	UNIT	CODE	DURATION (weeks)
Professional and Compliant Financial Work Practices	• Conduct individual work within a compliance framework	FNSORG411	6
	• Conduct work according to professional practices in the financial services industry	FNSINC411	
	• Manage personal health and wellbeing	BSBPEF401	
	• Lead personal development	BSBPEF403	
Ethical Practices in Financial Services	• Comply with financial services regulation and industry codes of practice	FNSFMK515	6
	• Apply risk management strategies to own work	FNSRSK411	
	• Apply ethical frameworks and principles to make and act upon decisions	FNSINC514	
	• Identify and apply complex ethical decision making to workplace situations	FNSINC513	
Deliver a Professional Service in Finance	• Deliver a professional service to customers	FNSCUS403	6
Dispute Resolution in Financial Services	• Resolve disputes	FNSCUS412	6
	• Process customer complaints	BSBOPS305	
	• Collect, assess and use information	FNSPIM410	
Exercising Good Leadership	• Demonstrate leadership in the workplace	BSBLDR411	8
Building Effective Teams	• Lead team effectiveness	BSBLDR414	8

If you would like to discuss additional electives, please contact us.

FEES - FNS41820 CERTIFICATE IV IN FINANCIAL SERVICES

STATE / TERRITORY	NEW ENTRANT TRAINEESHIPS	EXISTING WORKER TRAINEESHIPS	FULL FEE / EMPLOYER SPONSORED
New South Wales	\$0	\$3750	\$3750
Australian Capital Territory	\$3750	\$3750	\$3750
South Australia	\$500	\$500	\$3750
Tasmania	\$2977	\$2977	\$3750
QLD, WA, NT, VIC	\$3750	\$3750	\$3750

STATE SUBSIDY DECLARATIONS, AS APPLICABLE

New South Wales (NSW)

This training is subsidised by the NSW Government.

Tasmania (TAS)

Supported by the Tasmanian Government

Australian Capital Territory (ACT)

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

South Australia (SA)



Supported by
**Government of
South Australia**

Visit www.skills.sa.gov.au for Participant Eligibility Criteria



NATIONALLY RECOGNISED
TRAINING