



Certificate III in Mercantile Agents – Course Outline

The FNS30415 Certificate in Mercantile Agents is specifically designed to address the skill and knowledge development needs of mercantile agents who undertake recover of debt and property.

This qualification has been designed to meet the needs of those people who need to comply with *Commercial Agents and Private Inquiry Agents Act 2004* (NSW). People who need to hold a Master Licence under this Act must also complete the unit BSBCNV506 Establish and manage a trust account which is offered as an elective unit in FNS51515 Diploma of Credit Management. Those people affected by this requirement are welcome to enrol in this unit and do not need to complete the Diploma of Credit Management unless they choose to do so.

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

- Financial institutions such as a bank or credit union
- Operating their own mercantile agency
- Undertaking recovery action on behalf of their employer

The focus of the qualification is on effective performance of the role of a mercantile agent. The qualification is structured to enable learners who successfully complete this qualification to apply for an “all functions” CAPI unit operator licence.

Who is this course for?

- Mercantile Agent
- Accounts Receivable Clerk/Officer
- Collections Officer
- Customer Service Officer
- Recovery Clerk/Officer.

Duration:

- Maximum duration 36 months

Delivery options:

When you study with AICM, you're online but never alone. Our online system has been developed, with consultation of 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 is 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 competence requirements to commence this qualification. However, prospective learners are advised that they should have at least one year's experience in a workplace prior to commencing their study. Whilst not mandatory, AICM strongly advise prospective students have access to a workplace where credit functions are performed.

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	Non-member \$350
RPL Assessment/Portfolio	AICM member \$280	Non-member \$370

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 Subjects:

To gain a Certificate III in Mercantile Agents you will need to complete 12 units.

FNSINC301 Work effectively in the financial services industry (Core)

The course introduces learners to critical workplace functions including:

- Compliance essentials which introduces the learner to the principle pieces of legislation, regulation and codes of conduct which apply to credit management
- Effective communication skills that can be applied for verbal and written communication
- Safe work practices to ensure that the person does not exposure themselves or colleagues to dangerous work practices
- The role and function of technology in the workplace in particular the use of internet services, the appropriate use of business technology and related software
- Effective team work skills and

FNSMCA301 Collect debts (Core)

This unit addresses how to:

- Analyse and research information to determine the debtor and debt settlement status of individuals or parties such as companies or associations, negotiate with debtors and collect debts.
- It applies to individuals who perform debt collection functions within organisations of any size or location.

FNSCUS402 Resolve disputes (Core)

This unit addresses how to:

- **Establish that a dispute exists** – including how to ascertain the grounds for dispute, identify and contact the relevant parties, verify that organisational policies and procedures have been complied with, and assess the information at hand;
- **Investigate the dispute and determine the action to be taken** – including how to identify relevant information from previous dealings with the customer, keep the customer informed, and making resolutions that are considered and compliant with relevant policies, procedures and codes of practice;
- **Resolve disputes** – including how to inform the customer of the decision and negotiate as necessary, resolve disputes in a non-litigious manner, and respect the rights of the customer at all times; and
- **Finalise disputes** – including how to record and communicate outcomes, prepare appropriate documentation, attend to the decisions of external dispute resolution bodies, and complete all final documentation requirements.

FNSMCA402 Initiate legal recovery of debts (Elective)

This unit addresses how to:

- Approach a debtor for an outstanding payment taking into account the credit worthiness of the debtor, the debtor's willingness to reach an agreement to repay the debt and the legal framework which informs debt recovery action
- Dispute resolution strategies that can be used to resolve disputed debts and enhance the likelihood of achieving debt recovery
- When negotiation with the debtor does not result in payment consideration must be given to commencing legal proceedings to recover the debt. Such action must be undertaken in accordance with the appropriate jurisdiction and the client's instructions

FNSMCA304 Locate subjects (Core)

This unit addresses how to:

- Investigate and locate subjects
- Determine appropriate means of approach
- Write relevant reports on the outcomes.

FNSMCA303 Serve legal process (Core)

This unit addresses how to:

- Investigate and analyse client requirements for preparing legal documentation
- Serving legal processes

FNSMCA302 Repossess property (Elective)

In this course learners will consider:

- Techniques for legally locating missing persons by the use of activities such as searches of data bases and field calls and how to analyse the outcome
- How to achieve legally valid service of documents (as it is essential that the person or entity to be served can be located), how the correct documentation for the relevant jurisdiction should be prepared and duly authorised and where service cannot easily be effected, how suitable applications for substituted service are made
- How the repossession of property requires the mercantile agent to be able to locate the property to be repossessed. How to carry out the repossession in accordance with the relevant legislation and regulations
- Preparation of reports for the client and the mercantile agent's records

BSBWOR204 Use business technology (Core)

In this unit addresses how to:



- Select appropriate technology and software applications to achieve task
- Process and organize data appropriately
- Identify and maintain technology

FNSMCA401 Develop and document case recommendations (Elective)

In this course learners will consider how business technology can assist them to:

- Gather the relevant information needed to prepare the case recommendation(s)
- Produce recommendations in a clear and concise format that adheres to legal requirements
- Clearly indicates to the client why the recommendations have been made
- Facilitates the determination of any further course of action to be undertaken on behalf of the client

BSBCOM402 Implement processes for the management of a breach in compliance requirements (Elective)

Compliance breaches can have serious consequences for an organisation. It is essential that a compliance breach is managed in an appropriate manner taking into account the possible need to work with the relevant regulator to ensure that the organisation's reputation and legal obligations are managed effectively.

This course is relevant to the *National Consumer Credit Protection Act 2009* (Cth) in relation to the holding of an Australian Credit License.

This course considers how to:

- Identify a compliance breach
- Investigate the breach and develop a rectification plan
- Liaise with relevant internal personnel and relevant external organisations
- Monitor the implementation of the rectification plan
- Ensure that all documentation is completed and procedures reviewed to minimise the risk of the breach re-occurring

BSBFIA301 Maintain financial records (Core)

Mercantile agents are responsible for managing the financial arrangements of their business as well as ensuring that monies recovered on behalf of clients are properly accounted for.



In this course learners will gain an understanding of how to:

- Maintain financial records including the role and function of journal entries
- Maintain a general ledger and post transactions in the general ledger
- Prepare a trial balance and reconcile accounts
- Monitor cash flow, payments and receipts

BSBFIA401 Prepare financial reports (Core)

In addition to being able to maintain appropriate financial records mercantile agents need to be able to produce financial reports.

This course addresses the following:

- How to maintain an asset register of property, plant and equipment
- Methods to calculate depreciation of assets
- Record journal entries for balance day adjustments including the recording of bad and doubtful debt incurred by the mercantile agent
- Prepare final general ledger accounts ensuring that revenue and expense account balances are posted to the general ledger
- Prepare financial reports for a reporting period as determined by legislative and regulatory requirements

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.

Assessments:

This qualification has 12 assessments; each unit of competency is assessed individually.

Assessment Methodology:

Short answer questions, essays, projects and responding to case study based problems.

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 – confirmed by the trainer
- Complete any final assessment tasks provided such as short answer questions, essays, projects and responding to case study based problems
- 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 assessment activities
- Complete any final assessment tasks provided such as short answer questions, essays, projects and responding to case study based problems
- 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.

The learner's assessment will be considered on the quality of their work.

Student Support

AICM Learning Services offers assistance and support to Learners. Learners who need assistance with completing assessments, completing their selected unit(s) of competence 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