

Certificate IV in Superannuation

Course Outline



The Association of Superannuation Funds of Australia Limited (ASFA)

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

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

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August 2021 Version 2.0



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 behaviours that contribute to a healthy and effective team environment
- 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.

Course entry requirements

Applicants must be at least 18 years old and must meet 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 six (6) subjects and five (5) assessments. Each subject contains an eLearning module, supplementary course notes and additional reading resources.

Units of Competency

FNS40920 Certificate IV in Superannuation has been mapped against the relevant units of competency from the Financial Services Training Package—FNS20. Students who complete the FNS40920 Certificate IV in Superannuation will be awarded the following nationally recognised units of competency:

FNSINC411 Conduct work according to professional practices in the financial services industry
FNSORG411 Conduct individual work within a compliance framework
FNSINC412 - Apply and maintain knowledge of financial products and services
FNSSUP313 Process superannuation fund contributions
FNSSUP424 Establish and customise employer accounts in superannuation
FNSSUP311 Process superannuation fund payments
FNSSUP420 Establish and administer retirement income streams
FNSSUP417 Assess superannuation benefits and insurance claims under special conditions of release
FNSSUP421 Process superannuation benefits and insurance claims under special conditions of release
FNSCUS402 Resolve disputes

For more detail about the Financial Services Training package, or the competencies listed above, visit training.gov.au.

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 course materials online via the Learning Portal
- access to e-learning modules and additional resources via the Learning portal
- student Advisors available from 9am – 5pm, Mon-Fri
- comprehensive 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.

Assessment

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

To successfully complete ASFA's Certificate IV in Superannuation course you must successfully complete all five (5) assessments within the twelve (12) month enrolment period.

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

Completion

On successful completion of all components of the course, students will be awarded the nationally recognised FNS40920 Certificate IV in Superannuation.

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

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. ASFA's [Credit Policy and Procedure](#) outlines the process for applying for Credit.

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](#). You can also view the full ASFA [Complaints and Appeals Policy and Procedure](#) on the ASFA website.

Policies & Procedures

Students 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>.