Certificate IV in Credit Management
(FNS40115)

Course Overview
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.

“\nI was extremely impressed with the quality of the training that you delivered\n\nTony Read - Mentor Education Diploma Graduate\n\nWhy Mentor Education
Student Support

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

Phone Support
Available

1300 306 146
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.
The average minimum salary for Credit and Lending Officer jobs on SEEK in August 2015 is $76,062.

The average maximum salary for Credit and Lending Officer jobs on SEEK in August 2015 is $96,422.

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<td>Course code</td>
<td>FNS40115</td>
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<td>Delivery options</td>
<td>Online Learning or Classroom</td>
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<td>Course duration</td>
<td>Up to 6 months</td>
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<td>Assessments</td>
<td>Multiple Choice Questions, Assessment Tasks, Skills Assessment</td>
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<td>Nationally recognised</td>
<td>Yes</td>
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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
Course Overview

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
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
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.
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.
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

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**