



APPLICATION FORM

for

Recognition of Prior Learning (RPL)

in the

Certificate IV in Credit Management FNS40110

Qualification

All correspondence to: **PO Box 489 ~ DARLINGHURST NSW 1300**
Level 1 ~ 13-15 Wentworth Avenue ~ SYDNEY NSW 2000

Tel: **02 9283 5999** ~ Fax: **02 9283 5999** ~ e-mail: **IFSoffice@ifs-inc.com.au** ~ Website: **www.ifs-inc.com.au**
ABN: 98 697 095 230

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Who is the Institute of Financial Services (IFS)?

The Institute of Financial Services Inc. was established in 1955 as a professional 'not for profit' association. It is a government Registered Training Organisation (RTO) delivering training and qualifications to the financial services industry. See our web site for more information: www.ifs-inc.com.au.

What is Recognition of Prior Learning (RPL)?

RPL is an assessment process that recognises competencies you currently have, regardless of how, when or where the learning occurred. This includes competencies attained through any combination of formal or informal training and education, work experience or general life experience.

In order to apply for RPL, you must provide evidence that addresses and meets the requirements for each unit of competency.

Credit transfers recognise any formal qualifications you have achieved through a Registered Training Organisation or higher education institution eg a TAFE or a university. You will need to provide a JP (or equivalent) certified copy of the qualification/s and a list of the units of competency achieved. These must match the units you are seeking exemptions for.

An IFS trainer/assessor may need to contact you to discuss your application for RPL or to obtain further information from you, to be able to accurately assess your submitted evidence.

To be able to grant RPL, the assessor must be confident that you are currently competent against all elements of the competency/ies and must ensure that submitted evidence is authentic, valid, reliable, current and sufficient.

How does the RPL process work?

Evidence that is presented by the applicant is assessed against each unit of competency applied for. The evidence is assessed using the following criteria:

- Is the prior learning relevant to the course?
- Is the knowledge and skill current?
- Is it authentic and can it be verified?
- Is the knowledge and skill appropriate to Diploma level of competency?

How long will it take to be informed of the outcome of my application?

You will be notified of the outcome within 2-4 weeks of the RPL application being received by us.

How much will my RPL application cost?

The fee for an application for RPL for the full qualification is **\$1,200**.

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Applicant's Contact Details

Surname: _____ **Sex:** Male Female
Given Names: _____ **Date of Birth:** ____ / ____ / ____
Employer: _____
Business Address: _____

Daytime Telephone: _____ **Fax:** _____
Email Address: _____

I am paying the \$1,200 fee by Credit Card:

Please tick if a receipt is required

My Credit Card details are as follows:

Deduct \$1,200 for RPL fee from:

MASTERCARD VISA

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Expiry: ____ / ____

Signature: _____ **Cardholder's Name:** _____

I declare that the information/evidence that I am submitting with this RPL application is truthful and all copies of documents have been certified by a Justice of the Peace.

I understand that if I am required to undertake some training and assessment to complete any skill/s gap/s identified in the RPL process, that additional fees will apply.

Applicant's Signature: _____ **Date:** _____

Please send all documents to:

**RPL Applications
IFS
PO Box 489
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| Unit of Competency: BSBCOM405A – Promote compliance with legislation | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Determine compliance strategies • Model and encourage compliance with legislative requirements <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:</i> <ul style="list-style-type: none"> ○ <i>Australian Harmonized Export Commodity Codes conditions</i> ○ <i>Carriage of Goods by Sea Act</i> ○ <i>Customs Act</i> ○ <i>INCOTERMS</i> ○ <i>trade modernisation legislation: Customs Legislation Amendment and Repeal Act, Import Processing Charges Act, Customs Depot Licensing Charges Amendment Act</i> ○ <i>Trade Practices Act</i> ○ <i>transport of dangerous goods</i> ○ <i>contract law</i> ○ <i>sales of goods legislation</i> ○ <i>Warsaw Convention</i> ○ <i>World Trade Organisation determinations</i> • <i>organisational policies and procedures relating to legislation in organisation's functional area</i> • <i>penalties for non-compliance with legislative requirements</i> • <i>auditing requirements</i> • <i>Occupational Health and Safety (OHS) requirements applicable to own work and functional area</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>communication skills to provide advice and to document policies and procedures</i> • <i>leadership skills to gain trust and confidence of colleagues and clients</i> • <i>learning skills to maintain knowledge of changes to compliance legislation and requirements</i> • <i>problem-solving skills to address compliance issues</i> | |

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| Unit of Competency: FNSCUS402A – Resolve disputes | Evidence |
|---|----------|
| <ul style="list-style-type: none"> • Establish that a dispute exists • Investigate the dispute and determine the action to be taken • Resolve dispute • Finalise dispute <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>current industry compliance requirements and dispute settling procedures and requirements</i> • <i>current organisation policy and procedures and any impacting legislation for dispute resolution</i> • <i>negotiation principles and practises</i> • <i>risk prevention methods</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>well-developed communication skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm dispute situation and resolution requirements, using questioning and active listening as required</i> ○ <i>negotiate effectively and respectfully</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences</i> • <i>research and analysis for:</i> <ul style="list-style-type: none"> ○ <i>accessing, interpreting and managing dispute documentation and related information</i> ○ <i>accessing and interpreting financial product information</i> • <i>literacy skills to read and interpret documentation from a variety of sources and recording, gathering and consolidating information</i> • <i>IT skills for accessing and using appropriate software such as spreadsheets and databases and using internet information</i> • <i>team working skills for working cooperatively and effectively with others</i> • <i>problem solving skills to address negotiation and related dispute resolution issues</i> • <i>judgement skills for forming recommendations in operational situations</i> • <i>organisational skills, including the ability to plan and sequence work and plan meetings</i> | |

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| Unit of Competency: FNSINC401A – Apply principles of professional practice to work in the financial services industry | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Identify the scope, sectors and responsibilities of the industry • Identify and apply financial services industry guidelines, procedures and legislation • Identify sustainability issues for the financial services industry • Manage information • Participate in and facilitate work team activities • Plan work to be completed taking into consideration time, resources and other constraints • Develop and maintain personal competency <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>environmental or sustainability legislation, regulations and codes of practice applicable to industry and organisations</i> • <i>industry and organisation policies and procedures and ethical behaviours in regard to customer service and administration</i> • <i>industry and organisation security practices and rationale</i> • <i>internal administration systems such as accounting systems and databases</i> • <i>principles, practices and available tools and techniques of sustainability management relevant to the industry context</i> • <i>relevant legislation and statutory requirements and industry codes of practice including:</i> <ul style="list-style-type: none"> ○ <i>Consumer Credit Code</i> ○ <i>Privacy Act</i> ○ <i>Credit Act</i> ○ <i>Financial Transaction Reports Act</i> ○ <i>Corporations Act (including Accounting Standards)</i> ○ <i>Financial Services Reform Act (FSRA)</i> • <i>the economic and political climate relating to the financial industry</i> | |

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Skills Required

- *well-developed communication skills to:*
 - *determine and confirm work requirements, using questioning and active listening as required*
 - *relate to clients/customers and determine their needs*
 - *liaise with others, share information, listen and understand*
 - *use language and concepts appropriate to cultural differences*
- *well-developed numeracy and IT skills to:*
 - *undertake a wide range of financial calculations*
 - *use appropriate software for complex tasks such as specialist industry information management systems, word processors, spreadsheets and databases*
 - *access, evaluate and use internet information*
- *research and analysis skills for accessing interpreting and managing information*
- *well-developed literacy skills to read and interpret documentation from a variety of sources and recording, gathering and consolidating financial information*
- *teamwork skills to work effectively and cooperatively with others and provide team leadership as required*
- *planning skills to implement environmental and energy efficiency policies and procedures relevant to the organisation*
- *organisational and time management skills to sequence tasks, meet timelines and arrange meetings*
- *learning skills to:*
 - *maintain knowledge of changes to organisation and industry requirements and expectations*
 - *comply with the most current legislative, regulatory and ethical requirements*
- *judgement skills for forming recommendations in operational situations*
- *problem solving skills to identify any issues that have the potential to impact on the work role or outcome and to develop options to resolve these issues when they arise*
- *self-management skills for complying with ethical, legal and procedural requirements*

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| Unit of Competency: FNSCRD503A – Promote understanding of the role and effective use of consumer credit | Evidence |
|---|----------|
| <ul style="list-style-type: none"> • Identify range and type of consumer credit options • Identify and discuss costs of using credit • Promote effective use of consumer credit • Provide client with information regarding credit reference reports <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>economic environment and its relationship to individual's credit and debt</i> • <i>principles of lending and credit</i> • <i>relevant industry codes of practice including:</i> <ul style="list-style-type: none"> ○ <i>Consumer Credit Code</i> ○ <i>Privacy Act</i> ○ <i>Credit Act</i> • <i>relevant State and Territory legislation regarding consumer credit issues and Judgement Debt Recovery Acts</i> • <i>roles and relationships between participants within the Australian financial services industry, including banks and other financial intermediaries</i> • <i>the range of consumer credit alternatives, products of relevant institutions, advantages and disadvantages of different credit options</i> | |

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Skills Required

- *communication skills to:*
 - *clearly explain credit concepts to clients, using questioning and active listening as required and responding with empathy in sensitive cases*
 - *liaise with others, share information, listen and understand*
 - *use language and concepts appropriate to cultural differences*
- *interpersonal skills to establish rapport with clients and remain impartial in discussing credit options*
- *numeracy and IT skills to:*
 - *calculate credit and loan costs and repayments*
 - *access and use appropriate software such as spreadsheets and databases*
 - *access web-based information services*
- *literacy skills for analysing information and credit products to ensure appropriateness to client needs, currency and accuracy*
- *problem solving skills to identify any issues that have the potential to impact on the client's credit understanding and use and to develop options to resolve these issues when they arise*
- *organisational skills, including the ability to plan and sequence work*

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| Unit of Competency: FNSCRD401A – Assess credit applications | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Satisfy initial enquiry • Assess and monitor credit information • Assess the risk • Establish credit terms and limits <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>developments in the credit management sector</i> • <i>organisational policy, procedures and systems</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>communication skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm credit requirements and to clarify, discuss and update account information, using questioning and active listening as required</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences</i> • <i>numeracy and IT skills to:</i> <ul style="list-style-type: none"> ○ <i>perform credit related calculations</i> ○ <i>use credit assessment software, spreadsheets and databases</i> ○ <i>access web-based information services</i> • <i>research and analysis skills for accessing, interpreting and managing credit application and assessment information to determine credit terms and limits</i> • <i>interpersonal skills to deal effectively with credit applicants and to liaise with other team members</i> • <i>judgement skills for making credit assessments</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |

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| Unit of Competency: FNSCRD402A – Establish and maintain appropriate securitisation | Evidence |
|---|----------|
| <ul style="list-style-type: none"> • Identify available securitisation options • Assess if security is required and identify appropriateness of securities available • Apply appropriate security • Monitor and review effectiveness of security arrangement <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>current climate of credit management sector</i> • <i>current developments in the credit management sector and all relevant organisation policy</i> • <i>current full range of security options for credit</i> • <i>relevant legislative requirements</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>communication skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm security requirements, using questioning and active listening as required</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences, comprehension, age, possible disability and language level of the customer</i> • <i>numeracy and IT skills to:</i> <ul style="list-style-type: none"> ○ <i>perform loan related calculations</i> ○ <i>access and update account records electronically</i> ○ <i>access web-based information services</i> • <i>well developed literacy skills to:</i> <ul style="list-style-type: none"> ○ <i>read and interpret documentation from a variety of sources and loan security related information</i> ○ <i>draft loan security documentation</i> • <i>research and analysis skills for:</i> <ul style="list-style-type: none"> ○ <i>risk assessment</i> ○ <i>accessing, interpreting and managing information</i> ○ <i>ensuring compliance with relevant emerging legislation and industry development</i> • <i>judgement skills for making credit risk decisions</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |

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| Unit of Competency: FNSCRD403A – Manage and recover bad and doubtful debts | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Implement an appropriate course of action to recover outstanding debt • Monitor and review effectiveness of recovery action • Assess account to determine eligibility for write-off <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>all current developments in the credit management sector and organisation policy</i> • <i>all current and legal means of debt recovery action and processes</i> • <i>relevant legislative requirements</i> • <i>current climate of the credit management sector</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>well-developed communication and interpersonal skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm errant debt status, using questioning and active listening as required</i> ○ <i>tactfully negotiate debt recovery options with debtors by advocating strategies and outcomes</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences, comprehension, age, possible disability and language level of the debtor</i> • <i>numeracy and IT skills to:</i> <ul style="list-style-type: none"> ○ <i>perform debt recovery calculations</i> ○ <i>access and update account records electronically</i> ○ <i>access web based information services</i> • <i>literacy skills to:</i> <ul style="list-style-type: none"> ○ <i>read and interpret documentation from a variety of sources</i> ○ <i>provide written documentation to customers on debt and recovery situations</i> ○ <i>provide advice to debt recovery contractors and legal practitioners</i> • <i>research and analysis skills for accessing, interpreting and managing information and to ensure compliance with relevant legislation and industry development</i> • <i>judgement skills for making debt recovery option decisions</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |

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| Unit of Competency: FNSCRD404A – Utilise the legal process to recover outstanding debt | Evidence |
|---|----------|
| <ul style="list-style-type: none"> • Determine appropriateness of legal recovery • Instigate legal process • Implement actions arising from legal process <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>all current developments in the credit management sector and all relevant organisation policy</i> • <i>current full range of legal options for debt recovery</i> • <i>current credit industry development</i> • <i>relevant legislative requirements</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>communication skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm outstanding debt situation, using questioning and active listening as required</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences, comprehension, age, possible disability and language level of the customer</i> • <i>numeracy and IT skills to:</i> <ul style="list-style-type: none"> ○ <i>perform debt related calculations</i> ○ <i>access and update account records electronically</i> ○ <i>access web based information services</i> • <i>well-developed literacy skills to:</i> <ul style="list-style-type: none"> ○ <i>draft documentation for service providers</i> ○ <i>read and interpret documentation from a variety of sources</i> • <i>complete complex records</i> • <i>research and analysis skills or:</i> <ul style="list-style-type: none"> ○ <i>risk assessment</i> ○ <i>accessing, interpreting and managing information</i> • <i>ensuring compliance with relevant legislation</i> • <i>judgement skills for making debt recovery decisions</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |

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| Unit of Competency: FNSCRD405A – Manage overdue customer accounts | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Identify customers requiring collection activity • Establish contact with customer and attempt to resolve outstanding payment matters • Negotiate resolution of outstanding payments • Agreement is monitored to ensure adherence <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>all current developments in the credit management sector and organisation policy</i> • <i>all current and legal means of debt recovery action and processes</i> • <i>relevant legislative requirements</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>well-developed communication and interpersonal skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm outstanding payment status, using questioning and active listening as required</i> ○ <i>tactfully negotiate payment options with customers by advocating strategies and outcomes</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences, comprehension, age, possible disability and language level of the customer</i> • <i>numeracy and IT skills to:</i> <ul style="list-style-type: none"> ○ <i>perform outstanding payment calculations</i> ○ <i>access and update account records electronically</i> ○ <i>access web based information services</i> • <i>literacy skills to:</i> <ul style="list-style-type: none"> ○ <i>read and interpret documentation from a variety of sources</i> ○ <i>provide written documentation to customers on payment options and agreements</i> ○ <i>provide advice to debt recovery agencies and authorising personnel</i> • <i>research and analysis for accessing, interpreting and managing information and to ensure compliance with relevant legislation</i> • <i>judgement skills for making outstanding payment decisions</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |

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| Unit of Competency: FNSRSK401A – Implement risk management strategies | Evidence |
|---|----------|
| <ul style="list-style-type: none"> • Identify application of risk management strategies to job role • Apply risk management strategies • Identify and propose changes to improve risk management strategies <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>Australian Standard 4360 Risk Management</i> • <i>methods of identifying financial risks</i> • <i>organisational policies and procedures relating to risk management processes and strategies</i> • <i>principles of risk management</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>communication skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm organisation risk situation with internal and external stakeholders, using questioning and active listening as required</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences</i> • <i>risk assessment skills</i> • <i>literacy skills for analysing risk information to ensure appropriateness to the organisation</i> • <i>problem solving skills to identify any issues that have the potential to impact on organisation risk controls and to develop recommendations for improvement</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |

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| Unit of Competency: BSBFIA401A – Prepare financial reports | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Maintain asset register • Record general journal entries for balance day adjustments • Prepare final general ledger accounts • Prepare end of period financial reports <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>double-entry bookkeeping principles</i> • <i>general journal and general ledger entries</i> • <i>key provisions of relevant legislation and regulations from all forms of government, standards and codes that may affect aspects of business operations, such as:</i> <ul style="list-style-type: none"> ○ <i>Australian Taxation Office regulations</i> ○ <i>accounting and auditing standards</i> ○ <i>Goods and Services Tax (GST) regulations</i> ○ <i>anti-discrimination legislation</i> ○ <i>ethical principles</i> ○ <i>codes of practice</i> ○ <i>finance legislation</i> ○ <i>privacy laws</i> ○ <i>occupational health and safety</i> • <i>organisational accounting systems</i> • <i>organisational policies, procedures and accounting requirements</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>communication skills to clarify reporting requirements and obtain required data</i> • <i>literacy skills to:</i> <ul style="list-style-type: none"> ○ <i>identify financial information</i> ○ <i>follow the Australian Accounting and Auditing Standards</i> ○ <i>follow the organisation's accounting procedures</i> • <i>numeracy skills to calculate percentages, addition and subtraction</i> | |

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| Unit of Competency: FNSRSK502A – Assess risks | Evidence |
|--|----------|
| <ul style="list-style-type: none"> • Develop risk evaluation criteria • Assess current exposure • Compare exposure with guidelines • Prepare a probability assessment • Communicate with relevant internal and external stakeholders <p>Knowledge Required</p> <ul style="list-style-type: none"> • <i>Australian Standard 4360 Risk Management</i> • <i>organisation policies, procedures and operational guidelines</i> • <i>principles of risk management</i> <p>Skills Required</p> <ul style="list-style-type: none"> • <i>well-developed communication skills to:</i> <ul style="list-style-type: none"> ○ <i>determine and confirm organisation risk situation with internal and external stakeholders, using questioning and active listening as required</i> ○ <i>liaise with others, share information, listen and understand</i> ○ <i>use language and concepts appropriate to cultural differences</i> • <i>risk assessment and management skills</i> • <i>numeracy and IT skills to make financial calculations and use word processors, spreadsheets, databases and internet information</i> • <i>literacy skills for analysing risk information to ensure appropriateness to the organisation</i> • <i>problem solving skills to assess risk issues that have the potential to impact on organisation and to develop options to resolve these issues when they arise</i> • <i>organisational skills, including the ability to plan and sequence work</i> | |