

## Certificate IV in Credit Management – Course Outline

The FNS40115 Certificate IV in Credit Management is specifically designed to address the skill and knowledge development needs of credit professionals who hold or are intending to seek a middle level position within the broad role of credit management.

This qualification is suitable for those people who are or intend to seek a position of team leader or divisional or regional credit manager. The qualification is designed to equip the learner with key core competencies together with the ability to choose elective units of competence that are relevant to their career.

**This qualification has been designed to meet the needs of those people who need to comply with ASIC Regulatory Guide 206 *Credit Licensing: Competence and training*.**

This qualification is relevant to credit professionals who work in either consumer or commercial credit in a variety of workplaces such as:

- Financial institutions such as a bank or credit union
- Within a business which offers commercial credit to customers
- Organisations offering a factoring and/or invoice discounting facility

The focus of the qualification is on effective performance within the accounts receivable function, contributing to the management of cashflow, contributing to the credit risk management function and managing their individual responsibilities in relation to compliance. Learners are then able to select elective units which will enable them to enhance their skills and knowledge in a manner appropriate to their career aspirations and their workplace requirements.

### Who is this course for?

- Credit Officer
- Credit Controller
- Credit Analyst
- Recoveries Officer
- Reconciliations Officer
- Credit Services Officer
- Credit/Lending Officer
- Credit Team Leader

### Duration:

- Maximum duration 36 months

### Delivery options:

- When you study with AICM, you're online but never alone. Our online system has been developed, in consultation with the Credit Industry. AICM online is available 24 hours a day, 7 days a week, and any questions you may have in relation to your studies are just an email away. AICM online offers students a holistic learning approach, with forums, trainer marked activities, assessments and resources all online.

### Start Date:

- AICM qualifications have flexible start dates, unlike traditional institutions and universities that restrict you to specific semesters in the academic calendar. This means you can start learning whenever it suits you.

### Entry Requirements

There are no entry or prerequisite units of competency requirements to commence this qualification. However, prospective learners are advised that they should have at least 1 years' experience in a credit role prior to commencing their study. Whilst not mandatory, AICM strongly advises prospective students to have access to a workplace where credit functions are performed.

Alternatively if you are seeking to develop senior credit management skills it is recommended that you consider undertaking the:

FNS51515 Diploma of Credit Management

### Individual units

Students may choose to enrol in individual units of competency that will lead to nationally recognised Statements of Attainment which will, lead to the completion of a complete qualification.

### Fees, Charges and Refund Policy

Online per unit	AICM member \$320.00	Non-member \$350.00
Online Full Qualification	AICM member \$3,840.00	Non-member \$4,200.00
RPL Assessment/Portfolio	AICM member \$280.00	Non-member \$370.00

For comprehensive information about all fees and charges and AICM Learning Services **Refund Policy** please refer to the **Guide to Learning @ AICM** provided with this course outline.

## Course Units:

To gain a Certificate IV in Credit Management you will need to complete 12 units. 9 compulsory (C) Core units and then select 3 (E) Elective units of your choice.

### **FNSCRD401 Assess credit applications (Core) – 6 week duration**

This unit addresses:

- Satisfy initial customer enquiries and provide basic information for credit policy and legislative requirements
- Assess, analyse and verify credit information
- Identify and evaluate possible risk
- Establish credit terms and limits

### **FNSRSK401 Implement risk management strategies (Core) – 6 week duration**

This unit addresses:

- Identify and apply risk management techniques
- Evaluate the information provided in the credit application
- Assess the risk of granting the level of credit applied for and determining the appropriate level of credit
- Formulating recommendations as to how the risk management process may be improved

### **FNSCRD402 Establish and maintain appropriate security (Core) – 6 week duration**

The ability to select and obtain security from a debtor, guarantor or lessor is an intrinsic part of a credit professional's role and function.

This unit addresses:

- Determine if security is required
- Selecting the appropriate security to be obtained from the range of security arrangements relevant to the type of credit to be offered
- Completing the legislative and regulatory requirements needed to ensure that the security can be enforced
- Maintaining accurate security documentation to enable ongoing validity

**FNSORG401 Conduct individual work within a compliance framework (Core) – 12 week duration**

**FNSINC401 Apply principles of professional practice to work in the financial services industry (Core) – 12 week duration**

Working in credit requires a sound understanding of the issues that arise in relation to legal compliance together with an appreciation of the significance of the wider financial services industry.

This cluster unit addresses:

- The critical first step in managing legal compliance is the ability to identify the legislative and regulatory provisions that must be adhered to in the credit function and how this information should be managed
- Once the compliance parameters are established this needs to be translated to an individual's role within the credit team. This means that the person needs to understand how to maintain their personal professional development and the strategies available to achieve this.
- Applying procedures that are designed to achieve an adherence to a compliance framework requires an understanding of effective work and time management
- Compliance arrangements are subject to ongoing monitoring so that changes in compliance requirements are identified and as necessary communicated to other members of a credit team.

**FNSCRD403 Manage and recover bad and doubtful debts (Core) – 6 week duration**

The ability to identify and recover an overdue customer account is a core requirement of a credit professional.

This unit addresses:

- The steps involved in reviewing an account to determine if a debt is likely to become bad or doubtful
- Understanding the difference between a bad and a doubtful debt
- Methods for dealing with a customer's excuses for not paying the outstanding amount
- Negotiating with the customer to recover the outstanding payment
- Monitoring and documenting the outcome of the recovery action

### **FNSCRD404 Utilise the legal process to recover outstanding debt (Core) - 6 week duration**

Depending on the history of the account and previous attempts to recover an outstanding debt consideration may have to be given to using the legal process to recover an outstanding debt.

This unit addresses:

- How to review an account to confirm the suitability of legal action
- How to identify the relevant jurisdiction and court
- How to prepare the relevant documents needed to initiate the recovery of outstanding debt(s)
- How to prepare a brief report for a third party such as a lawyer or mercantile agent
- Follow through on legal action, and
- Make recommendations to the relevant personnel arising from the legal action

### **FNSCUS402 Resolve disputes (Core) – 6 week duration**

This unit addresses:

- How to establish that dispute exists
- How to investigate dispute and determine action to be taken
- How to negotiate and resolve disputes effectively and in a timely manner
- How to finalise dispute

### **BSBCUS403 Implement customer service standards (Elective) – 6 week duration**

This unit addresses:

- How to access, interpret, apply and monitor customer service standards in the workplace
- How to implement customer service systems
- How to plan and implement team customer service standards

### **FNSCRD405 Manage overdue customer accounts (Core) – 6 week duration**

The interrelationship between effective customer service, collection skills and dealing with disputes is a common occurrence for credit professionals and can be a difficult process to manage effectively.

This unit addresses:

- How to develop effective telephone collection skills to resolve outstanding payments
- How to provide quality customer service in accordance with organisational standards while achieving collection performance targets
- How to use effective dispute resolution techniques to maintain the customer relationship and achieve collection outcomes

### **FNSCRD503 Promote understanding of the role and effective use of consumer credit (Elective) – 6 week duration**

This unit addresses:

- How to understand and adhere to the requirements that must be met by a holder of an Australian Credit Licence including issues relating to 'responsible lending'
- How to discuss with a consumer client the advantages and disadvantages of consumer credit and the range of consumer credit facilities that are available including secured and unsecured loans
- How to explain to the client the different fees and charges that may apply to credit products
- How to inform the client of strategies that may be utilised to avoid excessive or unmanageable debt
- How to inform clients of the role and function of credit reference reports

### **BSBCNV506 Establish and manage a trust account (Elective) – 6 week duration**

The management of a trust account is relevant to those people who need to hold a Master Licence in accordance with the *Commercial Agents and Private Inquiry Agents Act 2004* (NSW) and/or the *National Consumer Credit Protection Act 2009* (Cth) relating to the holding of an Australian Credit License.

This unit addresses:

- How to develop the steps involved in establishing a trust account and/or reviewing an existing trust account
- Developing and implementing good practice when managing a trust account
- Controlling activities associated with the management of a trust account
- Strategies for the reconciliation and verification of activities involving a trust account

### **BSBCMM301 Process customer complaints (Elective) – 6 week duration**

This unit addresses:

- How to respond to complaints
- How to refer complaints
- How to exercise judgement to resolve customer service issues

### **BSBCUE203 Conduct customer engagement (Elective) – 6 week duration**

This option is designed to meet the needs of credit professionals whose role requires them to deliver enhanced customer service to clients.

This unit addresses:

- How to prepare to contact a customer
- Techniques for ensuring that the customer's requirements are addressed
- When to use escalation when dealing with a customer
- Dealing with complaints from customers
- Understanding when a complaint may need to be referred to an external body and/or internal person

## Recognition of Prior Learning

Learners may apply for Recognition of Prior Learning (RPL) at any time. Up to 100% of this qualification may be completed by RPL provided the learner is able to demonstrate competence against the units for which RPL is sought.

For more information about how RPL works please refer to the **Guide to Learning @ AICM** provided in conjunction with this Qualification Outline.

## Assessment Methodology:

Each Unit of Competency will be assessed by a combination of group discussions, research tasks, short answer questions, essays, projects and case studies.

Online students will also be required complete Online Trainer Marked Activities as part of the assessment process.

## Assessment Requirements

Assessment evidence will be gathered using a variety of sources which vary depending upon the delivery mode.

Face-to-face – classroom based

The learner must:

- Participate and contribute to group discussions and/or exercises to be confirmed by the trainer
- Complete any final assessment tasks provided such as short answer questions, essays, projects and case studies.
- Undertake web based research
- Demonstrate effective oral and written communication relevant to the unit of competence

Electronic based – online learning

The learner must:

- Participate in online forums/discussions to be confirmed by the trainer
- Complete online trainer marked activities
- Complete any final assessment tasks provided such as short answer questions, essays, projects case studies.



- Respond to case study based problems
- Undertake web based research
- Demonstrate effective written communication skills

A Third Party Report will be completed by the learner's supervisor/manager confirming workplace demonstration for each unit of competency. If the learner does not have access to a workplace our facilitator will conduct a telephone interview.

### **Student Support**

AICM Learning Services offers assistance and support to Learners. Learners who need assistance with completing assessments, completing their selected unit(s) of competency or other forms of learner support should advise AICM Learning Services immediately the assistance is required.

All requests for learner support are treated confidentially.

### **Specific support to Learners regarding Assessment**

A learner may submit one draft of each assessment item for comment and feedback from their assessor prior to submitting the final version.

Learners may request advice and additional information from either their trainer and/or assessor during the assessment process.

Learners who experience difficulty preparing written assessments are able to request an assessment interview to supplement their written work.

### **More information**

For more information about this qualification or any other course offered by AICM Learning Services please Phone 1300 560 996 or Email [aicm@aicm.com.au](mailto:aicm@aicm.com.au)