

Certificate IV in Superannuation

Course Outline



The Association of Superannuation Funds of Australia Limited (ASFA)

PO Box 1485, Sydney NSW 2001

T +61 2 9264 9300 or 1800 812 798 (outside Sydney)

RTO Code 90755

ABN 29 002 786 290

ACN 002 786 290

©2019 Association of Superannuation Funds of Australia (ASFA) Limited

No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information or retrieval system, without the prior permission of ASFA.

Requests for permission to use material contained in this publication should be directed to the Compliance and Administration Officer.

Please note:

Printing this document may make it obsolete

For the latest version of this document always check the ASFA website at

<https://www.superannuation.asn.au/learning/students>

Enquiries are to be made to The Association of Superannuation Funds of Australia Limited.

www.superannuation.asn.au

learning@superannuation.asn.au

02 8079 0855

© ASFA 2019

November 2019 Version 01



CERTIFICATE IV IN SUPERANNUATION

Course overview

ASFA's *Certificate IV in Superannuation* (previously known as ASFA 100), the industry's premier introductory course for over 20 years, has been completely refreshed and transformed into a fully interactive e-learning format. It is a nationally recognised qualification for those working in, or aspiring to work in, a role requiring specialist understanding of financial products and services in the superannuation industry. It covers a range of administrative related topics such as assisting with meeting industry compliance requirements, administering income streams, processing contributions, establishing and maintaining employer accounts and processing benefits, claims and payments.

Why complete the course?

ASFA's Certificate IV in Superannuation is designed to suit individuals in, or aspiring to work in, administrative or specialist roles within superannuation funds or service providers to the superannuation industry. It is also a great course for new employees in professional and management roles to undertake before they commence work in the super industry.

What's covered in the course?

By completing this course, it is expected that students will be able to display a knowledge and understanding of the following areas:

- Understand the broad structure of the superannuation industry in which they work
- Understand the regulatory framework of the superannuation industry
- Understand the key external forces that impact on the industry
- Explain the Government's retirement income policy
- Explain industry legislation, policies, procedures and codes of practice
- Understand the importance of ethics in the industry
- Identify and promote sustainability as an integral part of business planning and business opportunity
- Identify behaviours that contribute to a healthy and effective team environment
- Work in a manner that is healthy and safe in relation to self and others
- Understand superannuation products and services
- Describe the different types of contributions which may be made to superannuation funds and the restrictions which apply to these contributions
- State the circumstances under which a superannuation benefit must be paid out and the ways that a superannuation benefit can be paid
- Explain some of the administration procedures involved in paying superannuation benefits
- Describe, and then compare and contrast, the types of income streams available and examples of the individuals they may suit
- Define what a complaint is
- Resolve disputes.

Pre-Training Review

All applicants will undergo a pre-training review to ensure:

- The course is the most suitable and appropriate training at this time
- Any additional support needs are identified
- Existing learning and skills are reviewed
- They have the required Language, literacy and numeracy (LLN) to successfully complete the course
- They have the required digital skills to successfully complete the course.

Course entry requirements

Applicants must be at least 18 years old and must meet the criteria outlined in the pre-training review, including meeting the minimum Language, Literacy and Numeracy (LLN) requirements by:

- Providing a valid Australian Senior Secondary Certificate of Education (at the completion of Year 12); OR
- Providing evidence of the successful completion of an AQF course at the same or higher level to the course they are applying for; OR
- Completing an online LLN assessment tool and achieving a minimum Exit level of 3 in both reading and numeracy respectively.

The purpose of the LLN requirements identify students in need of support for their basic skills in English language, literacy and numeracy (LLN), and also for the provision or referral of these support services to enable students to participate effectively in the course.

Course duration

The course is designed to be delivered and assessed over a period of 12 months. Students may complete the course earlier than this depending on their existing skills and knowledge (those with extensive experience in superannuation) or through achievement of Recognition of Prior Learning or credit transfer.

Time Commitment

The estimated time commitment is approximately 8 hours per week (including self-directed study time and on-the-job training) in order to complete the course within the 12-month period.

Delivery mode

Fully online in a self-paced interactive eLearning format. All content can be accessed on any device that has internet access, so learners can study in the office, at home, or while travelling to and from work.

Course structure

The Certificate IV in Superannuation is made up of seven (7) subjects and six (6) assessments. Each subject contains an eLearning module, supplementary course notes and additional reading resources.

Units of Competency

To meet the requirements of the course, students are required to be found competent in thirteen (13) units of competency from the FNS40915 Certificate IV in Superannuation:

Core Units	Core Unit Description
BSBWHS201	Contribute to health and safety of self and others
FNUSCUS402	Resolve disputes
FNSINC401	Apply principles of professional practice to work in the financial services industry

Elective Units	Elective Unit Description
FNSSUP301	Process superannuation fund payments
FNSSUP303	Process superannuation contributions
FNSSUP401	Process complex superannuation benefit or insurance claim
FNSSUP402	Assist in meeting superannuation compliance requirements
FNSSUP404	Establish and customise employer accounts
FNSSUP407	Assess complex superannuation benefit or insurance claims
FNSSUP410	Establish and administer retirement income streams
FNSINC402	Develop and maintain in-depth knowledge of products and services used by an organisation or sector
FNSORG401	Conduct individual work within a compliance framework
FNSFMK402	Develop and maintain knowledge of financial market products

Support provided by ASFA

ASFA is committed to supporting you during your studies. The support that ASFA can provide whilst studying the course includes:

- Interactive online forums
- Access to e-learning modules, course materials and additional resources via the ASFA Learning Hub
- Student Advisors available from 9am – 5pm, Mon-Fri
- Support from trainers via phone and email – As required.

The ASFA [Access, Equity and Support Policy and Procedure](#) which is published on the ASFA website, provides further detailed information on the support available. Elementary notes, factsheets, video, and reference material within each module.

Assessment

A range of assessment methods are used in this course. These include written questions, role-plays, case studies, projects, and practical exercises.

To successfully complete ASFA's Certificate IV in Superannuation course you must successfully complete all six (6) assessments within the twelve (12) month enrolment period.

Subject	Assessment
The big picture of superannuation	No
Professional practice in the financial services industry	Yes
Work health and safety	Yes
Superannuation products and services	Yes
Contributions	Yes
Benefits	Yes
Dispute resolution	Yes

Completion

On being deemed competent in all units of competency of the course, students will be awarded the nationally recognised FNS40915 Certificate IV in Superannuation qualification.

Recognition of Prior Learning & Credit

Recognition of Prior Learning (RPL) is available and all students are offered the opportunity to participate in RPL upon enrolment. [ASFA's Recognition of Prior Learning Policy and Procedure](#) outlines the process for applying for RPL.

All students are offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by completing a [Credit Application Form](#) and providing relevant supporting documents, including certified copies of transcripts issued by any other RTO or AQF authorised issuing organisation. ASFA's [Credit Policy and Procedure](#) outlines the process for applying for Credit.

Continuing Professional Development (CPD)

Learners receive 24 Continuing Professional Development (CPD) points upon the successful completion of the Certificate IV in Superannuation course.

Continuing Professional Development (CPD) is a career-long approach to planning, maintaining and developing knowledge and skills needed to succeed in the competitive business world.

ASFA offers CPD solutions, including courses, events, discussion groups and SuperCPD – our online solution that keeps you up to date with the latest industry trends and developments.

Fees and charges*

Member	Non-member
\$1,250	\$1,450

* The above prices are inclusive of GST.

Complaints and Appeals

ASFA supports and encourages open communication and is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. ASFA ensures that complaints and appeals are:

- Responded to in a consistent and transparent manner
- Based on evidence that is relevant, sufficient, current and authentic
- Responded to promptly, objectively, with sensitivity and confidentiality
- Reviewed by an impartial person who was not involved in the original issue
- Able to be made at no cost to the individual
- Used as an opportunity to identify potential causes of the complaint or appeal and
- Take actions to prevent the issues from recurring as well as identifying any areas for improvement.

If you wish to lodge a complaint you can do so in writing by contacting [Student Services](#) or completing the [Complaints and Appeals Form](#) located on ASFA's website. You can also view the full ASFA [Complaints and Appeals Policy and Procedure](#) on the ASFA website.

Policies & Procedures

Learners who enrol in an ASFA course are bound by our published policies and procedures, code of conduct and student handbook which can be accessed on our website at <https://www.superannuation.asn.au/learning/students>.