



## **FNS40120 Certificate IV in Credit Management**

# Course outline

## Course overview

---

The FNS40120 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 credit industry qualification at Certificate IV level is the minimum requirement for working as a responsible manager in a credit-licensed lender. (RG 206: Credit Licensing: Competence and training).

This 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

---

On successful completion of the FNS40120 Certificate IV in Credit Management, 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.

## Topics

---

Topic 1: Developing professional knowledge and self-management skills

Topic 2: Evaluating and processing the credit application

Topic 3: Providing service and resolving problems

## Units of competency

Course	Code	Title	Core or Elective	Topic	Exam	Written and Oral Assignment
FNS40120 Certificate IV in Credit Management	FNSCRD401	Assess credit applications	Core	1 & 2	Yes	Yes
	FNSCRD402	Establish and maintain appropriate security	Core	2	Yes	Yes
	FNSCRD403	Manage and recover bad and doubtful debts	Core	3	Yes	Yes
	FNSCRD404	Utilise the legal process to recover outstanding debt	Core	3	No	Yes
	FNSCRD405	Manage overdue customer accounts	Core	3	No	Yes
	FNSCUS402	Resolve disputes	Core	3	Yes	Yes
	FNSINC411	Conduct work according to professional practices in the financial services industry	Core	1	Yes	Yes
	FNSORG411	Conduct individual work within a compliance framework	Core	2	Yes	Yes
	FNSRSK411	Apply risk management strategies to own work	Core	1 & 2	Yes	Yes
	FNSCRD503	Promote understanding of the role and effective use of consumer credit	Elective	1 & 2	Yes	Yes
	BSBCMM301	Process customer complaints	Elective	3	Yes	Yes
	BSBCUS403	Implement customer service standards	Elective	3	Yes	Yes

The above 12 units of competency are awarded for the successful completion of the FNS40120 Certificate IV in Credit Management; 9 core and 3 electives.

**Note:** The assessment is listed by unit of competency above. The assessments within the course are combined covering multiple units of competency. Refer to 'Assessment tasks' for further information.

## Course entry requirements

---

There are no entry requirements.

## Course duration

---

Students have a total of:

- 26 weeks to complete the learning and assessment requirements for the FNS40120 Certificate IV in Credit Management, from their initial activation date.
- An additional four (4) weeks resubmission time per subject, which will be granted if all assessment tasks have been attempted and the student has been deemed not yet competent in one or more tasks. This time can be used to resubmit a written and oral assignment or resit an exam.

Therefore, if a student completes the learning and assessment, and the resubmission time in every subject is granted, the duration will be 30 weeks.

The **amount of training** for this course may be up to 15 hours per week. The amount of training is the hours a student can expect to spend to complete their course work and assessments.

In addition to the amount of training, students who are new to industry or vocational training could need up to 5 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, a student not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training. **Students working in industry may be able to complete the course requirements in a shorter timeframe or less hours per week.**

If a student applies for extensions beyond the 26-week completion timeframe or is granted special consideration, the maximum period of time to complete this qualification is two years from the qualification activation date. If enrolling in single subjects with the intention of completing a qualification, the two year timeframe is calculated from the initial activation date of the first subject.

Additional study-related fees apply to formal extensions and re-enrolments. Please refer to the Vocational Education Fees schedule found [here](#).

Please also refer to our Vocational Education and Training (VET) Enrolment Terms and Conditions [here](#) or our Student Handbook [here](#) for important information on:

- Subject activation and completion timeframes
- Extensions
- Subject re-enrolment

## Delivery mode

---

This course is delivered online.

Kaplan's online learning portal KapLearn enables the provision of innovative, interactive learning resources and support. KapLearn can be accessed anywhere at any time using a computer or mobile device that has internet access. Students are also provided with hard copy course notes for their reference.

**KapLearn is the access point for course notes, supplementary learning material, practice activities and assessments. KapLearn is also the access point for ongoing support. The ‘Ask your tutor’ forum provides technical support from subject matter experts. Assessment tasks**

The assessment tasks for this course are listed below. Units of competency are co-assessed by topic within course as follows. The units of competency are co-assessed as listed earlier in ‘Units of competency’.

Course	Topics	Assessment	Assessment Detail
FNS40120 Certificate IV in Credit Management	Topics 1, 2, 3	1 Exam	Supervised, open book multiple choice examination, four (4) attempts.
		1 Written and Oral Assignment	Written and oral assignment — two (2) attempts <ul style="list-style-type: none"> <li>• Written — short answer questions and case study</li> <li>• Oral — oral response to questions and role plays. The mode of oral assessment is by audio recording.</li> </ul>

Students may attempt the exam and/or submit their written and oral assignment at any time if they believe they are adequately prepared. Students will receive personal reminder emails as they approach their assessment deadlines.

Students must be deemed competent in all assessment items, including demonstrating competency in all of the exam questions, in order to be awarded their qualification.

Students who complete the qualification will receive a qualification certificate.

### Recognition of Prior Learning

Students may be able to obtain Recognition of Prior Learning (RPL) for a Kaplan award subject based on their previous study and/or work experience. To do this, students 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.

To find out if you are eligible for RPL, refer to our [Credit Transfer and Recognition of Prior Learning \(RPL\) page](#).

### Fees

An updated schedule of fees is available at the Kaplan Professional website: <http://www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

### 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 and our terms and conditions before they enrol by going to the Kaplan website: <http://www.kaplanprofessional.edu.au/faqs/studentpolicies>. The policies also assist students when their study program does not go as planned and they need extra support.