



ASFA Learning
Certificate IV in Superannuation
Course Outline

Certificate IV in Superannuation

Course overview

ASFA's *Certificate IV in Superannuation* (previously known as ASFA 100), the industry's premier introductory superannuation administration 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, administration and customer service job roles in the superannuation industry. It covers a range of administrative related topics such as administering income streams, assisting with meeting industry compliance requirements, 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.

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.

Delivery mode

Flexible online learning

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.

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.

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.

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:

UNITS	UNIT DESCRIPTION
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
FNSCUS412	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:

- 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.

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 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.

Fees and charges*

	MEMBER	NON-MEMBER
Flexible online	\$1,250	\$1,450

*The above prices are inclusive of GST.

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.

Policies and 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 www.superannuation.asn.au/professional-development/students.

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