KAPLAN PROFESSIONAL

Course Outline

FNS40122 Certificate IV in Credit Management

Course outline

COURSE OVERVIEW

The FNS40122 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.

This qualification meets the educational requirements of ASIC's regulatory standard RG206 Credit licensing: Competence and training. This standard is required to be met by people in responsible manager and credit management job roles. The requirement of RG206 is that the qualifications and experience of employed credit officers demonstrate that they are 'fit and proper' to engage in credit activities.

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 FNS40122 Certificate IV in Credit Management, students should be able to:

• Accurately and efficiently evaluate and process loan applications.

• Identify and meet the needs of clients with lending needs.

• Develop productive relationships with clients.

• Apply knowledge of the financial services industry to their professional practice.

• 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

FNS40122 Certificate IV in Credit Management					
Code	Title	Core or Elective	Topic	Exam	Written and oral assignment
FNSCRD401	Assess credit applications	Core	1 & 2	Yes	Yes
FNSCRD412	Establish and maintain appropriate security options for credit facilities	Core	1 & 2	Yes	Yes
FNSCRD413	Manage and recover bad and doubtful debts	Elective	3	Yes	Yes
FNSCRD404	Utilise the legal process to recover outstanding debt	Elective	3	No	Yes
FNSCRD415	Manage overdue customer accounts	Core	3	No	Yes
FNSCUS412	Resolve disputes	Core	3	Yes	Yes
FNSINC411	Conduct work according to professional practices in the financial services industry	Core	1 to 3	Yes	Yes
FNSORG411	Conduct individual work within a compliance framework	Core	1 to 3	Yes	Yes
FNSRSK411	Apply risk management strategies to own work	Core	1 to 3	Yes	Yes
BSBOPS305	Process customer complaints	Elective	1 to 3	Yes	Yes

The above ten (10) units of competency are awarded for the successful completion of the FNS40122 Certificate IV in Credit Management: comprising seven (7) core and three (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 for this course.

Individuals are required to be 18 years and over to enrol in this course.

Individuals who are in Australia on a student visa are unable to enrol in this course. If you are in Australia on a visa and wish to enrol, you need to check that you are enrolling in accordance with the study conditions of your visa.

COURSE DURATION

Students have a total of:

- 26 weeks to complete the learning and assessment requirements for the FNS40122 Certificate IV in Credit Management, from their initial enrolment date.

- An additional four (4) weeks resubmission time, 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. There is no fee for this extension.

The **amount of training** for this course may be up to 14 hours per week. The amount of training is the hours an individual can expect to spend to complete the course work and assessments.

In addition to the amount of training, individuals who are new to industry or vocational training could need up to 7 hours per week known as **unsupervised hours**. These additional hours are for study skills or further research. For example, an individual not working in industry would need more time to review industry websites that are usually introduced in workplace compliance training.

Individuals working in the industry may be able to complete these course requirements in a shorter timeframe or less hours per week.

If a student applies for extensions beyond the 30-week completion timeframe or is granted special consideration, and is enrolled in FNS40122 Certificate IV in Credit Management, the maximum period of time to complete the 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: <www.kaplanprofessional.edu.au/faqs/financial-services-fees>.

Please also refer to our Vocational Education and Training (VET) Enrolment Terms and Conditions: <www.kaplanprofessional.edu.au/terms-and-conditions> or our Student Handbook: <www.kaplanprofessional.edu.au/current-students/vocational-education-student-handbook>
for important information on:

- subject activation and completion timeframes
- extensions
- subject re-enrolment.

DELIVERY MODE

This course is delivered online and does *not* include hard copy notes.

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 subject 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 continuous 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, as per listed in 'Units of competency' above.

FNS40122 Certificate IV in Credit Management		
Topics	**Assessment**	**Assessment Detail**
Topics 1, 2 and 3	1 Exam	Supervised, open book multiple choice examination, four (4) attempts.
	1 Assignment	Written and Oral assignment — two (2) attempts • Written - short answer questions and case study. • Oral - response to questions and communicating professionally in role plays. The mode of oral assessment is by audio recording.

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 who complete the course will receive a qualification certificate.

RECOGNITION OF PRIOR LEARNING

Individuals may be able to obtain Recognition of Prior Learning (RPL) for a Kaplan Professional award subject based on their previous study and/or work experience. To do this, individuals 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 RPL page: <www.kaplanprofessional.edu.au/faqs/kaplans-exemptions-service>.

FEES

An updated schedule of fees is available at the Kaplan Professional website: <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.