FNS40115 Certificate IV in Credit Management
Subject overview

The (FNS40115) Certificate IV in Credit Management is for people wanting to work in the financial services industry as a credit/lending officer, credit controller, customer service officer, credit analyst or reconciliation officer.

A Certificate IV in a credit industry qualification is the minimum requirement for working as a responsible manager in a credit licensed lender. (RG 206: Credit Licensing: Competence and training).

The course provides students with an excellent understanding of the lending industry, including developing skills and knowledge in lending and loan processing operations, making sound and compliant loan decisions, and developing productive client relationships.

Learning outcomes

Upon successful completion of this subject, students should be able to:

1. Accurately and efficiently evaluate and process loan applications.
2. Identify and meet the needs of clients with lending needs.
3. Develop productive relationships with clients.
4. Apply knowledge of the financial services industry to their professional practice.
5. Identify future learning opportunities for themselves.

Subject topics

Topic 1: Developing self-management skills and professional knowledge
Topic 2: Evaluating and processing the credit application
Topic 3: Providing service and resolving problems
Units of competency

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<th>Code</th>
<th>Description</th>
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<tr>
<td>FNSCRD401</td>
<td>Assess credit applications</td>
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<tr>
<td>FNSCRD402</td>
<td>Establish and maintain appropriate security</td>
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<td>FNSCRD403</td>
<td>Manage and recover bad and doubtful debts</td>
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<td>FNSCRD404</td>
<td>Utilise the legal process to recover outstanding debt</td>
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<tr>
<td>FNSCRD405</td>
<td>Manage overdue customer accounts</td>
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<td>FNSCUS402</td>
<td>Resolve disputes</td>
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<td>FNSINC401</td>
<td>Apply principles of professional practice to work in the financial services industry</td>
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<tr>
<td>FNSORG401</td>
<td>Conduct individual work within a compliance framework</td>
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<tr>
<td>FNSRSK401</td>
<td>Implement risk management strategies</td>
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<tr>
<td>FNSCRD503</td>
<td>Promote understanding of the role and effective use of consumer credit</td>
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<td>BSBWOR501</td>
<td>Manage personal work priorities and professional development</td>
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<tr>
<td>BSBMM301</td>
<td>Process customer complaints</td>
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<tr>
<td>BSBCUS403</td>
<td>Implement customer service standards</td>
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Subject duration and work load

Students have a total of 12 weeks to complete the assessment requirements for the (FNS40115) Certificate IV in Credit Management.

This subject will take you between 60 and 120 hours to complete, depending on your experience in the financial services industry.

Students should expect to spend up to 10 hours a week reading their subject notes, completing the learning activities and preparing for the exam.

An additional four weeks is available if students are required resubmit an assignment or resit an examination.

Subject pre-requisites

There are no pre-requisites for this subject.

Delivery mode

This course is delivered online in KapLearn. Students are provided with learning materials and assessment tasks via KapLearn. Interaction with a tutor occurs online via Ask Your Tutor. Students are also provided with hard copy subject notes for their reference.
Assessment tasks

The two assessment tasks for this subject are:

**Examination:** Supervised, open book online examination.

**A project–based assignment.**

Students may attempt the exam and/or submit their assignment at any time before the conclusion of their 12 week study period if they think they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadlines.

Fees

An updated schedule of fees is available at the Kaplan Professional website: <www.kaplanprofessional.edu.au>.

Exemptions

Students may be able to obtain an exemption for a Kaplan award subject based on their previous study and/or work experience. To do this they must submit evidence that demonstrates they have already met the requirements of the subject through these other means.

Evidence can take many forms, such as information about approved study, information about work experience, certificates, transcripts or other credentials.

Kaplan’s exemption policy and the request pro forma are available at: <www.kaplanprofessional.edu.au>.

Student policies

Students who enrol in a Kaplan course are bound by our published policies, including the policy that sets out our rules for assessment. Students can review these policies before they enrol by going to the Kaplan website: <www.kaplanprofessional.edu.au>.

The policies also assist students when their study program does not go as planned and they need extra support.