



Certificate IV
in Credit Management

(FNS40115)

Course Overview



Mentor
education

RTO 21683

www.mentor.edu.au

Why Mentor Education

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“I was extremely impressed with the quality of the training that you delivered”

Tony Read - Mentor Education Diploma Graduate

Established in 2003, we are Australia's largest privately owned training organisation focused purely on Financial Services & Business training market. Many of our graduates currently work for Australia's leading financial services institutions (including Big 4 Banks) and small businesses all around Australia.

Building on the strong relationships we develop with learners completing our courses, our industry experts are available by arrangement to provide ongoing mentoring on an individual or organisation-wide basis. Learners can also benefit from access to current industry information through our state-of-the-art Continuing Professional Development (CPD) program and Best Practice Review Audits.

Exemplary Student Support

Mentor Education has gained an enviable reputation as the only financial training organisation that can deliver outstanding RG146 compliance and financial training coupled with personalised student support and customer service.

Our commitment to you

Our commitment is exemplified by the high level of student support received - our industry experts and assessors are available to personally respond to your questions and offer constructive feedback and guidance.



Student Support

To help you thrive and achieve your study goals, expert teacher support is available to you



Phone Support
Available

1300 306 146 **+61 3 8317 2953**
Monday to Friday 9am to 5.00pm (AEST)



Email Support
Response within two business days

You can get one on-one help from expert tutors via email and you are encouraged to share your work to receive feedback.

Payment Options

Mentor Education has assisted many students from a variety of backgrounds and needs. Simply speak to your course adviser for a Payment Option that will work for you.



\$76,062

The average minimum salary for Credit and Lending Officer jobs on SEEK in August 2015

\$96,422

The average maximum salary for Credit and Lending Officer jobs on SEEK in August 2015

Course name

Certificate IV In Credit Management

Course code

FNS40115

Delivery options

Online Learning or Classroom

Course duration

Up to 6 months

Assessments

Multiple Choice Questions, Assessment Tasks, Skills Assessment

Nationally recognised

Yes

Potential Jobs

- Credit officer
- Credit analyst
- Reconciliation officer
- Credit/lending officer
- Credit manager (in smaller organisations)
- Credit controller
- Recoveries officer
- Credit services officer
- Customer service officer

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The Certificate IV in Credit Management (FNS40115) is the minimum entry requirement for those new to the credit management industry or transferring to a position where they are required to provide credit advice to retail clients.

Course Overview

In this ever-changing marketplace, employers are increasingly looking for candidates who are equipped to meet the challenges of being a successful credit representative, loan officer or broker and graduate at the leading edge of their field.

Entry requirements

This is an open entry course with no prerequisite qualifications. In order for participants to successfully complete this course, it is recommended they have a strong grasp of literacy and numeracy

Who Should Enrol?

The program is for successful credit representative, loan officers, responsible managers and brokers who wish to offer consumer credit advice, it has a strong practical, experiential focus which encourages application of principles.

- The courses can be tailored to meet the needs of credit licensees, organisations and institutions.
- It is also appropriate for candidates who intend to become credit representatives and responsible managers.

Course Outcomes

This Credit Management qualification is required by responsible managers and representatives who need to meet the initial requirements of Section 47(1) (f) of the National Consumer Credit Protection Act 2009 (National Credit Act) which places responsibility to gain and maintain the competence to provide the credit activities authorised by a credit license.

Each subject includes:

- Proactively assess clients loan applications.
- Assist clients through the lending process.
- Provide tools that protect clients and ensure the clients suitability

Assessment

Assessment tasks may be a combination of:

- Short answer questions
- Case study and scenario responses
- Projects, Portfolio
- Role Plays
- Practical Demonstration
- Journal and Self-reflection exercises

Course Outline

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Units of Competency Summary

Core Units

FNSCRD401	Assess credit applications
FNSCRD402	Establish and maintain appropriate securitisation
FNSCRD403	Manage and recover bad and doubtful debts
FNSCRD404	Utilise the legal process to recover outstanding debt
FNSCRD405	Manage overdue customer accounts
FNSCUS402	Resolve disputes
FNSINC401	Apply principles of professional practice to work in the financial services industry
FNSORG401	Conduct individual work within a compliance framework
FNSRSK401	Implement risk management strategies

Elective Units

BSBCMM301	Process customer complaints
BSBWOR501	Manage personal work priorities and professional development
FNSCRD503	Promote understanding of the role & effective use of consumer credit



Course Outline

Units of Competency

Core Units

FNSCRD401 - Assess credit applications

This unit describes the skills and knowledge required to assess and verify information provided in credit applications, establish credit terms and limits, and notify customers of credit application outcomes.

It applies to individuals who may use a range of organisational techniques to manage credit and debt recovery.

FNSCRD402 - Establish and maintain appropriate security

This unit describes the skills and knowledge required to determine and implement appropriate security in relation to individual customers to protect the organisation against loss and exposure.

It applies to individuals who use specialised techniques to manage their work outcomes.

FNSCRD403 - Manage and recover bad and doubtful debts

This unit describes the skills and knowledge required to correctly identify bad debts, negotiate with customers and organise recovery using actions in line with relevant credit policy.

It applies to individuals who work cooperatively with others using a range of negotiation techniques to facilitate debt recovery processes.

FNSCRD404 - Utilise the legal process to recover outstanding debt

This unit describes the skills and knowledge required to initiate and complete the legal process relating to the recovery of outstanding debt.

It applies to individuals who may use a range of analytical and organisational techniques to assess, organise and implement the requirements of debt recovery processes in cooperation with others.

FNSCRD405 - Manage overdue customer accounts

This unit describes the skills and knowledge required to identify customer accounts which have outstanding payments and negotiate agreements that are monitored for compliance.

It applies to individuals who use a range of organisational and negotiation skills to plan, manage and monitor their work.

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FNSCUS402 - Resolve disputes

This unit describes the skills and knowledge required to investigate, negotiate and resolve disputes between financial services customers and organisations.

It applies to individuals in the financial services industry who work with others as part of a formal internal dispute resolution process.

FNSINC401 - Apply principles of professional practice to work in the financial services industry

This unit describes the skills and knowledge required to identify industry professional approaches to procedures, guidelines, policies and standards and to model and meet expectations of these in all aspects of work.

It applies to individuals who work in senior roles in the financial services industry.

FNSORG401 - Conduct individual work within a compliance framework

This unit describes the skills and knowledge required to identify, interpret and develop individual compliance requirements and procedures while carrying out occupational duties.

It applies to individuals who use specialised knowledge and work cooperatively with others in meeting compliance requirements within organisations.

FNSRSK401 - Implement risk management strategies

This unit describes the skills and knowledge required to interpret an organisation's financial risk management strategies and effectively use risk elimination techniques and tools.

It applies to individuals who use specialised knowledge and follow organisational policy and strategies to manage risk.

Elective Units

FNSCRD503 - Promote understanding of the role and effective use of consumer credit

This unit describes the skills and knowledge required to explain the functions and implications of different forms of consumer credit as part of developing the financial skills of clients.

BSBCMM301 - Process customer complaints

This unit describes skills and knowledge required to process formal and informal negative feedback and complaints from customers.

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BSBCUS403 - Implement customer service standards

This unit describes the skills and knowledge required to contribute to quality customer service standards within an organisation.

BSBWOR501 - Manage personal work priorities and professional development

This unit describes the skills and knowledge required to create systems to organise information and prioritise tasks.

Study options

www.mentor.edu.au

Online learning

Study online at your own pace, giving you the flexibility to achieve a nationally recognised qualification whilst also fulfilling your other life commitments.

Unlimited e-mail and phone support

Unlimited e-mail and phone support is provided by our experienced student support team between Monday to Friday, 9am – 5pm, so you're never left to feel 'lost' or stuck during your studies.

How to Enrol

To enrol, you can complete one of the following options:



1300 306 146
(option 1 'new enquiries')



learn@mentor.edu.au



www.mentor.edu.au

Mail

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