



LRES

Training Management



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

Last Updated: Tuesday, 7 February 2023

## 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
FNS51822 - Diploma of Financial Services (Release 1) .....	32
FNS50922 - Diploma of Banking Services Management (Release 1) .....	35

# 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  
FNSACCC311 Process financial transactions and extract interim reports  
FNSACCC312 Administer subsidiary accounts and ledgers  
FNSACCC408 Work effectively in the accounting and bookkeeping industry  
FNSACCC416 Set up and operate a computerised accounting system  
FNSTPB401 Complete business activity and instalment activity statements<sup>1</sup>  
FNSTPB402 Establish and maintain payroll systems<sup>1</sup>

### 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  
FNSACCC313 Perform financial calculations  
FNSACCC405 Maintain inventory records  
FNSACCC407 Produce job costing information  
FNSACCC411 Process business tax requirements  
FNSACCC412 Prepare operational budgets  
FNSACCC413 Make decisions in a legal context  
FNSACCC414 Prepare financial statements for non-reporting entities  
FNSACCM401 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

<sup>1</sup> 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*

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

#### *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  
BSBREL402 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

FNSACCS511 Provide financial and business performance information

FNSACCS512 Prepare tax documentation for individuals<sup>1</sup>

FNSACCS513 Manage budgets and forecasts

FNSACCS514 Prepare financial reports for corporate entities\*

FNSACCS516 Implement and maintain internal control procedures

FNSACCS517 Provide management accounting information

### Elective Units

BSBITU402 Develop and use complex spreadsheets

BSBLDR402 Lead effective workplace relationships

FNSACCS408 Work effectively in the accounting and bookkeeping industry

FNSACCS505 Establish and maintain accounting information systems

FNSACCS601 Prepare and administer tax documentation for legal entities\*<sup>1</sup>

FNSACCS607 Evaluate business performance\*

FNSFMK505 Comply with financial services legislation and industry codes of practice

FNSINC503 Identify situations requiring complex ethical decision making

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

FNSINC601 Apply economic principles to work in the financial services industry

FNSINC602 Interpret and use financial statistics and tools

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

FNSTPB503 Apply legal principles in consumer and contract law<sup>2</sup>

FNSTPB504 Apply legal principles in corporations and trust law<sup>2</sup>

FNSTPB505 Apply legal principles in property law<sup>2</sup>

FNSTPB506 Apply taxation requirements when providing tax (financial) advice services<sup>3</sup>

FNSTPB507 Apply legal principles in commercial law when providing tax (financial) advice services<sup>3</sup>

\*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

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

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

<sup>3</sup> 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\*<sup>1</sup>

FNSACCC602 Audit and report on financial systems and records\*

FNSACCC603 Implement tax plans and evaluate tax obligations\*<sup>1</sup>

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 law<sup>2</sup>

FNSTPB504 Apply legal principles in corporations and trust law<sup>2</sup>

FNSTPB505 Apply legal principles in property law<sup>2</sup>

FNSTPB506 Apply taxation requirements when providing tax (financial) advice services<sup>3</sup>

FNSTPB507 Apply legal principles in commercial law when providing tax (financial) advice services<sup>3</sup>

\*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

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

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

<sup>3</sup> 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

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

FNSCRD504 Manage the credit relationship

FNSCRD511 Respond to personal insolvency situations

FNSCRD515\* 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

BSBWH5504 Manage WHS risks

BSBWH5513 Lead WHS risk management

BSBWH5517 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  
 FNSRSK401 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  
 BSBLLEG413 Identify and apply the legal framework  
 BSBLLEG415 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
FNSCRD515 Respond to corporate insolvency situations	FNSCRD511 Respond to personal insolvency situations

## FNS51822 - Diploma of Financial Services (Release 1)

### Packaging Rules

Total number of units = 10

**3 core units** plus

**7 elective units**, of which:

- at least 5 must be from the elective units listed below and have the FNS code
- up to 2 may be from the remaining listed elective units or any currently endorsed Certificate IV or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

### Core units

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

FNSINC513 Identify and apply complex ethical decision making to workplace situations

FNSRSK411 Apply risk management strategies to own work

### Elective units

Business banking

FNSBNK511 Manage banking and service strategy for small business customers

FNSBNK513 Provide business advisory services within a financial services context

FNSBNK522 Manage services in a Business Transaction Centre

FNSCUS513 Review business performance

FNSORG507 Manage client service and business information

Consumer lending

FNSCRD401 Assess credit applications

FNSCRD412 Establish and maintain appropriate security options for credit facilities

FNSCRD511 Respond to personal insolvency situations

FNSCRD513 Promote client understanding of the role and effective use of consumer credit

FNSCRD514 Identify and manage credit risk

FNSCRD515 Respond to corporate insolvency situations\*

Customer service and relationships

BSBOPS505 Manage organisational customer service

FNSCUS504 Manage premium customer relationships

FNSCUS511 Develop and maintain professional relationships in financial services industry

FNSCUS512 Monitor clients' financial requirements

FNSCUS515 Determine client financial requirements and expectations

FNSCUS516 Record and implement client instructions

FNSIAD511 Provide appropriate services, general advice and products to clients

FNSIAD512 Develop financial investment options and strategies for clients

Financial services

FNSFLT511 Assist customers to budget and manage own finances

FNSFLT512 Facilitate customer awareness of the Australian financial system and markets

FNSFLT513 Promote basic financial literacy in clients

FNSFLT514 Facilitate customer knowledge of personal financial statements

FNSFLT515 Facilitate knowledge of superannuation as an investment tool



FNSFMK509 Process transaction documentation

FNSFMK515 Comply with financial services regulation and industry codes of practice

FNSFMK521 Analyse financial markets and information

FNSINC412 Apply and maintain knowledge of financial products and services

FNSINC511 Conduct financial product research to support product recommendations

FNSINC514 Apply ethical frameworks and principles to make and act upon decisions

FNSISV417 Use medical terminology in an insurance context

FNSISV519 Analyse financial, medical and psychological claims assessments

FNSISV537 Review claims settlement policies and procedures

FNSORG501 Develop and manage a budget

FNSORG503 Develop a resource plan

FNSORG506 Prepare financial forecasts and projections

FNSORG508 Analyse and comment on management reports

FNSORG512 Develop, implement and monitor policy and procedures

FNSORG514 Develop, monitor and supervise work practices to meet financial services regulatory requirements

FNSORG515 Prepare financial reports to meet statutory requirements

FNSORG613 Establish and implement operational guidelines in financial services organisations

FNSORG614 Establish and manage outsourced services

FNSSAM521 Apply advanced techniques to provide financial products and services

Market analysis

BSBMKG541 Identify and evaluate marketing opportunities

FNSSAM503 Monitor market opportunities

FNSSAM512 Assess market needs and identify opportunities for new financial products and services

FNSSAM612 Identify and evaluate marketing opportunities in the financial services industry

FNSSAM613 Tailor financial products to meet client needs

FNSSAM614 Establish agreements with intermediaries for product distribution

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

General

BSBAUD514 Interpret compliance requirements

BSBAUD516 Develop and monitor processes for the management of breaches in compliance requirements

BSBCNV511 Take instructions in relation to a conveyancing transaction

BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction

BSBCNV612 Identify and apply legal requirements for a conveyancing transaction

BSBHRM525 Manage recruitment and onboarding

BSBLDR522 Manage people performance

BSBLEG529 Apply legal principles in corporation law matters

BSBOPS502 Manage business operational plans

BSBPEF501 Manage personal and professional development

BSBPMG430 Undertake project work

BSBPMG536 Manage project risk

BSBPMG540 Manage project integration

BSBSTR501 Establish innovative work environments

BSBSTR502 Facilitate continuous improvement

BSBSUS511 Develop workplace policies and procedures for sustainability

BSBWHS504 Manage WHS risks

BSBWHS513 Lead WHS risk management

BSBWHS517 Contribute to managing a WHS information system

FNSASICM513 Provide general advice in life insurance

FNSCMP501 Comply with financial services legislation

FNSILD501 Prepare a distribution plan

FNSILD502 Resource a distribution plan

FNSILD504 Implement and manage the distribution plan

FNSILF507 Manage group life insurance policy administration

FNSILF512 Underwrite complex risks

FNSILF514 Manage complex life insurance claims

FNSILF515 Manage ongoing disability claims

FNSILF516 Manage group life insurance claims

FNSISV503 Undertake post-loss risk management

FNSISV513 Provide decisions on legal liability and indemnity of a claim

FNSISV514 Review and update claim reserves in portfolio

FNSPRT513 Assess, allocate and supervise work within the personal trustee sector

\*Note the following prerequisite unit requirements.

UNIT IN THIS QUALIFICATION	PREREQUISITE UNIT
FNSCRD515 Respond to corporate insolvency situations	<ul style="list-style-type: none"><li>FNSCRD511 Respond to personal insolvency situations</li></ul>

## FNS50922 - Diploma of Banking Services Management (Release 1)

### Packaging Rules

Total number of units = 12

5 core units plus

7 elective units, of which:

- at least 4 must be from the elective units listed below
- up to 3 may be from the remaining listed elective units or from any currently endorsed Certificate IV or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

### Core units

BSBLDR522 Manage people performance

FNSCUS511 Develop and maintain professional relationships in financial services industry

FNSCUS513 Review business performance

FNSFMK515 Comply with financial services regulation and industry codes of practice

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

### Elective units

Commercial and retail lending

FNSBNK412 Align banking products with the needs of small business customers

FNSBNK511 Manage banking and service strategy for small business customers

FNSCRD412 Establish and maintain appropriate security options for credit facilities

FNSCRD413 Manage and recover bad and doubtful debts

FNSCRD513 Promote client understanding of the role and effective use of consumer credit

FNSFMB511 Implement credit contracts in preparation for settlement

FNSFMB514 Implement complex loan structures

FNSMCA413 Identify and manage individuals experiencing hardship

Customer relationship building

BSBOPS505 Manage organisational customer service

FNSCUS504 Manage premium customer relationships

FNSCUS512 Monitor clients' financial requirements

FNSCUS515 Determine client financial requirements and expectations

Market analysis

BSBMKG541 Identify and evaluate marketing opportunities

FNSPIM410 Collect assess and use information

FNSSAM503 Monitor market opportunities

FNSSAM512 Assess market needs and identify opportunities for new financial products and services

FNSSAM521 Apply advanced techniques to provide financial products and services

General business

BSBINS402 Coordinate workplace information systems

BSBLDR602 Provide leadership across the organisation

BSBPEF501 Manage personal and professional development

BSBSTR501 Establish innovative work environments

BSBSTR502 Facilitate continuous improvement

BSBSUS511 Develop workplace policies and procedures for sustainability

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

FNSBNK513 Provide business advisory services within a financial services context

FNSCUS516 Record and implement client instructions

FNSINC513 Identify and apply complex ethical decision making to workplace situations

FNSINC514 Apply ethical frameworks and principles to make and act upon decisions

FNSORG503 Develop a resource plan

FNSRSK411 Apply risk management strategies to own work

FNSRSK612 Determine and manage risk exposure strategies