

Training package details



FNS - Financial Services Training Package

Summary

Releases:

Release	Status	Release date	Approval process
8.2	Current	2022/11/03	Minor upgrade (Approval date: 2022/11/03)
8.1	Replaced	2022/09/23	Minor upgrade (Approval date: 2022/08/31)
8.0	Replaced	2022/06/15	Endorsement date: 2022/04/06
7.0	Replaced	2022/01/27	Endorsement date: 2021/08/19
6.2	Replaced	2021/07/09	Minor upgrade (Approval date: 2021/07/09)
6.1	Replaced	2021/02/12	Minor upgrade (Approval date: 2021/02/12)
6.0	Replaced	2021/02/02	Endorsement date: 2020/12/02
5.0	Replaced	2020/11/04	Endorsement date: 2020/11/04
4.0	Replaced	2020/07/01	Endorsement date: 2020/02/25
3.1	Replaced	2018/09/06	Minor upgrade (Approval date: 2018/09/06)
3.0	Replaced	2018/02/13	Endorsement date: 2018/02/13
2.1	Replaced	2016/09/12	Minor upgrade (Approval date: 2016/09/12)
2.0	Replaced	2016/01/14	Endorsement date: 2015/10/12
1.1	Replaced	2015/04/22	Minor upgrade (Approval date: 2015/04/22)
1.0	Replaced	2015/03/25	Endorsement date: 2015/03/06

Usage recommendation: **Current**

Training Package Developer

Organisation: **Future Skills Organisation**

Web address: <https://www.futureskillsorganisation.com.au/>

Mapping information

Mapping	Notes	Date
Supersedes FNS10 - Financial Services Training Package		2015/03/25

Training package components

Qualifications

Code	Title	Usage	Release
FNS10115	Certificate I in Financial Services	Superseded	2
FNS20115	Certificate II in Financial Services	Superseded	2
FNS30115	Certificate III in Financial Services	Superseded	4
FNS30215	Certificate III in Personal Injury Management	Superseded	4
FNS30315	Certificate III in Accounts Administration	Superseded	3
FNS30415	Certificate III in Mercantile Agents	Superseded	3
FNS30515	Certificate III in General Insurance	Deleted	3
FNS30615	Certificate III in Insurance Broking	Deleted	2
FNS40115	Certificate IV in Credit Management	Superseded	2
FNS40215	Certificate IV in Bookkeeping	Superseded	2
FNS40615	Certificate IV in Accounting	Superseded	2

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Code	Title	Usage	Release
FNS40715	Certificate IV in Financial Practice Support	Deleted	3
FNS40815	Certificate IV in Finance and Mortgage Broking	Superseded	2
FNS40915	Certificate IV in Superannuation	Superseded	3
FNS41115	Certificate IV in Financial Markets Operations	Deleted	2
FNS41415	Certificate IV in General Insurance	Superseded	2
FNS41515	Certificate IV in Life Insurance	Superseded	2
FNS41715	Certificate IV in Insurance Broking	Superseded	2
FNS41815	Certificate IV in Financial Services	Superseded	4
FNS42015	Certificate IV in Banking Services	Superseded	2
FNS42115	Certificate IV in Personal Injury Management	Superseded	2
FNS42215	Certificate IV in Personal Trust Administration	Superseded	2
FNS50215	Diploma of Accounting	Superseded	3
FNS50315	Diploma of Finance and Mortgage Broking Management	Superseded	4
FNS50615	Diploma of Financial Planning	Deleted	3
FNS50715	Diploma of Superannuation	Superseded	2
FNS50815	Diploma of Integrated Risk Management	Deleted	2
FNS50915	Diploma of Banking Services Management	Superseded	3
FNS51015	Diploma of Financial Markets	Superseded	3
FNS51115	Diploma of General Insurance	Superseded	2
FNS51215	Diploma of Insurance Broking	Superseded	2
FNS51315	Diploma of Life Insurance	Deleted	2
FNS51415	Diploma of Loss Adjusting	Superseded	2
FNS51515	Diploma of Credit Management	Superseded	2
FNS51615	Diploma of Securitisation	Deleted	2
FNS51815	Diploma of Financial Services	Superseded	3
FNS51915	Diploma of Personal Injury and Disability Insurance Management	Superseded	2
FNS52015	Diploma of Personal Trusts	Superseded	1
FNS60115	Advanced Diploma of Insurance Broking	Deleted	2
FNS60215	Advanced Diploma of Accounting	Superseded	2
FNS60415	Advanced Diploma of Financial Planning	Deleted	3
FNS60515	Advanced Diploma of Superannuation	Deleted	3
FNS60615	Advanced Diploma of Banking Services Management	Superseded	3
FNS60715	Advanced Diploma of Financial Licensing Management	Superseded	3
FNS60815	Advanced Diploma of Integrated Risk Management	Superseded	2
FNS80115	Graduate Diploma of Anti-Money Laundering and Counter Terrorism Financing	Superseded	1

Skill sets

Code	Title	Release
FNSSS00010	Anti-money Laundering and Counter Terrorism Financing Skill Set	1
FNSSS00004	BAS Agent Registration Skill Set	1
FNSSS00006	Commercial Law for Tax (Financial) Advisers Skill Set	1
FNSSS00005	Commercial Law for Tax Agents Skill Set	1
FNSSS00007	Financial Literacy Education Skill Set	2

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Code	Title	Release
FNSSS00011	Post-retirement Skill Set	1
FNSSS00008	Tax Law for Tax Agents Skill Set (Tax documentation)	1
FNSSS00009	Tax Law for Tax Agents Skill Set (Tax plans)	2

Units of competency

Code	Title	Usage	Release
FNSACC301	Process financial transactions and extract interim reports	Superseded	1
FNSACC302	Administer subsidiary accounts and ledgers	Superseded	1
FNSACC303	Perform financial calculations	Superseded	1
FNSACC401	Process business tax requirements	Superseded	1
FNSACC402	Prepare operational budgets	Superseded	1
FNSACC403	Make decisions in a legal context	Superseded	1
FNSACC404	Prepare financial statements for non-reporting entities	Superseded	1
FNSACC405	Maintain inventory records	Current	1
FNSACC406	Set up and operate a computerised accounting system	Superseded	1
FNSACC407	Produce job costing information	Current	1
FNSACC501	Provide financial and business performance information	Superseded	1
FNSACC502	Prepare tax documentation for individuals	Superseded	1
FNSACC503	Manage budgets and forecasts	Superseded	1
FNSACC504	Prepare financial reports for corporate entities	Superseded	1
FNSACC505	Establish and maintain accounting information systems	Current	1
FNSACC506	Implement and maintain internal control procedures	Superseded	1
FNSACC507	Provide management accounting information	Superseded	1
FNSACC601	Prepare and administer tax documentation for legal entities	Current	1
FNSACC602	Audit and report on financial systems and records	Current	1
FNSACC603	Implement tax plans and evaluate tax obligations	Current	1
FNSACC604	Monitor corporate governance activities	Superseded	1
FNSACC605	Implement organisational improvement programs	Current	1
FNSACC606	Conduct internal audit	Current	1
FNSACC607	Evaluate business performance	Current	1
FNSACC608	Evaluate organisation's financial performance	Current	1
FNSACC609	Evaluate financial risk	Current	1
FNSACC610	Develop and implement financial strategies	Current	1
FNSACC611	Implement an insolvency program	Current	1
FNSACC612	Implement reconstruction plan	Current	1
FNSACC613	Prepare and analyse management accounting information	Current	1
FNSACC614	Prepare complex corporate financial reports	Current	1
FNSACM301	Administer financial accounts	Superseded	1
FNSACM302	Prepare, match and process receipts	Superseded	1
FNSACM303	Process payment documentation	Superseded	1
FNSACM401	Evaluate and authorise payment requests	Superseded	1
FNSAML801	Design an anti-money laundering and counter terrorism financing program	Superseded	1
FNSAML802	Design and assess controls to monitor money laundering and terrorism financing risk	Superseded	1

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Code	Title	Usage	Release
FNSAML803	Design and monitor a reporting system for suspicious transactions	Superseded	1
FNSAML804	Design customer due diligence policies and procedures	Superseded	1
FNSAML805	Manage assessment of organisation vulnerability to money laundering and terrorism financing	Superseded	1
FNSAML806	Implement an anti-money laundering and counter terrorism financing program	Superseded	1
FNSASIC301	Establish client relationship and analyse needs	Superseded	1
FNSASIC302	Develop, present and negotiate client solutions	Superseded	1
FNSASIC303	Provide advice on first home saver account deposit products and non-cash payments	Deleted	1
FNSASIC304	Provide Tier 2 general advice in general insurance	Superseded	1
FNSASIC305	Provide Tier 2 personal advice in general insurance	Superseded	1
FNSASICL503	Provide advice in the regulated emissions market	Deleted	1
FNSASICM503	Provide Tier 1 personal advice in life insurance	Superseded	1
FNSASICN503	Provide Tier 1 personal advice in general insurance	Superseded	1
FNSASICO503	Provide Tier 1 general advice in general insurance	Deleted	1
FNSASICQ503	Provide advice in first home saver market linked accounts	Deleted	1
FNSASICR503	Provide advice in margin lending	Deleted	1
FNSASICS503	Provide advice in foreign exchange	Superseded	1
FNSASICT503	Provide advice in managed investments	Superseded	1
FNSASICU503	Provide advice in superannuation	Deleted	1
FNSASICV503	Provide advice in derivatives	Superseded	1
FNSASICW503	Provide advice in securities	Superseded	1
FNSASICX503	Provide advice in life insurance	Deleted	1
FNSASICY503	Provide advice in insurance broking	Superseded	2
FNSASICZ503	Provide advice in financial planning	Deleted	1
FNSBKG401	Develop and implement policies and procedures relevant to bookkeeping activities	Superseded	1
FNSBKG402	Establish and maintain a cash accounting system	Deleted	1
FNSBKG403	Establish and maintain an accrual accounting system	Deleted	1
FNSBKG404	Carry out business activity and instalment activity statement tasks	Superseded	1
FNSBKG405	Establish and maintain a payroll system	Superseded	2
FNSBNK401	Coordinate a small business customer portfolio	Superseded	1
FNSBNK402	Align banking products with the needs of small business customers	Superseded	1
FNSBNK403	Provide services in a Business Transaction Centre	Superseded	1
FNSBNK404	Promote mobile banking services	Superseded	1
FNSBNK405	Provide mobile banking sales and services	Superseded	1
FNSBNK406	Manage customer visits	Superseded	1
FNSBNK501	Manage banking and service strategy for small business customers	Superseded	1
FNSBNK502	Manage services in a Business Transaction Centre	Superseded	1
FNSBNK503	Provide business advisory services within a financial services context	Superseded	1
FNSCMP501	Comply with financial services legislation	Current	1
FNSCRD301	Process applications for credit	Superseded	1
FNSCRD302	Monitor and control accounts receivable	Current	1

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Code	Title	Usage	Release
FNSCRD401	Assess credit applications	Current	1
FNSCRD402	Establish and maintain appropriate security	Superseded	1
FNSCRD403	Manage and recover bad and doubtful debts	Superseded	1
FNSCRD404	Utilise the legal process to recover outstanding debt	Current	1
FNSCRD405	Manage overdue customer accounts	Superseded	1
FNSCRD501	Respond to personal insolvency situations	Superseded	1
FNSCRD502	Manage factoring and invoice discounting arrangements	Current	1
FNSCRD503	Promote understanding of the role and effective use of consumer credit	Superseded	1
FNSCRD504	Manage the credit relationship	Superseded	1
FNSCRD505	Respond to corporate insolvency situations	Superseded	1
FNSCUS301	Respond to customer enquiries	Superseded	1
FNSCUS401	Participate in negotiations	Superseded	1
FNSCUS402	Resolve disputes	Superseded	1
FNSCUS403	Deliver a professional service to customers	Current	1
FNSCUS501	Develop and nurture relationships with clients, other professionals and third party referrers	Superseded	1
FNSCUS502	Monitor client requirements	Superseded	1
FNSCUS503	Review business performance	Superseded	1
FNSCUS504	Manage premium customer relationships	Current	1
FNSCUS505	Determine client requirements and expectations	Superseded	1
FNSCUS506	Record and implement client instructions	Superseded	1
FNSCUS601	Establish, manage and monitor key relationships	Deleted	1
FNSFLT201	Develop and use a personal budget	Superseded	1
FNSFLT202	Develop and use a savings plan	Superseded	1
FNSFLT203	Develop knowledge of debt and consumer credit	Superseded	1
FNSFLT204	Develop knowledge of superannuation	Superseded	1
FNSFLT205	Develop knowledge of the Australian financial system and markets	Superseded	1
FNSFLT206	Develop knowledge of taxation	Superseded	1
FNSFLT301	Be MoneySmart	Superseded	1
FNSFLT401	Be MoneySmart through a career in small business	Superseded	1
FNSFLT501	Assist customers to budget and manage own finances	Superseded	1
FNSFLT502	Facilitate customer awareness of the Australian financial system and markets	Superseded	1
FNSFLT503	Promote basic financial literacy skills	Superseded	1
FNSFLT504	Facilitate customer knowledge of personal financial statements	Superseded	1
FNSFLT505	Facilitate customer or employee knowledge of superannuation as an investment tool	Superseded	1
FNSFMB401	Prepare loan application on behalf of finance or mortgage broking clients	Superseded	1
FNSFMB402	Identify client needs for broking services	Superseded	1
FNSFMB403	Present broking options to client	Superseded	1
FNSFMB501	Settle applications and loan arrangements in the finance and mortgage broking industry	Superseded	1
FNSFMB502	Identify and develop broking options for clients with complex needs	Superseded	1
FNSFMB503	Present broking options to client with complex needs	Superseded	1

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Code	Title	Usage	Release
FNSFMB504	Implement complex loan structures	Superseded	1
FNSFMK401	Reconcile financial transactions	Superseded	1
FNSFMK402	Develop and maintain knowledge of financial markets products	Current	1
FNSFMK403	Interpret financial markets information	Current	1
FNSFMK501	Analyse financial markets and information	Superseded	1
FNSFMK502	Analyse financial market products for client	Current	1
FNSFMK503	Advise clients on financial risk	Superseded	1
FNSFMK504	Complete confirmation and settlement processes	Superseded	1
FNSFMK505	Comply with financial services regulation and industry codes of practice	Superseded	1
FNSFMK506	Detect errors and fraud when processing financial transactions	Deleted	1
FNSFMK507	Analyse risk mitigation in the operations process	Superseded	1
FNSFMK508	Monitor and process collateral	Superseded	1
FNSFMK509	Process transaction documentation	Current	1
FNSFMK510	Prepare trading strategies for clients	Superseded	1
FNSFMK511	Apply limits when trading	Deleted	1
FNSFMK512	Apply knowledge of emissions markets	Current	1
FNSFMK601	Price financial transactions	Superseded	1
FNSFMK602	Hedge financial products	Superseded	1
FNSFPL401	Extract and analyse information on specified financial strategies and products	Current	1
FNSFPL402	Prepare financial plans to set strategies and guidelines	Deleted	1
FNSFPL403	Implement financial plans to predetermined guidelines	Deleted	1
FNSFPL501	Comply with financial planning practice ethical and operational guidelines and regulations	Superseded	1
FNSFPL502	Conduct financial planning analysis and research	Superseded	1
FNSFPL503	Develop and prepare financial plan	Deleted	1
FNSFPL504	Implement financial plan	Deleted	1
FNSFPL505	Review financial plans and provide ongoing service	Deleted	1
FNSFPL506	Determine client financial requirements and expectations	Deleted	1
FNSFPL507	Provide financial planning advice	Deleted	1
FNSFPL508	Conduct complex financial planning research	Deleted	1
FNSFPL601	Provide technical and professional guidance	Superseded	1
FNSFPL602	Determine client requirements and expectations for clients with complex needs	Superseded	1
FNSFPL603	Provide comprehensive monitoring and ongoing service	Superseded	1
FNSFPL604	Develop complex and innovative financial planning strategies	Superseded	1
FNSFPL605	Present and negotiate complex and innovative financial plans	Superseded	1
FNSFPL606	Implement complex and innovative financial plans	Superseded	1
FNSIAD301	Provide general advice on financial products and services	Superseded	1
FNSIAD501	Provide appropriate services, advice and products to clients	Superseded	1
FNSIAD502	Provide appropriate and timely information and advice to clients	Superseded	1
FNSIBK302	Provide general advice in general insurance broking products and services	Deleted	1
FNSIBK401	Research, analyse and report information in insurance broking	Current	1
FNSIBK402	Implement new or renewed insurance program for insurance broking clients	Superseded	1

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Code	Title	Usage	Release
FNSIBK403	Place client insurances with insurer and confirm insurance cover with clients	Superseded	2
FNSIBK404	Provide a claims service to an insurance broking client	Superseded	1
FNSIBK405	Meet industry and legislative guidelines and organisational procedures relating to insurance broking	Superseded	2
FNSIBK406	Deliver professional insurance broking services	Superseded	1
FNSIBK507	Review service performance	Superseded	1
FNSIBK508	Implement changes to broking client's insurance program	Superseded	1
FNSIBK512	Negotiate complex claims settlement for insurance broking client	Superseded	1
FNSIBK513	Prepare a submission for new business	Superseded	2
FNSIBK514	Manage a complex risk portfolio for a broking client	Superseded	1
FNSIBK515	Monitor broking client requirements and establish loss control programs	Superseded	1
FNSIBK601	Develop guidelines for broking services	Deleted	1
FNSIBK602	Manage implementation of broking service support systems	Deleted	1
FNSIBK603	Manage contractual, legislative and code of practice obligations and requirements	Deleted	1
FNSIBK604	Manage a sales plan for insurance broking services	Deleted	1
FNSIBK606	Manage compliance requirements for an insurance broking business	Deleted	1
FNSIBK607	Lead ethical work practices in an insurance brokerage	Deleted	1
FNSIBK608	Establish and maintain strategic networks and collaborative relationships	Deleted	1
FNSIGN401	Provide technical guidance	Deleted	1
FNSIGN402	Inspect quality of work	Deleted	1
FNSIGN403	Estimate jobs	Deleted	1
FNSIGN404	Inspect damage and develop scope of work	Current	1
FNSIGN406	Inspect property for saleable items and determine their value	Deleted	1
FNSILA501	Plan and implement loss investigation	Superseded	1
FNSILA502	Evaluate collected information	Superseded	1
FNSILA503	Report findings and provide guidance to involved parties	Superseded	1
FNSILA504	Negotiate and effect settlement	Superseded	1
FNSILA505	Provide ancillary services	Deleted	1
FNSILD501	Prepare a distribution plan	Current	1
FNSILD502	Resource a distribution plan	Current	1
FNSILD503	Establish services to provide advice	Deleted	1
FNSILD504	Implement and manage the distribution plan	Current	1
FNSILF302	Process a life insurance application	Current	1
FNSILF303	Issue a life insurance policy	Current	1
FNSILF401	Contribute to the life risk underwriting process	Superseded	1
FNSILF402	Settle policy payments and terminations	Deleted	1
FNSILF403	Develop and maintain in-depth knowledge of products and services used by the life insurance sector	Superseded	1
FNSILF404	Process requests for policy alterations and assignments	Deleted	1
FNSILF405	Evaluate life insurance claims	Superseded	1
FNSILF406	Collect and manage information to facilitate claims assessment	Superseded	1
FNSILF407	Settle life insurance claims	Superseded	1

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Code	Title	Usage	Release
FNSILF408	Process life insurance contract maturity and surrender payment requests	Deleted	1
FNSILF501	Assess extraordinary risks	Deleted	1
FNSILF502	Underwrite complex medical risks	Superseded	1
FNSILF503	Underwrite complex non-medical risks	Deleted	1
FNSILF504	Manage complex life insurance claims	Superseded	1
FNSILF505	Manage ongoing disability claims	Superseded	1
FNSILF506	Manage group life insurance claims	Superseded	1
FNSILF507	Manage group life insurance policy administration	Current	1
FNSINC301	Work effectively in the financial services industry	Superseded	1
FNSINC401	Apply principles of professional practice to work in the financial services industry	Superseded	1
FNSINC402	Develop and maintain in-depth knowledge of products and services used by an organisation or sector	Superseded	1
FNSINC501	Conduct product research to support recommendations	Superseded	1
FNSINC502	Assess financial products and services vulnerability to money laundering and terrorism financing	Superseded	2
FNSINC601	Apply economic principles to work in the financial services industry	Superseded	1
FNSINC602	Interpret and use financial statistics and tools	Superseded	1
FNSINC801	Lead compliance with financial services legislation and industry codes of practice	Superseded	1
FNSINC802	Develop and build effective relationships with regulatory and industry bodies	Current	1
FNSISV301	Evaluate risk for renewal business	Deleted	1
FNSISV302	Process alteration to insurance policy	Deleted	1
FNSISV303	Issue contract of insurance	Deleted	1
FNSISV304	Issue insurance renewal advice	Deleted	1
FNSISV305	Issue insurance cancellation advice	Deleted	1
FNSISV306	Receive and record or register a claim	Deleted	1
FNSISV307	Follow organisation procedures to process claim	Deleted	1
FNSISV308	Process facultative and treaty reinsurance claims	Deleted	1
FNSISV309	Settle insurance claims	Deleted	1
FNSISV310	Process insurance claims payments	Deleted	1
FNSISV401	Evaluate risk for new business	Superseded	1
FNSISV402	Underwrite new business	Superseded	1
FNSISV403	Survey potential risk exposure	Superseded	1
FNSISV404	Underwrite renewal business	Superseded	1
FNSISV405	Analyse insurance claims	Current	1
FNSISV406	Use specialist terminology in insurance claims	Superseded	1
FNSISV407	Use medical terminology in an insurance context	Superseded	1
FNSISV501	Issue contracts of insurance covering non-routine and complex situations	Superseded	1
FNSISV502	Review operational performance of the portfolio	Superseded	1
FNSISV503	Undertake post-loss risk management	Current	1
FNSISV504	Negotiate treaty reinsurance	Superseded	1
FNSISV505	Determine risk rating for investment and insurance products	Superseded	1
FNSISV506	Investigate insurance claims	Superseded	1

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Code	Title	Usage	Release
FNSISV507	Implement claim recovery procedures	Superseded	1
FNSISV508	Review and advise on claims costs, policies and procedures	Current	1
FNSISV509	Analyse financial, medical and psychological claims assessments	Superseded	1
FNSISV510	Manage non-routine and complex claims	Superseded	1
FNSISV511	Settle non-routine and complex claims	Superseded	1
FNSISV512	Work with legal teams to resolve complex claims	Superseded	1
FNSISV513	Provide decisions on legal liability and indemnity of a claim	Current	1
FNSISV514	Review and update claim reserves in portfolio	Current	1
FNSISV515	Evaluate and report on status of claims portfolio	Superseded	1
FNSISV516	Allocate authorities and guidelines for distribution	Superseded	1
FNSISV517	Review claims settlement policies and procedures	Superseded	1
FNSMCA301	Collect debts	Superseded	1
FNSMCA302	Repossess property	Superseded	1
FNSMCA303	Serve legal process	Superseded	1
FNSMCA304	Locate subjects	Superseded	1
FNSMCA401	Develop and document case recommendations	Superseded	1
FNSMCA402	Initiate legal recovery of debts	Superseded	1
FNSORG301	Administer fixed asset register	Current	1
FNSORG401	Conduct individual work within a compliance framework	Superseded	1
FNSORG501	Develop and manage a budget	Current	1
FNSORG502	Develop and monitor policy and procedures	Superseded	1
FNSORG503	Develop a resource plan	Current	1
FNSORG504	Monitor and supervise work practices to meet financial services regulatory requirements	Superseded	1
FNSORG505	Prepare financial reports to meet statutory requirements	Superseded	1
FNSORG506	Prepare financial forecasts and projections	Current	1
FNSORG507	Manage client service and business information	Current	1
FNSORG508	Analyse and comment on management reports	Current	1
FNSORG601	Negotiate to achieve goals and manage disputes	Current	1
FNSORG602	Develop and manage financial systems	Current	1
FNSORG603	Establish and prepare operational guidelines in a financial services organisation	Superseded	1
FNSORG604	Establish outsourced services and monitor performance	Superseded	1
FNSPIM301	Process benefit payments	Current	1
FNSPIM302	Determine claim liability	Current	1
FNSPIM303	Work within the personal injury management sector	Superseded	1
FNSPIM304	Assess and determine ongoing entitlements	Superseded	1
FNSPIM401	Plan and implement rehabilitation and return to work and health strategies	Superseded	1
FNSPIM403	Educate clients on personal injury management issues	Superseded	1
FNSPIM404	Assist clients with job placement	Superseded	1
FNSPIM405	Facilitate a return to work	Superseded	1
FNSPIM406	Develop and maintain knowledge of personal injury management insurance	Current	1
FNSPIM407	Register policy	Current	1
FNSPIM408	Renew and maintain policy	Current	1

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Code	Title	Usage	Release
FNSPIM409	Maintain customer relationship	Superseded	1
FNSPIM410	Collect, assess and use information	Current	1
FNSPIM412	Participate in formal communication processes	Deleted	1
FNSPIM413	Assist with preparations for conciliation and review hearings	Deleted	1
FNSPIM414	Manage personal injury claims	Superseded	1
FNSPIM415	Manage personal injury case loads	Current	1
FNSPIM416	Work effectively in the medical indemnity sector	Deleted	1
FNSPIM417	Analyse and manage medical indemnity claims	Deleted	1
FNSPIM501	Develop a return to work or injury management strategy	Superseded	1
FNSPIM502	Facilitate workplace assessment with stakeholders for personal injury cases	Superseded	1
FNSPIM503	Represent personal injury management agent or insurer at conciliation and review hearings	Deleted	1
FNSPIM504	Manage impairment benefit claims	Deleted	1
FNSPIM505	Use medical knowledge in the management of personal injury claims	Current	1
FNSPIM506	Promote the health benefits of returning to work	Superseded	1
FNSPIM507	Manage complex return to work cases	Superseded	1
FNSPIM508	Evaluate and improve return to work programs	Superseded	1
FNSPIM509	Comply with regulatory frameworks	Current	1
FNSPIM510	Implement informed decision-making	Current	1
FNSPIM511	Facilitate the setting and achievement of goals	Superseded	1
FNSPIM512	Negotiate settlements for medical indemnity claims	Deleted	1
FNSPRM601	Establish, supervise and monitor practice systems to conform with legislation and regulations	Superseded	1
FNSPRM602	Improve the practice	Superseded	1
FNSPRM603	Grow the practice	Superseded	1
FNSPRM604	Prepare, supervise and monitor application of practice guidelines	Deleted	1
FNSPRM605	Establish or review marketing, client services and supplier relationships	Current	1
FNSPRM606	Establish or review human resources, administration and information support	Current	1
FNSPRT301	Establish entitlements to an intestate estate	Superseded	1
FNSPRT302	Administer a non-complex estate	Superseded	2
FNSPRT303	Administer a non-complex trust	Superseded	2
FNSPRT401	Administer an intestate estate	Superseded	1
FNSPRT402	Prepare a will	Superseded	2
FNSPRT403	Administer a complex estate	Superseded	2
FNSPRT404	Administer a trust dealing with complex matters	Superseded	2
FNSPRT405	Establish powers of attorney or financial administration orders	Superseded	2
FNSPRT406	Administer powers of attorney or financial administration orders	Superseded	2
FNSPRT407	Investigate and substantiate entitlement in an intestate estate	Superseded	1
FNSPRT501	Advise clients on trust structures	Superseded	2
FNSPRT502	Advise clients in estate planning	Superseded	2
FNSPRT503	Assess, allocate and supervise work within the personal trustee sector	Superseded	1
FNSPRT504	Apply knowledge of the regulatory environment relevant to trustee organisations	Superseded	1

Training package details



Code	Title	Usage	Release
FNSPRT505	Develop and maintain knowledge of financial services and assets	Superseded	1
FNSPRT506	Develop understanding of traditional trustee services	Superseded	1
FNSPRT507	Apply principles of fiduciary duty, substituted decision-making and ethical decision-making	Superseded	1
FNSPRT508	Administer a charitable trust	Superseded	1
FNSRSK401	Implement risk management strategies	Superseded	1
FNSRSK501	Undertake risk identification	Superseded	1
FNSRSK502	Assess risks	Superseded	1
FNSRSK601	Develop and implement risk mitigation plan	Superseded	1
FNSRSK602	Determine and manage risk exposure strategies	Superseded	1
FNSRTS301	Provide customer service in a retail agency	Superseded	1
FNSRTS302	Handle foreign currency transactions	Superseded	1
FNSRTS303	Balance retail transactions	Current	1
FNSRTS304	Administer debit card services	Superseded	1
FNSRTS305	Process customer accounts	Superseded	1
FNSRTS306	Process customer transactions	Superseded	1
FNSRTS307	Maintain Automatic Teller Machine (ATM) services	Current	1
FNSRTS308	Balance cash holdings	Current	1
FNSRTS309	Maintain main bank account	Current	1
FNSRTS401	Manage credit card services	Current	1
FNSRTS402	Prepare government returns and reports	Current	1
FNSSAM301	Identify opportunities for cross-selling products and services	Superseded	1
FNSSAM401	Sell financial products and services	Superseded	1
FNSSAM402	Implement a sales plan	Superseded	1
FNSSAM403	Prospect for new clients	Superseded	1
FNSSAM501	Apply advanced selling techniques to selling of financial products and services	Superseded	1
FNSSAM502	Assess market needs	Superseded	1
FNSSAM503	Monitor market opportunities	Current	1
FNSSAM601	Monitor performance in sales of financial products or services	Superseded	1
FNSSAM602	Identify and evaluate marketing opportunities in the financial services industry	Superseded	1
FNSSAM603	Tailor financial products to meet customer needs	Superseded	1
FNSSAM604	Establish agreements with intermediaries for product distribution	Superseded	1
FNSSMS401	Process self-managed superannuation contribution	Superseded	1
FNSSMS501	Invest self-managed superannuation funds assets	Superseded	1
FNSSMS502	Manage changes to fund structure	Superseded	1
FNSSMS503	Manage administration activities of a superannuation fund	Superseded	1
FNSSMS504	Meet self-managed superannuation fund compliance requirements	Superseded	1
FNSSMS505	Support trustee in the selection and performance monitoring of outsourced services	Superseded	1
FNSSMS601	Provide advice in self-managed superannuation funds	Deleted	1
FNSSMS602	Consider taxation requirements when advising in self-managed superannuation funds	Deleted	1
FNSSMS603	Apply legislative and operational requirements to advising in self-managed superannuation funds	Deleted	1

Training package details



Code		Title	Usage	Release
FNSSUP301		Process superannuation fund payments	Superseded	1
FNSSUP302		Establish, maintain and process superannuation records	Superseded	1
FNSSUP303		Process superannuation contributions	Superseded	1
FNSSUP304		Process superannuation rollover benefits	Superseded	1
FNSSUP305		Implement member investment instructions	Superseded	1
FNSSUP306		Terminate superannuation plans	Superseded	1
FNSSUP401		Process complex superannuation benefit or insurance claim	Superseded	1
FNSSUP402		Assist in meeting superannuation compliance requirements	Superseded	1
FNSSUP403		Administer retirement income streams	Superseded	1
FNSSUP404		Establish and customise employer accounts	Superseded	1
FNSSUP406		Establish and maintain fund or plan	Superseded	2
FNSSUP407		Assess complex superannuation benefit or insurance claims	Superseded	1
FNSSUP408		Participate in fund review practices	Superseded	1
FNSSUP409		Provide specialist retirement income stream information to clients	Superseded	1
FNSSUP410		Establish and administer retirement income streams	Superseded	1
FNSSUP411		Terminate retirement income streams	Superseded	1
FNSSUP412		Determine impact of social security entitlements on retirement income	Superseded	1
FNSSUP413		Apply knowledge of retirement planning issues when dealing with clients	Superseded	1
FNSSUP414		Develop and apply knowledge of aged care	Superseded	1
FNSSUP501		Supervise complaints procedures	Superseded	1
FNSSUP502		Supervise insurer liaison	Superseded	1
FNSSUP503		Develop client relationships with employers and establish superannuation systems	Superseded	1
FNSSUP504		Provide advanced customer service to superannuation clients	Superseded	1
FNSSUP505		Produce reports for superannuation	Superseded	1
FNSSUP506		Supervise and monitor operational guidelines in a superannuation organisation	Superseded	1
FNSSUP507		Review compliance with regulatory and contractual requirements	Superseded	1
FNSSUP508		Provide effective information to members	Superseded	1
FNSSUP509		Work within a defined benefit fund	Current	1
FNSSUP510		Supervise insurance tender process	Deleted	1
FNSSUP601		Liaise with and support trustees	Deleted	1
FNSSUP602		Manage official complaints procedures and proceedings	Deleted	1
FNSSUP603		Integrate investment strategy with fund operations	Deleted	1
FNSTPB503		Apply legal principles in contract and consumer law	Current	1
FNSTPB504		Apply legal principles in corporations and trust law	Current	1
FNSTPB505		Apply legal principles in property law	Current	1
FNSTPB506		Apply taxation requirements when providing tax (financial) advice services	Superseded	1
FNSTPB507		Apply legal principles in commercial law when providing tax (financial) advice services	Superseded	1

Imported units of competency

Code		Title	Usage	Release	Belongs to training package
BSBADM311		Maintain business resources	Superseded	1	Business Services Training Package (BSB)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBADM405		Organise meetings	Superseded	1	Business Services Training Package (BSB)
BSBADM502		Manage meetings	Superseded	1	Business Services Training Package (BSB)
BSBCMM301		Process customer complaints	Superseded	1	Business Services Training Package (BSB)
BSBCMM401		Make a presentation	Superseded	1	Business Services Training Package (BSB)
BSBCNV501		Take instructions in relation to a transaction	Superseded	1	Business Services Training Package (BSB)
BSBCNV502		Read and interpret a legal document and provide advice	Superseded	1	Business Services Training Package (BSB)
BSBCNV503		Analyse and interpret legal requirements for a transaction	Superseded	1	Business Services Training Package (BSB)
BSBCNV506		Establish and manage a trust account	Superseded	1	Business Services Training Package (BSB)
BSBCOM401		Organise and monitor the operation of compliance management system	Superseded	1	Business Services Training Package (BSB)
BSBCOM402		Implement processes for the management of a breach in compliance requirements	Superseded	1	Business Services Training Package (BSB)
BSBCOM405		Promote compliance with legislation	Superseded	1	Business Services Training Package (BSB)
BSBCOM406		Conduct work within a compliance framework	Superseded	1	Business Services Training Package (BSB)
BSBCOM501		Identify and interpret compliance requirements	Superseded	1	Business Services Training Package (BSB)
BSBCOM503		Develop processes for the management of breaches in compliance requirements	Superseded	1	Business Services Training Package (BSB)
BSBCOM602		Develop and create compliance requirements	Superseded	1	Business Services Training Package (BSB)
BSBCOM603		Plan and establish compliance management systems	Superseded	1	Business Services Training Package (BSB)
BSBCUE203		Conduct customer engagement	Superseded	1	Business Services Training Package (BSB)
BSBCUE301		Use multiple information systems	Superseded	1	Business Services Training Package (BSB)
BSBCUE303		Conduct a telemarketing campaign	Superseded	1	Business Services Training Package (BSB)
BSBCUE304		Provide sales solutions to customers	Superseded	1	Business Services Training Package (BSB)
BSBCUE307		Work effectively in customer engagement	Superseded	1	Business Services Training Package (BSB)
BSBCUE309		Develop product and service knowledge for customer engagement operation	Superseded	1	Business Services Training Package (BSB)
BSBCUE404		Collect, analyse and record information	Superseded	1	Business Services Training Package (BSB)
BSBCUE405		Survey stakeholders to gather and record information	Superseded	1	Business Services Training Package (BSB)
BSBCUE407		Administer customer engagement technology	Superseded	1	Business Services Training Package (BSB)
BSBCUE504		Integrate customer engagement within the organisation	Superseded	1	Business Services Training Package (BSB)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBCUS301		Deliver and monitor a service to customers	Superseded	1	Business Services Training Package (BSB)
BSBCUS401		Coordinate implementation of customer service strategies	Superseded	2	Business Services Training Package (BSB)
BSBCUS402		Address customer needs	Superseded	2	Business Services Training Package (BSB)
BSBCUS403		Implement customer service standards	Superseded	2	Business Services Training Package (BSB)
BSBCUS501		Manage quality customer service	Superseded	2	Business Services Training Package (BSB)
BSBFIA301		Maintain financial records	Superseded	1	Business Services Training Package (BSB)
BSBFIA302		Process payroll	Superseded	1	Business Services Training Package (BSB)
BSBFIA304		Maintain a general ledger	Superseded	1	Business Services Training Package (BSB)
BSBFIA401		Prepare financial reports	Superseded	1	Business Services Training Package (BSB)
BSBFIM501		Manage budgets and financial plans	Superseded	1	Business Services Training Package (BSB)
BSBFLM303		Contribute to effective workplace relationships	Superseded	1	Business Services Training Package (BSB)
BSBFLM305		Support operational plan	Superseded	1	Business Services Training Package (BSB)
BSBFLM309		Support continuous improvement systems and processes	Superseded	1	Business Services Training Package (BSB)
BSBFRA301		Work within a franchise	Superseded	1	Business Services Training Package (BSB)
BSBFRA403		Manage relationship with franchisor	Superseded	1	Business Services Training Package (BSB)
BSBGOV403		Analyse financial reports and budgets	Superseded	1	Business Services Training Package (BSB)
BSBHRM506		Manage recruitment selection and induction processes	Superseded	1	Business Services Training Package (BSB)
BSBHRM604		Manage employee relations	Superseded	1	Business Services Training Package (BSB)
BSBINM302		Utilise a knowledge management system	Superseded	1	Business Services Training Package (BSB)
BSBINM401		Implement workplace information system	Superseded	1	Business Services Training Package (BSB)
BSBINM501		Manage an information or knowledge management system	Superseded	1	Business Services Training Package (BSB)
BSBINM601		Manage knowledge and information	Superseded	1	Business Services Training Package (BSB)
BSBINN301		Promote innovation in a team environment	Superseded	1	Business Services Training Package (BSB)
BSBINN501		Establish systems that support innovation	Superseded	1	Business Services Training Package (BSB)
BSBINN502		Build and sustain an innovative work environment	Superseded	1	Business Services Training Package (BSB)
BSBINN601		Lead and manage organisational change	Superseded	1	Business Services Training Package (BSB)
BSBITB501		Establish and maintain a workgroup computer network	Superseded	1	Business Services Training Package (BSB)
BSBITS401		Maintain business technology	Superseded	2	Business Services Training Package (BSB)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBITU304		Produce spreadsheets	Superseded	1	Business Services Training Package (BSB)
BSBITU305		Conduct online transactions	Superseded	1	Business Services Training Package (BSB)
BSBITU306		Design and produce business documents	Superseded	1	Business Services Training Package (BSB)
BSBITU402		Develop and use complex spreadsheets	Superseded	1	Business Services Training Package (BSB)
BSBLDR402		Lead effective workplace relationships	Superseded	1	Business Services Training Package (BSB)
BSBLDR403		Lead team effectiveness	Superseded	1	Business Services Training Package (BSB)
BSBLDR502		Lead and manage effective workplace relationships	Superseded	1	Business Services Training Package (BSB)
BSBLDR803		Develop and cultivate collaborative partnerships and relationships	Superseded	2	Business Services Training Package (BSB)
BSBLED503		Maintain and enhance professional practice	Superseded	1	Business Services Training Package (BSB)
BSBLEG301		Apply knowledge of the legal system to complete tasks	Superseded	1	Business Services Training Package (BSB)
BSBLEG413		Identify and apply the legal framework	Superseded	1	Business Services Training Package (BSB)
BSBLEG415		Apply the principles of contract law	Superseded	1	Business Services Training Package (BSB)
BSBLEG513		Apply legal principles in corporation law matters	Superseded	1	Business Services Training Package (BSB)
BSBMGT401		Show leadership in the workplace	Superseded	1	Business Services Training Package (BSB)
BSBMGT402		Implement operational plan	Superseded	1	Business Services Training Package (BSB)
BSBMGT403		Implement continuous improvement	Superseded	1	Business Services Training Package (BSB)
BSBMGT405		Provide personal leadership	Superseded	1	Business Services Training Package (BSB)
BSBMGT502		Manage people performance	Superseded	1	Business Services Training Package (BSB)
BSBMGT516		Facilitate continuous improvement	Superseded	1	Business Services Training Package (BSB)
BSBMGT517		Manage operational plan	Superseded	1	Business Services Training Package (BSB)
BSBMGT605		Provide leadership across the organisation	Superseded	1	Business Services Training Package (BSB)
BSBMGT608		Manage innovation and continuous improvement	Superseded	1	Business Services Training Package (BSB)
BSBMGT615		Contribute to organisation development	Superseded	1	Business Services Training Package (BSB)
BSBMGT616		Develop and implement strategic plans	Superseded	1	Business Services Training Package (BSB)
BSBMGT617		Develop and implement a business plan	Superseded	1	Business Services Training Package (BSB)
BSBMGT802		Lead design and review of enterprise systems	Superseded	1	Business Services Training Package (BSB)
BSBMKG501		Identify and evaluate marketing opportunities	Superseded	1	Business Services Training Package (BSB)
BSBPMG411		Apply project quality management techniques	Superseded	1	Business Services Training Package (BSB)
BSBPMG412		Apply project cost management techniques	Superseded	2	Business Services Training Package (BSB)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBPMG415		Apply project risk management techniques	Superseded	1	Business Services Training Package (BSB)
BSBPMG517		Manage project risk	Superseded	1	Business Services Training Package (BSB)
BSBPMG521		Manage project integration	Superseded	1	Business Services Training Package (BSB)
BSBPMG522		Undertake project work	Superseded	1	Business Services Training Package (BSB)
BSBPMG803		Manage and review portfolio performance	Superseded	1	Business Services Training Package (BSB)
BSBPMG805		Lead the portfolio	Superseded	1	Business Services Training Package (BSB)
BSBPMG806		Manage portfolio communications and change	Superseded	1	Business Services Training Package (BSB)
BSBPMG808		Manage portfolio risk	Superseded	1	Business Services Training Package (BSB)
BSBREL402		Build client relationships and business networks	Superseded	1	Business Services Training Package (BSB)
BSBRES401		Analyse and present research information	Superseded	1	Business Services Training Package (BSB)
BSBRKG303		Retrieve information from records	Superseded	1	Business Services Training Package (BSB)
BSBRKG304		Maintain business records	Superseded	1	Business Services Training Package (BSB)
BSBRKG404		Monitor and maintain records in an online environment	Superseded	1	Business Services Training Package (BSB)
BSBRSK401		Identify risk and apply risk management processes	Superseded	1	Business Services Training Package (BSB)
BSBRSK501		Manage risk	Superseded	1	Business Services Training Package (BSB)
BSBSLS501		Develop a sales plan	Superseded	1	Business Services Training Package (BSB)
BSBSLS502		Lead and manage a sales team	Superseded	1	Business Services Training Package (BSB)
BSBSMB401		Establish legal and risk management requirements of small business	Superseded	2	Business Services Training Package (BSB)
BSBSMB405		Monitor and manage small business operations	Superseded	3	Business Services Training Package (BSB)
BSBSMB407		Manage a small team	Superseded	2	Business Services Training Package (BSB)
BSBSMB409		Build and maintain relationships with small business stakeholders	Superseded	2	Business Services Training Package (BSB)
BSBSMB411		Manage specialist external advisory services	Superseded	2	Business Services Training Package (BSB)
BSBSMB412		Introduce cloud computing into business operations	Superseded	2	Business Services Training Package (BSB)
BSBSUS401		Implement and monitor environmentally sustainable work practices	Superseded	1	Business Services Training Package (BSB)
BSBSUS501		Develop workplace policy and procedures for sustainability	Superseded	1	Business Services Training Package (BSB)
BSBWHS201		Contribute to health and safety of self and others	Superseded	1	Business Services Training Package (BSB)
BSBWHS303		Participate in WHS hazard identification, risk assessment and risk control	Superseded	1	Business Services Training Package (BSB)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBWHS404		Contribute to WHS hazard identification, risk assessment and risk control	Superseded	1	Business Services Training Package (BSB)
BSBWHS503		Contribute to the systematic management of WHS risk	Superseded	1	Business Services Training Package (BSB)
BSBWHS504		Manage WHS risks	Current	1	Business Services Training Package (BSB)
BSBWHS507		Contribute to managing WHS information systems	Superseded	1	Business Services Training Package (BSB)
BSBWHS508		Manage WHS hazards associated with plant	Superseded	1	Business Services Training Package (BSB)
BSBWHS510		Contribute to implementing emergency procedures	Superseded	1	Business Services Training Package (BSB)
BSBWHS603		Implement WHS risk management	Current	1	Business Services Training Package (BSB)
BSBWHS604		Evaluate the WHS performance of organisations	Superseded	1	Business Services Training Package (BSB)
BSBWHS605		Develop, implement and maintain WHS management systems	Current	1	Business Services Training Package (BSB)
BSBWHS606		Conduct a WHS audit	Superseded	1	Business Services Training Package (BSB)
BSBWHS607		Apply ergonomics to manage WHS risks	Superseded	1	Business Services Training Package (BSB)
BSBWHS608		Assist with applying occupational hygiene to manage WHS risks	Superseded	1	Business Services Training Package (BSB)
BSBWHS609		Advise on the application of safe design principles to control WHS risks	Superseded	1	Business Services Training Package (BSB)
BSBWOR203		Work effectively with others	Superseded	2	Business Services Training Package (BSB)
BSBWOR204		Use business technology	Superseded	1	Business Services Training Package (BSB)
BSBWOR301		Organise personal work priorities and development	Superseded	1	Business Services Training Package (BSB)
BSBWOR404		Develop work priorities	Superseded	2	Business Services Training Package (BSB)
BSBWOR501		Manage personal work priorities and professional development	Superseded	1	Business Services Training Package (BSB)
BSBWOR502		Lead and manage team effectiveness	Superseded	1	Business Services Training Package (BSB)
BSBWRT301		Write simple documents	Superseded	1	Business Services Training Package (BSB)
CHCCCS025		Support relationships with carers and families	Superseded	1	Community Services (CHC)
CHCCCS028		Provide client-centred support to people in crisis	Current	1	Community Services (CHC)
CHCCOM002		Use communication to build relationships	Current	2	Community Services (CHC)
CHCCSM004		Coordinate complex case requirements	Superseded	1	Community Services (CHC)
CHCCSM006		Provide case management supervision	Superseded	1	Community Services (CHC)
CHCDIS004		Communicate using augmentative and alternative communication strategies	Superseded	1	Community Services (CHC)
CHCDIV001		Work with diverse people	Current	1	Community Services (CHC)

Training package details



Code		Title	Usage	Release	Belongs to training package
MSMSUP390		Use structured problem-solving tools	Current	1	Manufacturing Training Package (MSM)
PSPGEN036		Provide workplace coaching	Superseded	1	Public Sector Training Package (PSP)
PSPGEN051		Conduct evaluations	Deleted	1	Public Sector Training Package (PSP)
PSPGEN053		Provide leadership	Superseded	1	Public Sector Training Package (PSP)
PSPGOV415A		Provide workplace coaching	Superseded	3	Public Sector Training Package (PSP04)
PSPGOV509A		Conduct evaluations	Superseded	3	Public Sector Training Package (PSP04)
PSPGOV511A		Provide leadership	Superseded	3	Public Sector Training Package (PSP04)
PSPGOV516A		Develop and use emotional intelligence	Deleted	3	Public Sector Training Package (PSP04)
PSPIM402A		Undertake initial rehabilitation assessments	Superseded	3	Public Sector Training Package (PSP04)
PSPIM404A		Conduct situational workplace assessments	Superseded	3	Public Sector Training Package (PSP04)
PSPIM405A		Develop return to work plans	Superseded	3	Public Sector Training Package (PSP04)
PSPIM406A		Implement and monitor return to work plans	Superseded	3	Public Sector Training Package (PSP04)
PSPIM504A		Contribute to a quality injury management system	Superseded	3	Public Sector Training Package (PSP04)
PSPINM003		Undertake initial rehabilitation assessments	Deleted	1	Public Sector Training Package (PSP)
PSPINM005		Conduct situational workplace assessments	Deleted	1	Public Sector Training Package (PSP)
PSPINM006		Develop return to work plans	Deleted	1	Public Sector Training Package (PSP)
PSPINM007		Implement and monitor return to work plans	Deleted	1	Public Sector Training Package (PSP)
PSPINM014		Contribute to a quality injury management system	Deleted	1	Public Sector Training Package (PSP)
TAEDEL402		Plan, organise and facilitate learning in the workplace	Superseded	1	Training and Education Training Package (TAE)
TAEDEL402A		Plan, organise and facilitate learning in the workplace	Superseded	1	Training and Education (TAE10)
TAEDEL404		Mentor in the workplace	Superseded	1	Training and Education Training Package (TAE)
TAEDEL404A		Mentor in the workplace	Superseded	1	Training and Education (TAE10)