



LRES

Training Management



Financial Services Training Package
Qualification Packaging based on Unit
Resources Available from LRES Training
Management

Table of Contents

Complete Qualifications.....	3
FNS40217 - Certificate IV in Accounting and Bookkeeping (Release 1)	4
FNS41820 - Certificate IV in Financial Services (Release 1).....	6
FNS50217 - Diploma of Accounting (Release 2).....	8
FNS51815 - Diploma of Financial Services (Release 4)	10
FNS60217 - Advanced Diploma of Accounting (Release 2)	12
FNS51820 - Diploma of Financial Services (Release 1)	14
FNS50920 - Diploma of Banking Services Management (Release 1).....	17
FNS60620 - Advanced Diploma of Banking Services Management (Release 1)	19
Incomplete Qualifications	20
FNSSS00013 - Business Ethics and Conduct Skill Set (Release 1)	21
FNS42015 - Certificate IV in Banking Services (Release 2)	22
FNS41815 - Certificate IV in Financial Services (Release 5).....	24
FNS40120 - Certificate IV in Credit Management (Release 1)	27
FNS42020 - Certificate IV in Banking Services (Release 1)	28
FNS51520 - Diploma of Credit Management (Release 1).....	30

Complete Qualifications

Note: Units highlighted are those available from LRES Training Management

FNS40217 - Certificate IV in Accounting and Bookkeeping (Release 1)

Packaging Rules

Total number of units of competency = 13

8 core units plus 5 elective units

The elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment, and contribute to a valid industry-supported vocational outcome, and are to be chosen as follows:

- all 5 units may be chosen from the elective units listed below
- up to 2 units may be from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core Units

BSBFIA401 Prepare financial reports

BSBSMB412 Introduce cloud computing into business operations

FNSACC311 Process financial transactions and extract interim reports

FNSACC312 Administer subsidiary accounts and ledgers

FNSACC408 Work effectively in the accounting and bookkeeping industry

FNSACC416 Set up and operate a computerised accounting system

FNSTPB401 Complete business activity and instalment activity statements¹

FNSTPB402 Establish and maintain payroll systems¹

Elective Units

BSBCUS301 Deliver and monitor a service to customers

BSBCUS403 Implement customer service standards

BSBITU306 Design and produce business documents

BSBITU402 Develop and use complex spreadsheets

BSBSMB401 Establish legal and risk management requirements of small business

BSBSMB402 Plan small business finances

BSBSMB405 Monitor and manage small business operations

BSBWOR501 Manage personal work priorities and professional development

BSBWRT301 Write simple documents

FNSACC313 Perform financial calculations

FNSACC405 Maintain inventory records

FNSACC407 Produce job costing information

FNSACC411 Process business tax requirements

FNSACC412 Prepare operational budgets

FNSACC413 Make decisions in a legal context

FNSACC414 Prepare financial statements for non-reporting entities

FNSACM401 Evaluate and authorise payment requests

FNSORG505 Prepare financial reports to meet statutory requirements

FNSORG506 Prepare financial forecasts and projections

FNSPAY501 Process salary packaging arrangements and additional allowances in payroll

FNSPAY502 Process superannuation payments in payroll

FNSPAY503 Process complex employee terminations in payroll

FNSPAY504 Interpret and apply knowledge of industrial regulations relevant to payroll

FNSPAY505 Interpret and apply knowledge of taxation systems relevant to payroll
¹ Unit required for the FNSSS00004 BAS Agent Registration Skill Set.

FNS41820 - Certificate IV in Financial Services (Release 1)

Packaging Rules

Total number of units = 13

1 core units plus

12 elective units of which:

- 8 units must be selected from the electives listed below and 6 of these units must have the FNS code
- 4 units may be selected from the remaining listed electives or from a Certificate III, Certificate IV or Diploma qualification in any currently endorsed training package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

FNSINC411 Conduct work according to professional practices in the financial services industry

Elective Units

General financial service units

FNSACC405 Maintain inventory records

FNSACC412 Prepare operational budgets

FNSACC413 Make decisions in a legal context

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK402 Align banking products with the needs of small business customers

FNSBNK403 Provide services in a Business Transaction Centre

FNSBNK414 Promote mobile banking services

FNSBNK415 Provide mobile banking sales and service

FNSBNK416 Manage mobile lending services

FNSCUS401 Participate in negotiations

FNSCUS402 Resolve disputes

FNSFLT401 Be MoneySmart through a career in small business

FNSFMK411 Perform reconciliations

FNSFMK402 Develop and maintain knowledge of financial markets products

FNSFMK403 Interpret financial markets information

FNSFMK515 Comply with financial services regulation and industry codes of practice

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC501 Conduct product research to support recommendations

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG411 Conduct individual work within a compliance framework

FNSPIM410 Collect, assess and use information

FNSRSK411 Apply risk management strategies to own work

FNSSAM401 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

FNSSUP409 Provide specialist retirement income stream information to clients

FNSSUP410 Establish and administer retirement income streams
FNSSUP411 Terminate retirement income streams
FNSSUP412 Determine impact of social security entitlements on retirement income
FNSSUP413 Apply knowledge of retirement planning issues when dealing with clients
FNSSUP414 Develop and apply knowledge of aged care
FNSTPB402 Establish and maintain payroll systems

Mortgage lending

FNSCR401 Assess credit applications
FNSCR402 Establish and maintain appropriate security
FNSCR403 Manage and recover bad and doubtful debts
FNSCR404 Utilise the legal process to recover outstanding debt
FNSCR405 Manage overdue customer accounts
FNSCR503 Promote understanding of the role and effective use of consumer credit

Generic units

BSBADM405 Organise meetings
BSBCMM401 Make a presentation
BSBCOM401 Organise and monitor the operation of compliance management system
BSBCOM402 Implement processes for the management of a breach in compliance requirements
BSBCOM405 Promote compliance with legislation
BSBCUE405 Survey stakeholders to gather and record information
BSBCUS401 Coordinate implementation of customer service strategies
BSBCUS403 Implement customer service standards
BSBGOV403 Analyse financial reports and budgets
BSBINM401 Implement workplace information system
BSBITU402 Develop and use complex spreadsheets
BSBLDR402 Lead effective workplace relationships
BSBLDR403 Lead team effectiveness
BSBLEG413 Identify and apply the legal framework
BSBLEG415 Apply the principles of contract law
BSBMGT401 Show leadership in the workplace
BSBMGT403 Implement continuous improvement
BSBPMG411 Apply project quality management techniques
BSBPMG412 Apply project cost management techniques
BSBPMG415 Apply project risk management techniques
BSBRE402 Build client relationships and business networks
BSBRES411 Analyse and present research information
BSBRKG404 Monitor and maintain records in an online environment
BSBRSK401 Identify risk and apply risk management processes
BSBSMB407 Manage a small team
BSBWHS414 Contribute to WHS risk management
BSBWOR404 Develop work priorities
TAEDEL402 Plan, organise and facilitate learning in the workplace
TAEDEL404 Mentor in the workplace

FNS50217 - Diploma of Accounting (Release 2)

Packaging Rules

Total number of units = 11

6 core units plus

5 elective units

The elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment, and contribute to a valid industry-supported vocational outcome, and are to be chosen as follows:

- all 5 units may be chosen from the elective units listed below
- up to 2 units may be from a Certificate IV, Diploma or Advanced Diploma in any currently endorsed training package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core Units

FNSACCC511 Provide financial and business performance information

FNSACCC512 Prepare tax documentation for individuals¹

FNSACCC513 Manage budgets and forecasts

FNSACCC514 Prepare financial reports for corporate entities*

FNSACCC516 Implement and maintain internal control procedures

FNSACCC517 Provide management accounting information

Elective Units

BSBITU402 Develop and use complex spreadsheets

BSBLDR402 Lead effective workplace relationships

FNSACCC408 Work effectively in the accounting and bookkeeping industry

FNSACCC505 Establish and maintain accounting information systems

FNSACCC601 Prepare and administer tax documentation for legal entities*¹

FNSACCC607 Evaluate business performance*

FNSFMK505 Comply with financial services legislation and industry codes of practice

FNSINCC503 Identify situations requiring complex ethical decision making

FNSINCC504 Apply ethical frameworks and principles to make and act upon decisions

FNSINCC601 Apply economic principles to work in the financial services industry

FNSINCC602 Interpret and use financial statistics and tools

FNSORGG505 Prepare financial reports to meet statutory requirements

FNSORGG506 Prepare financial forecasts and projections

FNSPAY501 Process salary packaging arrangements and additional allowances in payroll

FNSPAY502 Process superannuation payments in payroll

FNSPAY503 Process complex employee terminations in payroll

FNSPAY504 Interpret and apply knowledge of industrial regulations relevant to payroll

FNSPAY505 Interpret and apply knowledge of taxation systems relevant to payroll

FNSTPB503 Apply legal principles in consumer and contract law²

FNSTPB504 Apply legal principles in corporations and trust law²

FNSTPB505 Apply legal principles in property law²

FNSTPB506 Apply taxation requirements when providing tax (financial) advice services³

FNSTPB507 Apply legal principles in commercial law when providing tax (financial) advice services³

*Note the following prerequisite unit requirements:

Unit in this qualification	Prerequisite units
FNSACC514 Prepare financial reports for corporate entities	BSBFIA401 Prepare financial reports FNSACC311 Process financial transactions and extract interim reports
FNSACC601 Prepare and administer tax documentation for legal entities	FNSACC512 Prepare tax documentation for individuals
FNSACC607 Evaluate business performance	FNSACC511 Provide financial and business performance information

¹ Unit included in the Tax Practitioners Board approved course in Australian taxation law: FNSSS00008 Taxation Law for Tax Agents Skill Set (Tax documentation).

² Unit included in the Tax Practitioners Board approved course in commercial law: FNSSS00005 Commercial Law for Tax Agents Skill Set.

³ Unit included in the Tax Practitioners Board approved course in commercial law for tax (financial) advisers: FNSSS00006 Commercial Law for Tax (Financial) Advisers Skill Set

FNS51815 - Diploma of Financial Services (Release 4)

Packaging Rules

Total number of units = 10

1 core units plus

9 elective units

The elective units consist of:

- 7 from the electives below or any Diploma qualification in the FNS Financial Services Training Package (5 units must have FNS code).

Of the remaining 2 units:

- up to 2 may be from the electives
- up to 2 may be from a Certificate IV, Diploma or Advanced Diploma qualification in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Note: Where the packaging of this qualification meets the rules of a specialist qualification at this level, then the specialist qualification and not the generic qualification must be awarded. This includes where applicable, any entry requirements.

Core Units

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

Elective Units

Group A

Financial services

FNSBNK501 Manage banking and service strategy for small business customers

FNSBNK502 Manage services in a Business Transaction Centre

FNSBNK503 Provide business advisory services within a financial services context

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

FNSCRD504 Manage the credit relationship

FNSCRD505 Respond to corporate insolvency situations

FNSCUS502 Monitor client requirements

FNSCUS503 Review business performance

FNSCUS504 Manage premium customer relationships

FNSCUS505 Determine client requirements and expectations

FNSCUS506 Record and implement client instructions

FNSFLT501 Assist customers to budget and manage own finances

FNSFLT502 Facilitate customer awareness of the Australian financial system and markets

FNSFLT503 Promote basic financial literacy skills

FNSFLT504 Facilitate customer understanding of personal financial statements

FNSFLT505 Facilitate customer or employee understanding of superannuation as an investment tool

FNSFMK501 Analyse financial markets and information

FNSFMK505 Comply with financial services legislation and industry codes of practice

FNSFMK509 Process transaction documentation

FNSFMK510 Prepare trading strategies for clients

FNSIAD501 Provide appropriate services, advice and products to clients

FNSIAD502 Provide appropriate and timely information and advice to clients

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC501 Conduct product research to support recommendations

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG501 Develop and manage a budget

FNSORG502 Develop and monitor policy and procedures

FNSORG503 Develop a resource plan

FNSORG504 Monitor and supervise work practices to meet financial services regulatory requirements

FNSORG505 Prepare financial reports to meet statutory requirements

FNSORG506 Prepare financial forecasts and projections

FNSORG507 Manage client service and business information

FNSORG508 Analyse and comment on management reports

FNSRSK501 Undertake risk identification

FNSRSK502 Assess risks

FNSRSK601 Develop and implement risk mitigation plan

FNSSAM501 Apply advanced selling techniques to selling of financial products and services

FNSSAM502 Assess market needs

FNSSAM503 Monitor market opportunities

Group B

Imported units

BSBCNV501 Take instructions in relation to a transaction

BSBCNV502 Read and interpret a legal document and provide advice

BSBCNV503 Analyse and interpret legal requirements for a transaction

BSBCOM501 Identify and interpret compliance requirements

BSBCOM503 Develop processes for the management of breaches in compliance requirements

BSBCUS501 Manage a quality customer service

BSBHRM506 Manage recruitment selection and induction processes

BSBINN502 Build and sustain an innovative work environment

BSBLEG513 Apply legal principles in corporations law matters

BSBMKG501 Identify and evaluate marketing opportunities

BSBMGT502 Manage people performance

BSBMGT516 Facilitate continuous improvement

BSBMGT517 Manage operational plan

BSBSLS502 Lead and manage a sales team

BSBPMG521 Manage project integration

BSBPMG517 Manage project risk

BSBPMG522 Undertake project work

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS507 Contribute to managing WHS information systems

BSBWHS503 Contribute to the systematic management of WHS risk

BSBWHS504 Manage WHS risks

BSBWOR501 Manage personal work priorities and professional development

FNS60217 - Advanced Diploma of Accounting (Release 2)

Packaging Rules

Total number of units = 14

3 core units plus

11 elective units

The elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment, and contribute to a valid industry-supported vocational outcome, and are to be chosen as follows:

- all 11 units may be chosen from the elective units listed below
- up to 6 units may be from a Certificate IV, Diploma or Advanced Diploma in any currently endorsed training package or accredited course, provided they do not duplicate the outcome of another unit chosen for the qualification.

Core Units

FNSACCC624 Monitor corporate governance activities

FNSINCC601 Apply economic principles to work in the financial services industry

FNSINCC602 Interpret and use financial statistics and tools

Elective Units

FNSACCC601 Prepare and administer tax documentation for legal entities^{*1}

FNSACCC602 Audit and report on financial systems and records*

FNSACCC603 Implement tax plans and evaluate tax obligations^{*1}

FNSACCC605 Implement organisational improvement programs

FNSACCC606 Conduct internal audit*

FNSACCC608 Evaluate organisation's financial performance*

FNSACCC609 Evaluate financial risk*

FNSACCC610 Develop and implement financial strategies*

FNSACCC611 Implement an insolvency program

FNSACCC612 Implement reconstruction plan

FNSACCC613 Prepare and analyse management accounting information*

FNSACCC614 Prepare complex corporate financial reports*

FNSFMK505 Comply with financial services legislation and industry codes of practice

FNSINCC503 Identify situations requiring complex ethical decision making

FNSINCC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORGG602 Develop and manage financial systems

FNSRSK602 Determine and manage risk exposure strategies

FNSTPB503 Apply legal principles in contract and consumer law²

FNSTPB504 Apply legal principles in corporations and trust law²

FNSTPB505 Apply legal principles in property law²

FNSTPB506 Apply taxation requirements when providing tax (financial) advice services³

FNSTPB507 Apply legal principles in commercial law when providing tax (financial) advice services³

*Note the following prerequisite unit requirements.

Unit in this qualification	Prerequisite unit
FNSACCC601 Prepare and administer tax documentation for legal entities	FNSACCC512 Prepare tax documentation for individuals

FNSACC602 Audit and report on financial systems and records	FNSACC516 Implement and maintain internal control procedures
FNSACC603 Implement tax plans and evaluate tax compliance	FNSACC512 Prepare tax documentation for individuals
FNSACC606 Conduct internal audit	FNSACC516 Implement and maintain internal control procedures
FNSACC608 Evaluate organisation s financial performance	FNSACC511 Provide financial and business performance information
FNSACC609 Evaluate financial risk	FNSACC511 Provide financial and business performance information
FNSACC610 Develop and implement financial strategies	FNSACC511 Provide financial and business performance information
FNSACC613 Prepare and analyse management accounting information	FNSACC517 Provide management accounting information
FNSACC614 Prepare complex corporate financial reports	FNSACC514 Prepare financial reports for corporate entities

¹ Unit included in the Tax Practitioners Board approved course in Australian taxation law: FNSSS00008 Taxation Law for Tax Agents Skill Set (Tax documentation).

² Unit included in the Tax Practitioners Board approved course in commercial law: FNSSS00005 Commercial Law for Tax Agents Skill Set.

³ Unit included in the Tax Practitioners Board approved course in commercial law for tax (financial) advisers: FNSSS00006 Commercial Law for Tax (Financial) Advisers Skill Set

FNS51820 - Diploma of Financial Services (Release 1)

Packaging Rules

Total number of units = 10

3 core units plus

7 elective units of which:

- 5 units must be selected from the electives listed below and have an FNS code,
- 2 units may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Certificate IV or above.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSINC503 Identify situations requiring complex ethical decision making

FNSRSK411 Apply risk management strategies to own work

Elective Units

Financial services

FNSFLT503 Promote basic financial literacy skills

FNSFMK521 Analyse financial markets and information

FNSFMK515 Comply with financial services regulation and industry codes of practice

FNSFMK509 Process transaction documentation

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC501 Conduct product research to support recommendations

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG501 Develop and manage a budget

FNSORG503 Develop a resource plan

FNSORG504 Monitor and supervise work practices to meet financial services regulatory requirements

FNSORG505 Prepare financial reports to meet statutory requirements

FNSORG506 Prepare financial forecasts and projections

FNSORG508 Analyse and comment on management reports

FNSORG512 Develop, implement and monitor policy and procedures

FNSSAM501 Apply advanced selling techniques to selling of financial products and services

Risk management

FNSFMK520 Develop and monitor risk management strategies for client

FNSFMK524 Conduct work within financial markets organisational risk management framework

FNSRSK511 Undertake risk identification

FNSRSK512 Assess risks

FNSRSK611 Develop and implement risk mitigation plan

Business banking

FNSCUS503 Review business performance

FNSBNK502 Manage services in a Business Transaction Centre

FNSBNK503 Provide business advisory services within a financial services context
FNSBNK511 Manage banking and service strategy for small business customers
FNSORG507 Manage client service and business information

Consumer lending

FNSBNK512 Assess complex loans
FNSCR503 Promote understanding of the role and effective use of consumer credit
FNSCR504 Manage the credit relationship
FNSCR511 Respond to personal insolvency situations
FNSCR515* Respond to corporate insolvency situations

Market analysis

BSBMKG501 Identify and evaluate marketing opportunities
FNSSAM502 Assess market needs
FNSSAM503 Monitor market opportunities

Customer service and relationships

BSBCUS501 Manage a quality customer service
FNSCUS502 Monitor client requirements
FNSCUS504 Manage premium customer relationships
FNSCUS505 Determine client requirements and expectations
FNSCUS506 Record and implement client instructions
FNSFLT501 Assist customers to budget and manage own finances
FNSFLT502 Facilitate customer awareness of the Australian financial system and markets
FNSFLT504 Facilitate customer understanding of personal financial statements
FNSFLT505 Facilitate customer or employee understanding of superannuation as an investment tool
FNSIAD501 Provide appropriate services, advice and products to clients
FNSIAD502 Provide appropriate and timely information and advice to clients

General

BSBCNV501 Take instructions in relation to a transaction
BSBCNV502 Read and interpret a legal document and provide advice
BSBCNV503 Analyse and interpret legal requirements for a transaction
BSBCOM501 Identify and interpret compliance requirements
BSBCOM503 Develop processes for the management of breaches in compliance requirements
BSBHRM506 Manage recruitment selection and induction processes
BSBINN502 Build and sustain an innovative work environment
BSBLEG513 Apply legal principles in corporations law matters
BSBMGT502 Manage people performance
BSBMGT516 Facilitate continuous improvement
BSBMGT517 Manage operational plan
BSBPMG521 Manage project integration
BSBPMG517 Manage project risk
BSBPMG522 Undertake project work
BSBSLS502 Lead and manage a sales team
BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS504 Manage WHS risks

BSBWHS513 Lead WHS risk management

BSBWHS517 Contribute to managing WHS information system

BSBWOR501 Manage personal work priorities and professional development

FNS50920 - Diploma of Banking Services Management (Release 1)

Packaging Rules

Total number of units = 12

5 core units plus

7 elective units of which:

- 4 units must be selected from the electives listed below,
- 3 units may be selected from the remaining listed electives or from a Certificate IV, Diploma or Advanced Diploma in any currently endorsed training package or accredited course

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBINM401 Implement workplace information system

BSBMGT502 Manage people performance

BSBSMB420 Evaluate and develop small business operations

FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers

FNSINC411 Conduct work according to professional practices in the financial services industry

Elective Units

Customer relationship building

BSBCUS501 Manage quality customer service

FNSCUS502 Monitor client requirements

FNSCUS503 Review business performance

FNSCUS504 Manage premium customer relationships

FNSCUS505 Determine client requirements and expectations

Market analysis

BSBMKG501 Identify and evaluate marketing opportunities

BSBSLS502 Lead and manage a sales team

FNSSAM501 Apply advanced selling techniques to selling of financial products and services

FNSSAM502 Assess market needs

FNSSAM503 Monitor market opportunities

Commercial and retail lending

FNSBNK502 Manage services in a Business Transaction Centre

FNSBNK511 Manage banking and service strategy for small business customers

FNSCRD402 Establish and maintain appropriate security

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

General business

BSBINN502 Build and sustain an innovative work environment

BSBMGT516 Facilitate continuous improvement

BSBMGT605 Provide leadership across the organisation

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes

BSBWOR501 Manage personal work priorities and professional development

FNSBNK402 Align banking products with the needs of small business customers

FNSBNK503 Provide business advisory services within a financial services context

FNSCUS506 Record and implement client instructions

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG503 Develop a resource plan

FNSRSK612 Determine and manage risk exposure strategies

FNS60620 - Advanced Diploma of Banking Services Management (Release 1)

Packaging Rules

Total number of units = 14

8 core units plus

6 elective units of which:

- 6 units must be selected from the electives listed below,
- 2 units may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Diploma or above.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBCUS501 Manage quality customer service

BSBMGT502 Manage people performance

BSBMGT605 Provide leadership across the organisation

BSBMGT608 Manage innovation and continuous improvement

BSBSMB409 Build and maintain relationships with small business stakeholders

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSSAM601 Monitor performance in sales of financial products or services

FNSSAM602 Identify and evaluate marketing opportunities in the financial services industry

Elective Units

BSBCOM602 Develop and create compliance requirements

BSBCOM603 Plan and establish compliance management systems

BSBCUE504 Integrate customer engagement within the organisation

BSBINN601 Lead and manage organisational change

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBMGT616 Develop and implement strategic plans

BSBSUS501 Develop workplace policy and procedures for sustainability

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG501 Develop and manage a budget

FNSORG602 Develop and manage financial systems

FNSPRM605 Establish or review marketing, client services and supplier relationships

FNSPRM606 Establish or review human resources, administration and information support

FNSRSK611 Develop and implement financial risk mitigation plan

FNSSAM603 Tailor financial products to meet customer needs

FNSSAM604 Establish agreements with intermediaries for product distribution

Incomplete Qualifications

Note: Units highlighted are those available from LRES Training Management

FNSSF00013 - Business Ethics and Conduct Skill Set (Release 1)

Skill Set Requirements

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNS42015 - Certificate IV in Banking Services (Release 2)

Packaging Rules

Total number of units = 12

5 core units plus

7 elective units

The elective units consist of:

- 3 units from one of the following groups:
- Group A Sales and marketing, or
- Group B Lending, or
- Group C Mobile banking.

Of the remaining 4 units:

- 4 may be from Group A, Group B, Group C or Group D
- 2 may be from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

BSBCUS403 Implement customer service standards

BSBWHS201 Contribute to health and safety of self and others

BSBWOR204 Use business technology

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

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Elective Units

Group A - Sales and marketing

FNSSAM401 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

Group B - Lending

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

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

Group C - Mobile Banking

FNSBNK404 Promote mobile banking services

FNSBNK405 Provide mobile banking sales and service

FNSBNK406 Manage customer visits

Group D - General

BSBCUE301 Use multiple information systems

BSBCUE407 Administer customer engagement technology

BSBCUS301 Deliver and monitor a service to customers

BSBCUS401 Coordinate implementation of customer service strategies

BSBMGT405 Provide personal leadership

BSBSMB407 Manage a small team

BSBWOR501 Manage personal work priorities and professional development

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK403 Provide services in a Business Transaction Centre

FNSCUS402 Resolve disputes

FNSFLT501 Assist customers to budget and manage own finances

FNSFMB402 Identify client needs for broking services

FNSFMB403 Present broking options to client

FNSMCA402 Initiate legal recovery of debts

FNS41815 - Certificate IV in Financial Services (Release 5)

Packaging Rules

Total number of units = 13

1 core unit plus

12 elective units

The elective units consist of:

- 8 from the electives below or from a Certificate IV in the FNS Training Package (a minimum of 6 units must have an FNS code).

Of the remaining 4 units:

- up to 4 may be from the electives
- up to 4 may be from a Certificate IV or Diploma qualification in any currently endorsed training package or accredited course
- up to 2 may be from a Certificate III qualification in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Note: Where the packaging of this qualification meets the rules of a specialist qualification at this level, the specialist qualification and not the generic qualification must be awarded. This includes where applicable any entry requirements.

Core Units

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

Elective Units

Group A

Entry level skill units

BSBWHS201 Contribute to health and safety of self and others

BSBWOR203 Work effectively with others

BSBWOR204 Use business technology

Group B

ASIC units

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

Group C

General financial service units

FNSACC405 Maintain inventory records

FNSACC412 Prepare operational budgets

FNSACC413 Make decisions in a legal context

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK402 Align banking products with the needs of small business customers

FNSBNK403 Provide services in a Business Transaction Centre

FNSBNK404 Promote mobile banking services

FNSBNK405 Provide mobile banking sales and service

FNSBNK406 Manage customer visits

FNSCUS401 Participate in negotiations

FNSCUS402 Resolve disputes

FNSFLT401 Be MoneySmart through a career in small business

FNSFMK401 Reconcile financial transactions
FNSFMK402 Develop and maintain knowledge of financial markets products
FNSFMK403 Interpret financial markets information
FNSFMK505 Comply with financial services legislation and industry codes of practice
FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector
FNSINC501 Conduct product research to support recommendations
FNSORG401 Conduct individual work within a compliance framework
FNSPIM410 Collect, assess and use information
FNRSRK401 Implement risk management strategies
FNSSAM401 Sell financial products and services
FNSSAM402 Implement a sales plan
FNSSAM403 Prospect for new clients
FNSSUP409 Provide specialist retirement income stream information to clients
FNSSUP410 Establish and administer retirement income streams
FNSSUP411 Terminate retirement income streams
FNSSUP412 Determine impact of social security entitlements on retirement income
FNSSUP413 Apply knowledge of retirement planning issues when dealing with clients
FNSSUP414 Develop and apply knowledge of aged care
FNSTPB402 Establish and maintain payroll systems

Group D

Mortgage lending

FNSCRD401 Assess credit applications
FNSCRD402 Establish and maintain appropriate security
FNSCRD403 Manage and recover bad and doubtful debts
FNSCRD404 Utilise the legal process to recover outstanding debt
FNSCRD405 Manage overdue customer accounts
FNSCRD503 Promote understanding of the role and effective use of consumer credit

Group E

Generic units

BSBADM405 Organise meetings
BSBCMM401 Make a presentation
BSBCOM401 Organise and monitor the operation of compliance management system
BSBCOM402 Implement processes for the management of a breach in compliance requirements
BSBCOM405 Promote compliance with legislation
BSBCUE405 Survey stakeholders to gather and record information
BSBCUS401 Coordinate implementation of customer service strategies
BSBCUS402 Address customer needs
BSBCUS403 Implement customer service standards
BSBINM401 Implement workplace information system
BSBITS401 Maintain business technology
BSBITU402 Develop and use complex spreadsheets
BSBLDR402 Lead effective workplace relationships
BSBLDR403 Lead team effectiveness
BSBLEG413 Identify and apply the legal framework
BSBLEG415 Apply the principles of contract law
BSBMGT401 Show leadership in the workplace

BSBMGT403 Implement continuous improvement

BSBMGT405 Provide personal leadership

BSBPMG411 Apply project quality management techniques

BSBPMG412 Apply project cost management techniques

BSBPMG415 Apply project risk management techniques

BSBREL402 Build client relationships and business networks

BSBRES401 Analyse and present research information

BSBRKG404 Monitor and maintain records in an online environment

BSBRSK401 Identify risk and apply risk management processes

BSBSMB407 Manage a small team

BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control

BSBWOR404 Develop work priorities

TAEDEL402 Plan, organise and facilitate learning in the workplace

TAEDEL404 Mentor in the workplace

FNS40120 - Certificate IV in Credit Management (Release 1)

Packaging Rules

Total number of units = 12

9 core units plus

3 elective units of which:

- 2 units must be selected from the electives listed below,
- 1 unit may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Certificate III or above.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

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

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSORG411 Conduct individual work within a compliance framework

FNSRSK411 Apply risk management strategies to own work

Elective Units

BSBCUE203 Conduct customer engagement

BSBCMM301 Process customer complaints

BSBCNV506 Establish and manage a trust account

BSBCUS403 Implement customer service standards

BSBFIA401 Prepare financial reports

BSBMGT405 Provide personal leadership

BSBSMB407 Manage a small team

BSBLDR403 Lead team effectiveness

BSBWOR501 Manage personal work priorities and professional development

FNSACC411 Process business tax requirements

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

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSRSK512 Assess risks

FNS42020 - Certificate IV in Banking Services (Release 1)

Packaging Rules

Total number of units = 12

5 core units plus

7 elective units of which:

- 3 units must be selected from one of the following elective groups:
- Group A Customer services, or
- Group B Lending, or
- Group C Mobile banking.
- Of the remaining electives, 2 must be selected from the remaining elective units and up to 2 may be selected from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBCUS403 Implement customer service standards

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC503 Identify situations requiring complex ethical decision making

FNSRSK411 Apply risk management strategies to own work

Elective Units

Group A - Customer services

FNSSAM401 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

Group B - Lending

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

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

Group C - Mobile Banking

FNSBNK414 Promote mobile banking services

FNSBNK415 Provide mobile banking sales and service

FNSBNK416 Manage mobile lending services

Group D - General

BSBCUE301 Use multiple information systems

BSBCUE407 Administer customer engagement technology

BSBCUS301 Deliver and monitor a service to customers

BSBCUS401 Coordinate implementation of customer service strategies

BSBMGT405 Provide personal leadership

BSBSMB407 Manage a small team

BSBWOR501 Manage personal work priorities and professional development

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK403 Provide services in a Business Transaction Centre

FNSCUS402 Resolve disputes

FNSFLT501 Assist customers to budget and manage own finances

FNSFMB402 Identify client needs for broking services

FNSFMB403 Present broking options to client

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSMCA402 Initiate legal recovery of debts

FNS51520 - Diploma of Credit Management (Release 1)

Packaging Rules

Total number of units = 12

7 core units plus

5 elective units of which:

- 3 units must be selected from the electives listed below,
- 2 units may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Certificate IV or above.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBR501 Manage risk

FNSCRD504 Manage the credit relationship

FNSCRD511 Respond to personal insolvency situations

FNSCRD515* Respond to corporate insolvency situations

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSORG411 Conduct individual work within a compliance framework

FNSORG512 Develop, implement and monitor policy and procedures

Elective Units

Debt Collection

FNSCRD404 Utilise the legal process to recover outstanding debt

FNSCRD405 Manage overdue customer accounts

FNSCRD502 Manage factoring and invoice discounting arrangements

Loan Assessment

FNSBNK512 Assess complex loans

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

FNSCUS504 Manage premium customer relationships

Business ethics and management

BSBSUS501 Develop workplace policy and procedures for sustainability

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG507 Manage client service and business information

FNSRSK611 Develop and implement risk mitigation plan

General

BSBCOM402 Implement processes for the management of a breach in compliance

BSBCNV506 Establish and manage a trust account

BSBCUS501 Manage quality customer service

BSBINN601 Lead and manage organisational change

BSBMGT605 Provide leadership across the organisation

BSBMGT617 Develop and implement a business plan

BSBMGT502 Manage people performance

BSBSMB407 Manage a small team

BSBWOR501 Manage personal work priorities and professional development

FNSCUS505 Determine client requirements and expectations

FNSORG604 Establish outsourced services and monitor performance

*Note the following prerequisite unit requirements:

Unit in this qualification	Prerequisite unit
FNSCR515 Respond to corporate insolvency situations	FNSCR511 Respond to personal insolvency situations