Certificate IV in Financial Practice Support
FNS40715

LEARN FINANCIAL PRACTICE SUPPORT
AND JOIN THE THRIVING FINANCIAL PLANNING INDUSTRY
About This Course

When you undertake the Certificate IV in Financial Practice Support you will be introduced to concepts relating to financial plan preparation and implementation so that you will be able to provide invaluable support to the financial planners and para planners within your organisation. You will also gain an understanding of compliance obligations whilst meeting the Tier 2 requirements of ASIC RG146.

The Certificate IV in Financial Practice Support will give you the skills to effectively support financial planners and establish yourself in the industry. Electives in customer service, business networking and dispute resolution, amongst others, allow you to undertake a training program tailored to your needs.

Subject Choices

- Financial Planning Practice
- Compliance
- Financial Plans and Strategies
- Tier 2 - All Streams
- Financial Plan Implementation
- Professional Conduct in Finance
- Co-ordinate Customer Service (E)
- Dispute Resolution (E)
- Sales Solutions (E)
- Safety and Risk (E)
- More electives available
Key Course Facts

**Start Date:**
Start immediately

**Duration:**
Complete within 12 months

**Delivery Options:**
On-line/Correspondence

**Group Training:**
Workshops available

**Course Fees:** $4,400  
All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

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Existing Worker Traineeship Fees for this Qualification:

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School Based Traineeship Fees for this Qualification:

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Subsidised Training Options for this Qualification:

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* NSW fees depend on previous qualification levels  
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

Reading and Writing Skills
The course is an online correspondence course so you need to have average English reading and writing skills, or higher. As a guide - you should have completed Year 12 schooling, or have sound workplace written communication skills.

Spoken English Skills
Some components of this course have practical components where students will be required to demonstrate verbal communication skills as part of their assessments. Average English skills are necessary to complete these components successfully.

Numeracy Skills
Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

Work Placement
This program requires participants to be working within a relevant financial planning administration role.

Computer and Internet
- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other
- Ability to study and conduct assessments in a safe environment
Subject Descriptions

Core Subjects:

Financial Planning Practice Compliance
This subject examines the specific regulatory, operational and ethical areas that impact on, and are relevant to, the financial planning industry. There are 2 research activities and a case study to help you understand your compliance obligations. This is a good starting subject to give you an overview of industry expectations. To this end, you will complete a Continuing Professional Development Plan to ensure you are going to keep up to date with any industry changes.

Unit(s):
FNSFPL501 - Comply with financial planning practice ethical and operational guidelines and regulations

Financial Plans and Strategies
Assembling of a Financial Plan is the focus of this subject. It provides details on the factors that influence a Plan, including the economic environment, taxation, products, investment characteristics and projected returns. You will be required to conduct research on the suitability of products and make supportive suggestions within the case studies provided. Being able to apply these skills is the key to a practice support role.

Unit(s):
FNSFPL401 - Extract and analyse information on specified financial strategies and products
FNSFPL402 - Prepare financial plans to set strategies and guidelines

Tier 2 - All Streams
This subject provides Tier 2 accreditation for Basic Deposit Products, Non-Cash Payment Facilities and General Insurance. Course content addresses personal and general advice; economic environment and industry legislation; as well as product features.

Unit(s):
FNSASIC301 - Establish client relationship and analyse needs
FNSASIC302 - Develop, present and negotiate client solutions

Financial Plan Implementation
Ideally this subject would be a continuance on from the Financial Plans and Strategies subject, and looks at the implementation of the Financial Plan. There is an examination of the factors which affect the final Plan recommendations. There are case studies to review, and a practical exercise and role play to ensure that the right communication techniques are used.

Unit(s):
FNSFPL403 - Implement financial plans to predetermined guidelines
Professional Conduct in Finance

To build a successful career in the financial services industry you need a range of skills and knowledge. This subject covers skills to work effectively in a team, manage your time, apply specific legislation that affects your role, to identifying how your organisation can be more sustainable. You will develop your own professional development plan to ensure that you continue to progress in your chosen field in financial services.

Unit(s):
FNSINC401 - Apply principles of professional practice to work in the financial services industry

Elective Subjects: 2 electives are required (depending on subjects chosen)

Co-ordinate Customer Service

Providing good service to your internal and external customers is a critical responsibility for managers. Learn how to identify the key aspects of service delivery important to your customers, and how to train staff to deliver this.

Unit(s):
BSBCUS402 - Address customer needs
BSBCUS401 - Coordinate implementation of customer service strategies
BSBCUS403 - Implement customer service standards

Dispute Resolution

Formal disputes processes exist in financial services as a regulatory requirement. In this subject you will learn formal complaints management techniques, Internal Dispute Resolution requirements and understand the applicable External Dispute Resolution Schemes.

Unit(s):
BSBCM301 - Process customer complaints
FNSCUS402 - Resolve disputes

Sales Solutions

This subject covers key concepts in sales and marketing, prospecting, qualifying prospects and approaching the prospect. Other topics covered are managing your client data sales planning process and knowledge required for successful selling.

Unit(s):
FNSSAM401 - Sell financial products and services
FNSSAM403 - Prospect for new clients

Safety and Risk

Participation in the process of identifying work health and safety (WHS) hazards, and assessing and controlling WHS risks, is the focus of this subject. A key ingredient is the ability to promote and support worker consultation about WHS issues. This is a great subject for those who want to learn more about identifying and managing safety hazards.

Unit(s):
BSBWH303 - Participate in WHS hazard identification, risk assessment and risk control

Use Business Technology

This subject looks at the skills and knowledge required to select and use computer software and organise electronic information and data. A competency conversation is used to determine your current knowledge and any specific skills and knowledge that are needed about basic business technology such as computers and printers.
Unit(s):

BSBWOR204 - Use business technology
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2 000 employers and 25 000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment
Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment
Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser
You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback
All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support
The support won’t stop! Contact from your College Student Adviser will continue every month, based on the level of help you need. Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials
Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course. The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates
For employment based enrolments all supervisors will be emailed a monthly progress report showing the status of all learners. We understand that its essential to keep you up to date.