Certificate IV in Superannuation
FNS40915

BUILD YOUR CAREER IN THE GROWING AND DIVERSE SUPERANNUATION INDUSTRY
About This Course

The Certificate IV in Superannuation is for those working in the superannuation industry. It will confirm that you have the skills and knowledge you need to keep up with the challenging and ongoing regulatory changes in such a high compliance environment.

The Certificate IV in Superannuation is streamlined to use work based evidence to address your specific superannuation administration job skills and allows you flexibility to learn new skills in the elective choices.

Subject Choices

- Contribute to Safety in Banking
- Dispute Resolution
- Professional Conduct in Finance
- Co-ordinate Customer Service (E)
- Financial Products - Superannuation (E)
- Process Superannuation (E)
- Leadership Skills (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 superannuation administration organisation.

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:

Contribute to Safety in Banking
This subject covers the skills and knowledge required to work in a healthy and safe manner within a banking environment. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.
Unit(s):  
BSBWHS201 - Contribute to health and safety of self and others

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):  
FNSCUS402 - Resolve disputes  
FNSPIM410 - Collect, assess and use information

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: 1 - 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  
FNSCUS403 - Deliver a professional service to customers
Financial Products - Superannuation

To complete Certificate IV in Superannuation students must be employed in an administrative / processing role within a superannuation processing centre. This subject is completed by on-the-job workplace evidence. The most suited superannuation products are chosen and workplace assessment processes are agreed with your supervisor.

Unit(s):
FNSINC402 - Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Process Superannuation

To complete Certificate IV in Superannuation students must be employed in an administrative / processing role within a superannuation processing centre. This subject is completed by on-the-job workplace evidence. The most suited 5 units of competency are chosen and workplace assessment processes are agreed with your supervisor.

Unit(s):
FNSSUP301 - Process superannuation fund payments
FNSSUP401 - Process complex superannuation benefit or insurance claim
FNSSUP402 - Assist in meeting superannuation compliance requirements
FNSSUP403 - Administer retirement income streams
FNSSUP404 - Establish and customise employer accounts
FNSSUP408 - Participate in fund review practices
FNSSUP406 - Establish and maintain fund or plan
FNSSUP407 - Assess complex superannuation benefit or insurance claims
FNSSUP508 - Provide effective information to members

Leadership Skills

This subject is specifically designed to lay a strong leadership foundation for learners. Focusing on key leadership elements such as communication, organisational behaviour, being a role model, problem solving, delivering feedback and effective decision making, this subject is perfect for anyone looking to build or enhance their leadership skills.

Unit(s):
BSBLDR401 - Communicate effectively as a workplace leader
BSBMGT401 - Show leadership in the workplace

Prioritising to Achieve Team Goals

Achieving goals is at the heart of leadership success. You will learn how to set effective targets and priorities to maximise your productivity and results. This subject covers how to assess urgency and priorities, plan work schedules, monitor individual and team performance and set professional development goals.

Unit(s):
BSBWOR404 - Develop work priorities
BSBWOR403 - Manage stress in the workplace
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.

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.

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).

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.

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.

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.

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.