

Training package details



FNS10 - Financial Services Training Package

Summary

Releases:

Release	Status	Release date	Approval process
5.1	Current	2013/12/11	Minor upgrade (Approval date: 2013/12/11)
5.0	Replaced	2013/07/18	Endorsement date: 2013/06/13
4.0	Replaced	2012/12/18	Endorsement date: 2012/12/05
3.1	Replaced	2012/09/06	Minor upgrade (Approval date: 2012/09/06)
3.0	Replaced	2012/03/07	Endorsement date: 2012/02/24
2.0	Replaced	2012/01/16	Endorsement date: 2011/10/26
1.0	Replaced	2010/11/24	Endorsement date: 2010/07/08

Usage recommendation: **Superseded**

Training Package Developer

Organisation: **Future Skills Organisation**

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

Mapping information

Mapping	Notes	Date
Is superseded by FNS - Financial Services Training Package		2015/03/25
Supersedes FNS04 - Financial Services Training Package (Superseded by FNS10)		2010/11/24

Training package components

Qualifications

Code	Title	Usage	Release
FNS10110	Certificate I in Financial Services	Superseded	1
FNS20111	Certificate II in Financial Services	Superseded	2
FNS30111	Certificate III in Financial Services	Superseded	4
FNS30210	Certificate III in Personal Injury Management (ClaimsManagement)	Superseded	3
FNS30311	Certificate III in Accounts Administration	Superseded	2
FNS30410	Certificate III in Mercantile Agents	Superseded	3
FNS30511	Certificate III in General Insurance	Superseded	3
FNS30610	Certificate III in Insurance Broking	Superseded	3
FNS40111	Certificate IV in Credit Management	Superseded	3
FNS40211	Certificate IV in Bookkeeping	Superseded	3
FNS40310	Certificate IV in Personal Injury Management (Claims Management)	Superseded	2
FNS40410	Certificate IV in Personal Injury Management (ReturntoWork)	Superseded	2
FNS40510	Certificate IV in Personal Injury Management (Underwriting)	Superseded	2
FNS40611	Certificate IV in Accounting	Superseded	2
FNS40710	Certificate IV in Financial Practice Support	Superseded	2
FNS40811	Certificate IV in Finance and Mortgage Broking	Superseded	2
FNS40911	Certificate IV in Superannuation	Superseded	2
FNS41011	Certificate IV in Banking Services	Superseded	2

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Code	Title	Usage	Release
FNS41110	Certificate IV in Financial Markets Operations	Superseded	4
FNS41211	Certificate IV in Mobile Banking	Superseded	2
FNS41311	Certificate IV in Personal Trust Administration	Superseded	3
FNS41411	Certificate IV in General Insurance	Superseded	2
FNS41512	Certificate IV in Life Insurance	Superseded	2
FNS41611	Certificate IV in Loss Adjusting	Deleted	2
FNS41710	Certificate IV in Insurance Broking	Superseded	3
FNS41811	Certificate IV in Financial Services	Superseded	3
FNS50110	Diploma of Personal Injury Management	Superseded	2
FNS50210	Diploma of Accounting	Superseded	4
FNS50311	Diploma of Finance and Mortgage Broking Management	Superseded	2
FNS50411	Diploma of Conveyancing	Superseded	3
FNS50511	Diploma of Personal Trustees	Superseded	1
FNS50611	Diploma of Financial Planning	Superseded	4
FNS50711	Diploma of Superannuation	Superseded	2
FNS50811	Diploma of Integrated Risk Management	Superseded	2
FNS50910	Diploma of Banking Services Management	Superseded	3
FNS51011	Diploma of Financial Markets	Superseded	4
FNS51110	Diploma of General Insurance	Superseded	3
FNS51210	Diploma of Insurance Broking	Superseded	3
FNS51312	Diploma of Life Insurance	Superseded	2
FNS51410	Diploma of Loss Adjusting	Superseded	3
FNS51511	Diploma of Credit Management	Superseded	3
FNS51611	Diploma of Securitisation	Superseded	2
FNS51710	Diploma of Applied Anti-Money Laundering and Counter Terrorism Financing Management	Superseded	2
FNS51811	Diploma of Financial Services	Superseded	2
FNS60110	Advanced Diploma of Insurance Broking	Superseded	2
FNS60210	Advanced Diploma of Accounting	Superseded	3
FNS60311	Advanced Diploma of Conveyancing	Superseded	4
FNS60410	Advanced Diploma of Financial Planning	Superseded	4
FNS60513	Advanced Diploma of Superannuation	Superseded	1
FNS60610	Advanced Diploma of Banking Services Management	Superseded	3
FNS60711	Advanced Diploma of Financial Licensing Management	Superseded	2
FNS60811	Advanced Diploma of Integrated Risk Management	Superseded	3

Skill sets

Code	Title	Release
FNSSS00001	BAS Agent Registration Skill Set	1
FNSSS00002	Financial Literacy Education Skill Set	1

Units of competency

Code	Title	Usage	Release
FNSACC301A	Process financial transactions and extract interim reports	Superseded	1

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Code	Title	Usage	Release
FNSACC302A	Administer subsidiary accounts and ledgers	Superseded	1
FNSACC303A	Perform financial calculations	Superseded	1
FNSACC401A	Process business tax requirements	Superseded	1
FNSACC402A	Prepare operational budgets	Superseded	1
FNSACC403B	Make decisions in a legal context	Superseded	1
FNSACC404A	Prepare financial statements for non-reporting entities	Superseded	1
FNSACC405A	Maintain inventory records	Superseded	1
FNSACC406A	Set up and operate a computerised accounting system	Superseded	1
FNSACC407A	Produce job costing information	Superseded	1
FNSACC501A	Provide financial and business performance information	Superseded	1
FNSACC502B	Prepare legally compliant tax returns for individuals	Superseded	1
FNSACC503A	Manage budgets and forecasts	Superseded	1
FNSACC504A	Prepare financial reports for corporate entities	Superseded	1
FNSACC505A	Establish and maintain accounting information systems	Superseded	1
FNSACC506A	Implement and maintain internal control procedures	Superseded	1
FNSACC507A	Provide management accounting information	Superseded	1
FNSACC601B	Prepare and administer compliant tax returns for legal entities	Superseded	1
FNSACC602A	Audit and report on financial systems and records	Superseded	1
FNSACC603A	Implement tax plans and evaluate tax compliance	Superseded	1
FNSACC604A	Monitor corporate governance activities	Superseded	1
FNSACC605A	Implement organisational improvement programs	Superseded	1
FNSACC606A	Conduct internal audit	Superseded	1
FNSACC607A	Evaluate business performance	Superseded	1
FNSACC608A	Evaluate organisation's financial performance	Superseded	1
FNSACC609A	Evaluate financial risk	Superseded	1
FNSACC610A	Develop and implement financial strategies	Superseded	1
FNSACC611A	Implement an insolvency program	Superseded	1
FNSACC612A	Implement reconstruction plan	Superseded	1
FNSACC613A	Prepare and analyse management accounting information	Superseded	1
FNSACC614A	Prepare complex corporate financial reports	Superseded	1
FNSACM301A	Administer financial accounts	Superseded	1
FNSACM302A	Prepare, match and process receipts	Superseded	1
FNSACM303A	Process payment documentation	Superseded	1
FNSACM401A	Evaluate and authorise payment requests	Superseded	1
FNSASIC301C	Establish client relationship and analyse needs	Superseded	1
FNSASIC302C	Develop, present and negotiate client solutions	Superseded	1
FNSASIC303A	Provide advice on First Home Saver Account Deposit Products and Non-cash Payments	Superseded	1
FNSASIC304A	Provide Tier 2 general advice in general insurance	Superseded	1
FNSASIC305A	Provide Tier 2 personal advice in general insurance	Superseded	1
FNSASICL503A	Provide advice in the regulated emissions market	Superseded	1
FNSASICM503A	Provide Tier 1 personal advice in life insurance	Superseded	1
FNSASICN503A	Provide Tier 1 personal advice in general insurance	Superseded	1
FNSASICO503A	Provide Tier 1 general advice in general insurance	Superseded	1

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Code	Title	Usage	Release
FNSASICP503A	Provide Tier 1 general advice in life insurance	Deleted	1
FNSASICQ503A	Provide advice in First Home Saver Market Linked Accounts	Superseded	1
FNSASICR503A	Provide advice in Margin Lending	Superseded	1
FNSASICS503A	Provide advice in Foreign Exchange	Superseded	1
FNSASICT503A	Provide advice in Managed Investments	Superseded	1
FNSASICU503A	Provide advice in Superannuation	Superseded	1
FNSASICV503A	Provide advice in Derivatives	Superseded	1
FNSASICW503A	Provide advice in Securities	Superseded	1
FNSASICX503A	Provide advice in Life Insurance	Superseded	1
FNSASICY503A	Provide advice in Insurance Broking	Superseded	1
FNSASICZ503A	Provide advice in Financial Planning	Superseded	1
FNSBKG401A	Develop and implement policies and procedures relevant to bookkeeping activities	Superseded	1
FNSBKG402A	Establish and maintain a cash accounting system	Superseded	1
FNSBKG403A	Establish and maintain an accrual accounting system	Superseded	1
FNSBKG404A	Carry out business activity and instalment activity statement tasks	Superseded	1
FNSBKG405A	Establish and maintain a payroll system	Superseded	1
FNSBNK401A	Coordinate a small business customer portfolio	Superseded	1
FNSBNK402A	Align banking products with the needs of small business customers	Superseded	1
FNSBNK403A	Provide services in a Business Transaction Centre	Superseded	1
FNSBNK404A	Promote mobile banking services	Superseded	1
FNSBNK405A	Provide mobile banking sales and service	Superseded	1
FNSBNK406A	Manage customer visits	Superseded	1
FNSBNK501A	Manage banking and service strategy for small business customers	Superseded	1
FNSBNK502A	Manage services in a Business Transaction Centre	Superseded	1
FNSBNK503A	Provide business advisory services within a financial services context	Superseded	1
FNSCMP501A	Comply with financial services legislation	Superseded	1
FNSCNV501A	Take instructions in relation to a transaction	Superseded	1
FNSCNV502A	Read and interpret a legal document and provide advice	Superseded	1
FNSCNV503A	Analyse and interpret legal requirements for a transaction	Superseded	1
FNSCNV504A	Prepare legal documents	Superseded	1
FNSCNV505A	Finalise the conveyancing transaction	Superseded	1
FNSCNV506A	Establish and manage a trust account	Superseded	1
FNSCNV601A	Identify and conduct searches	Superseded	1
FNSCRD301A	Process applications for credit	Superseded	1
FNSCRD302A	Monitor and control accounts receivable	Superseded	1
FNSCRD401A	Assess credit applications	Superseded	1
FNSCRD402A	Establish and maintain appropriate securitisation	Superseded	1
FNSCRD403A	Manage and recover bad and doubtful debts	Superseded	1
FNSCRD404A	Utilise the legal process to recover outstanding debt	Superseded	1
FNSCRD405A	Manage overdue customer accounts	Superseded	1
FNSCRD501A	Respond to personal insolvency situations	Superseded	1
FNSCRD502A	Manage factoring and invoice discounting arrangements	Superseded	1

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Code	Title	Usage	Release
FNSCRD503A	Promote understanding of the role and effective use of consumer credit	Superseded	1
FNSCRD504A	Manage the credit relationship	Superseded	1
FNSCRD505A	Respond to corporate insolvency situations	Superseded	1
FNSCUS301A	Respond to customer enquiries	Superseded	1
FNSCUS401A	Participate in negotiations	Superseded	1
FNSCUS402A	Resolve disputes	Superseded	1
FNSCUS403A	Deliver a professional service to customers	Superseded	1
FNSCUS501A	Develop and nurture relationships with clients, other professionals and third party referrers	Superseded	1
FNSCUS502A	Monitor client requirements	Superseded	1
FNSCUS503A	Review business performance	Superseded	1
FNSCUS504A	Manage premium customer relationships	Superseded	1
FNSCUS505A	Determine client requirements and expectations	Superseded	1
FNSCUS506A	Record and implement client instructions	Superseded	1
FNSCUS601A	Establish, manage and monitor key relationships	Superseded	1
FNSFLT201A	Develop and use a personal budget	Superseded	2
FNSFLT202A	Develop and use a savings plan	Superseded	1
FNSFLT203A	Develop understanding of debt and consumer credit	Superseded	1
FNSFLT204A	Develop understanding of superannuation	Superseded	1
FNSFLT205A	Develop understanding of the Australian financial system and markets	Superseded	1
FNSFLT206A	Develop understanding of taxation	Superseded	1
FNSFLT301A	Be MoneySmart	Superseded	1
FNSFLT401A	Be MoneySmart through a career in small business	Superseded	1
FNSFLT501A	Assist customers to budget and manage own finances	Superseded	1
FNSFLT502A	Facilitate customer awareness of the Australian financial system and markets	Superseded	1
FNSFLT503A	Promote basic financial literacy skills	Superseded	1
FNSFLT504A	Facilitate customer understanding of personal financial statements	Superseded	1
FNSFLT505A	Facilitate customer or employee understanding of superannuation as an investment tool	Superseded	1
FNSFMB401A	Prepare loan application on behalf of finance or mortgage broking clients	Superseded	1
FNSFMB402A	Provide finance and mortgage broking services	Superseded	1
FNSFMB403A	Present broking options to client	Superseded	1
FNSFMB501A	Settle applications and loan arrangements in the finance and mortgage broking industry	Superseded	1
FNSFMB502A	Identify and develop complex broking options for client	Superseded	1
FNSFMB503A	Present broking options to client with complex needs	Superseded	1
FNSFMB504A	Implement complex loan structures	Superseded	1
FNSFMK401A	Reconcile financial transactions	Superseded	1
FNSFMK402A	Develop and maintain knowledge of financial markets products	Superseded	1
FNSFMK403A	Interpret financial markets information	Superseded	1
FNSFMK501A	Analyse financial markets and information	Superseded	1
FNSFMK502A	Analyse financial market products for client	Superseded	1
FNSFMK503A	Advise clients on financial risk	Superseded	1

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Code	Title	Usage	Release
FNSFMK504A	Complete settlement and confirmation processes	Superseded	1
FNSFMK505A	Comply with financial services legislation and industry codes of practice	Superseded	1
FNSFMK506A	Detect errors and fraud when processing financial transactions	Superseded	1
FNSFMK507A	Analyse risk mitigation in the operations process	Superseded	1
FNSFMK508A	Monitor and process collateral	Superseded	1
FNSFMK509A	Apply knowledge of transaction documentation and processing	Superseded	1
FNSFMK510A	Prepare trading strategies for clients	Superseded	1
FNSFMK511A	Apply limits when trading	Superseded	1
FNSFMK512A	Apply knowledge of emissions markets	Superseded	1
FNSFMK601A	Price financial transactions	Superseded	1
FNSFMK602A	Hedge financial products	Superseded	1
FNSFPL401A	Extract and analyse information on specified financial strategies and products	Superseded	1
FNSFPL402A	Prepare financial plans to set strategies and guidelines	Superseded	1
FNSFPL403A	Implement financial plans to predetermined guidelines	Superseded	1
FNSFPL501A	Comply with financial planning practice ethical and operational guidelines and regulations	Superseded	1
FNSFPL502A	Conduct financial planning analysis and research	Superseded	1
FNSFPL503A	Develop and prepare financial plan	Superseded	1
FNSFPL504A	Implement financial plan	Superseded	1
FNSFPL505A	Review financial plans and provide ongoing service	Superseded	1
FNSFPL506A	Determine client requirements and expectations	Superseded	1
FNSFPL507A	Provide financial planning advice	Superseded	1
FNSFPL508A	Conduct complex financial planning research	Superseded	1
FNSFPL601A	Provide technical and professional guidance	Superseded	1
FNSFPL602A	Determine client requirements and expectations for clients with complex needs	Superseded	1
FNSFPL603A	Provide comprehensive monitoring and ongoing service	Superseded	1
FNSFPL604A	Develop complex and innovative financial planning strategies	Superseded	1
FNSFPL605A	Present and negotiate complex and innovative financial plans	Superseded	1
FNSFPL606A	Implement complex and innovative financial plans	Superseded	1
FNSIAD301A	Provide general advice on financial products and services	Superseded	1
FNSIAD501A	Provide appropriate services, advice and products to clients	Superseded	1
FNSIAD502A	Provide appropriate and timely information and advice to clients	Superseded	1
FNSIBK301A	Provide insurance broking services in response to a customer enquiry	Deleted	1
FNSIBK302B	Provide general advice in general insurance broking products and services	Superseded	1
FNSIBK401A	Research and analyse client and industry information for a broking risk assessment	Superseded	1
FNSIBK402B	Provide personal advice in general insurance broking products and services	Superseded	1
FNSIBK403A	Implement an agreed insurance program for a broking client	Superseded	1
FNSIBK404A	Provide a claims service to an insurance broking client	Superseded	1
FNSIBK405A	Meet industry and legislative guidelines and organisational procedures relating to insurance broking	Superseded	1
FNSIBK501B	Provide general advice in general insurance broking products and services	Superseded	1

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Code	Title	Usage	Release
FNSIBK502B	Provide general advice in life insurance broking products and services	Superseded	1
FNSIBK503B	Provide personal advice in general insurance broking products and services	Superseded	1
FNSIBK504B	Provide personal advice in life insurance broking products and services	Superseded	1
FNSIBK505A	Undertake risk analysis for an insurance broking client	Superseded	1
FNSIBK506A	Monitor broking clients	Superseded	1
FNSIBK507A	Review broking client service performance	Superseded	1
FNSIBK508A	Implement changes to broking client's insurance program	Superseded	1
FNSIBK509A	Identify and advise on significant risk changes to broking client insurances	Superseded	1
FNSIBK510A	Assess and negotiate complex risk portfolio for broking client at renewal	Superseded	1
FNSIBK511A	Review incidence of loss for broking clients	Superseded	1
FNSIBK512A	Negotiate complex claims settlement for insurance broking client	Superseded	1
FNSIBK601A	Develop guidelines for broking services	Superseded	2
FNSIBK602A	Implement broking service support systems	Superseded	1
FNSIBK603A	Manage contractual obligations for insurance and insurance broking products	Superseded	1
FNSIBK604A	Develop and manage marketing plans for an insurance broking business	Superseded	1
FNSIBK605A	Manage insurance brokerage service performance	Superseded	1
FNSIBK606A	Manage compliance requirements for an insurance broking business	Superseded	1
FNSIGN401A	Provide technical guidance	Superseded	1
FNSIGN402A	Inspect quality of work	Superseded	1
FNSIGN403A	Estimate jobs	Superseded	1
FNSIGN404A	Inspect damage and develop scope of work	Superseded	1
FNSIGN405A	Inspect vehicle systems and components and determine preferred repair action	Deleted	1
FNSIGN406A	Inspect vehicle or property for saleable items and determine their value	Superseded	1
FNSILA501A	Plan and implement loss investigation	Superseded	1
FNSILA502A	Evaluate collected information	Superseded	1
FNSILA503A	Report findings and provide guidance to involved parties	Superseded	1
FNSILA504A	Negotiate and effect settlement	Superseded	1
FNSILA505A	Provide ancillary services	Superseded	1
FNSILD501A	Prepare a distribution plan	Superseded	1
FNSILD502A	Resource a distribution plan	Superseded	1
FNSILD503A	Establish services to provide advice	Superseded	1
FNSILD504A	Implement and manage the distribution plan	Superseded	1
FNSILF302A	Process a life insurance application	Superseded	1
FNSILF303A	Issue a life insurance policy	Superseded	1
FNSILF401A	Contribute to the life risk underwriting process	Superseded	1
FNSILF402A	Settle policy payments and terminations	Superseded	1
FNSILF403A	Develop and maintain in-depth knowledge of products and services used by the Life Insurance sector	Superseded	1
FNSILF404A	Process requests for policy alterations and assignments	Superseded	1
FNSILF405A	Evaluate life insurance claims	Superseded	1

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Code	Title	Usage	Release
FNSILF406A	Collect and manage information to facilitate claims assessment	Superseded	1
FNSILF407A	Settle life insurance claims	Superseded	1
FNSILF408A	Process life insurance contract maturity and surrender payment requests	Superseded	1
FNSILF501A	Assess extraordinary risks	Superseded	1
FNSILF502A	Underwrite complex medical risks	Superseded	1
FNSILF503A	Underwrite complex non-medical risks	Superseded	1
FNSILF504A	Manage complex life insurance claims	Superseded	1
FNSILF505A	Manage ongoing disability claims	Superseded	1
FNSILF506A	Manage group life insurance claims	Superseded	1
FNSILF507A	Manage group life insurance policy administration	Superseded	1
FNSINC301A	Work effectively in the financial services industry	Superseded	1
FNSINC401A	Apply principles of professional practice to work in the financial services industry	Superseded	1
FNSINC402A	Develop and maintain in-depth knowledge of products and services used by an organisation or sector	Superseded	1
FNSINC501A	Conduct product research to support recommendations	Superseded	1
FNSINC601A	Apply economic principles to work in the financial services industry	Superseded	1
FNSINC602A	Interpret and use financial statistics and tools	Superseded	1
FNSISV301A	Evaluate risk for renewal business	Superseded	1
FNSISV302A	Process alteration to insurance policy	Superseded	1
FNSISV303A	Issue contract of insurance	Superseded	1
FNSISV304A	Issue renewal advice	Superseded	1
FNSISV305A	Issue cancellation advice	Superseded	1
FNSISV306A	Receive and record or register a claim	Superseded	1
FNSISV307A	Follow organisation procedures to process claim	Superseded	1
FNSISV308A	Process facultative and treaty reinsurance claims	Superseded	1
FNSISV309A	Settle claims	Superseded	1
FNSISV310A	Process claims payments	Superseded	1
FNSISV401A	Evaluate risk for new business	Superseded	1
FNSISV402A	Underwrite new business	Superseded	1
FNSISV403A	Survey potential risk exposure	Superseded	1
FNSISV404A	Underwrite renewal business	Superseded	1
FNSISV405A	Analyse insurance claims	Superseded	1
FNSISV406A	Use specialist terminology in insurance claims	Superseded	1
FNSISV407A	Use medical terminology in an insurance context	Superseded	1
FNSISV501A	Issue contracts of insurance covering non-routine and complex situations	Superseded	1
FNSISV502A	Review operational performance of the portfolio	Superseded	1
FNSISV503A	Undertake post-loss risk management	Superseded	1
FNSISV504A	Negotiate treaty reinsurance	Superseded	1
FNSISV505A	Determine risk rating for investment and insurance products	Superseded	1
FNSISV506A	Investigate claims	Superseded	1
FNSISV507A	Implement claim recovery procedures	Superseded	1
FNSISV508A	Review and advise on claims costs, policies and procedures	Superseded	1

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Code	Title	Usage	Release
FNSISV509A	Analyse financial, medical and psychological claims assessments	Superseded	1
FNSISV510A	Manage non-routine and complex claims	Superseded	1
FNSISV511A	Settle non-routine and complex claims	Superseded	1
FNSISV512A	Work with legal teams to resolve complex claims	Superseded	1
FNSISV513A	Provide decisions on legal liability and indemnity of a claim	Superseded	1
FNSISV514A	Review and update claim reserves in portfolio	Superseded	1
FNSISV515A	Evaluate and report on status of claims portfolio	Superseded	1
FNSISV516A	Allocate authorities and guidelines for distribution	Superseded	1
FNSISV517A	Review claims settlement policies and procedures	Superseded	1
FNSMCA301A	Collect debts	Superseded	1
FNSMCA302A	Repossess property	Superseded	1
FNSMCA303A	Serve legal process	Superseded	1
FNSMCA304A	Locate subjects	Superseded	1
FNSMCA401A	Develop and document case recommendations	Superseded	1
FNSMCA402A	Initiate legal recovery of debts	Superseded	1
FNSORG301A	Administer fixed asset register	Superseded	1
FNSORG401A	Conduct individual work within a compliance framework	Superseded	1
FNSORG501A	Develop and manage a budget	Superseded	1
FNSORG502A	Develop and monitor policy and procedures	Superseded	1
FNSORG503A	Develop a resource plan	Superseded	1
FNSORG504A	Monitor and supervise work practices to meet financial services regulatory requirements	Superseded	1
FNSORG505A	Prepare financial reports to meet statutory requirements	Superseded	1
FNSORG506A	Prepare financial forecasts and projections	Superseded	1
FNSORG507A	Manage client service and business information	Superseded	1
FNSORG508A	Analyse and comment on management reports	Superseded	1
FNSORG601A	Negotiate to achieve goals and manage disputes	Superseded	1
FNSORG602A	Develop and manage financial systems	Superseded	1
FNSORG603A	Establish and prepare operational guidelines in a financial services organisation	Superseded	1
FNSORG604A	Establish outsourced services and monitor performance	Superseded	1
FNSPIM301A	Process benefit payments	Superseded	1
FNSPIM302A	Determine claim liability	Superseded	1
FNSPIM303A	Work within the personal injury management sector	Superseded	1
FNSPIM304A	Manage claims	Superseded	1
FNSPIM401A	Plan and implement rehabilitation and return to work and health strategies	Superseded	1
FNSPIM402A	Represent personal injury management agent or insurer at conciliation and review hearings	Superseded	1
FNSPIM403A	Educate clients on personal injury management issues	Superseded	1
FNSPIM404A	Assist injured persons with job placement	Superseded	1
FNSPIM405A	Facilitate a return to work	Superseded	1
FNSPIM406A	Develop and maintain knowledge of personal injury management insurance	Superseded	1
FNSPIM407A	Register policy	Superseded	1
FNSPIM408A	Renew and maintain policy	Superseded	1

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Code	Title	Usage	Release
FNSPIM409A	Maintain customer relationship	Superseded	1
FNSPIM410A	Collect, assess and use information	Superseded	1
FNSPIM411A	Manage personal injury case loads	Superseded	1
FNSPIM412A	Participate in formal communication processes	Superseded	1
FNSPIM501A	Develop a return to work and health strategy	Superseded	1
FNSPIM502A	Facilitate workplace assessment with stakeholders for personal injury cases	Superseded	1
FNSPRM601A	Establish, supervise and monitor practice systems to conform with legislation and regulations	Superseded	1
FNSPRM602A	Improve the practice	Superseded	1
FNSPRM603A	Grow the practice	Superseded	1
FNSPRM604A	Prepare, supervise and monitor application of practice guidelines	Superseded	1
FNSPRM605A	Establish or review marketing, client services and supplier relationships	Superseded	1
FNSPRM606A	Establish or review human resources, administration and information support	Superseded	1
FNSPRT301A	Establish entitlements to an intestate estate	Superseded	1
FNSPRT302A	Administer a non-complex estate	Superseded	1
FNSPRT303A	Administer a non-complex trust	Superseded	2
FNSPRT401A	Administer an intestate estate	Superseded	1
FNSPRT402A	Prepare a will	Superseded	1
FNSPRT403A	Administer a complex estate	Superseded	1
FNSPRT404A	Administer a complex trust	Superseded	1
FNSPRT405A	Establish powers of attorney	Superseded	1
FNSPRT406A	Administer powers of attorney or financial administration orders	Superseded	1
FNSPRT501A	Advise clients on trust structures	Superseded	1
FNSPRT502A	Advise clients in estate planning	Superseded	1
FNSPRT503A	Allocate, assess and supervise work within the personal trustee sector	Superseded	1
FNSRSK401A	Implement risk management strategies	Superseded	1
FNSRSK501A	Undertake risk identification	Superseded	1
FNSRSK502A	Assess risks	Superseded	1
FNSRSK601A	Develop and implement risk mitigation plan	Superseded	1
FNSRSK602A	Determine and manage risk exposure strategies	Superseded	1
FNSRTS301A	Provide customer service in a retail agency	Superseded	1
FNSRTS302A	Handle foreign currency transactions	Superseded	1
FNSRTS303A	Balance retail transactions	Superseded	1
FNSRTS304A	Administer debit card services	Superseded	1
FNSRTS305A	Process customer accounts	Superseded	1
FNSRTS306A	Process customer transactions	Superseded	1
FNSRTS307A	Maintain Automatic Teller Machine (ATM) services	Superseded	1
FNSRTS308A	Balance cash holdings	Superseded	1
FNSRTS309A	Maintain main bank account	Superseded	1
FNSRTS401A	Manage credit card services	Superseded	1
FNSRTS402A	Prepare government returns and reports	Superseded	1
FNSSAM301A	Identify opportunities for cross-selling products and services	Superseded	1

Training package details



Code	Title	Usage	Release
FNSSAM401A	Sell financial products and services	Superseded	1
FNSSAM402A	Implement a sales plan	Superseded	1
FNSSAM403A	Prospect for new clients	Superseded	1
FNSSAM501A	Apply advanced selling techniques to selling of financial products and services	Superseded	1
FNSSAM502A	Assess market needs	Superseded	1
FNSSAM503A	Monitor market opportunities	Superseded	1
FNSSAM601A	Monitor performance in sales of financial products or services	Superseded	1
FNSSAM602A	Identify and evaluate marketing opportunities in the financial services industry	Superseded	1
FNSSAM603A	Tailor financial products to meet customer needs	Superseded	1
FNSSAM604A	Establish agreements with intermediaries for product distribution	Superseded	1
FNSSMS401A	Process self-managed superannuation contribution	Superseded	1
FNSSMS501A	Invest self-managed superannuation funds assets	Superseded	1
FNSSMS502A	Manage changes to fund structure	Superseded	1
FNSSMS503A	Manage administration activities of a superannuation fund	Superseded	1
FNSSMS504A	Meet self-managed superannuation fund compliance requirements	Superseded	1
FNSSMS505A	Support trustee in the selection and performance monitoring of outsourced services	Superseded	1
FNSSMS601A	Provide advice in self-managed superannuation funds	Superseded	1
FNSSMS602A	Apply taxation requirements when advising in self-managed superannuation funds	Superseded	1
FNSSMS603A	Apply legislative and operational requirements to advising in self-managed superannuation funds	Superseded	1
FNSSUP301A	Process superannuation fund payments	Superseded	1
FNSSUP302A	Establish, maintain and process superannuation records	Superseded	1
FNSSUP303A	Process superannuation contributions	Superseded	1
FNSSUP304A	Process superannuation rollover benefits	Superseded	1
FNSSUP305A	Implement member investment instructions	Superseded	1
FNSSUP306A	Terminate superannuation plans	Superseded	1
FNSSUP401A	Process complex superannuation benefit or insurance claim	Superseded	1
FNSSUP402A	Assist in meeting superannuation compliance requirements	Superseded	1
FNSSUP403A	Administer retirement income streams	Superseded	1
FNSSUP404A	Establish and customise complex employer accounts	Superseded	1
FNSSUP405A	Implement fund review practices	Superseded	1
FNSSUP406A	Establish and maintain fund or plan	Superseded	1
FNSSUP407A	Assess complex superannuation benefit or insurance claims	Superseded	1
FNSSUP501A	Supervise complaints procedures	Superseded	1
FNSSUP502A	Supervise insurer liaison	Superseded	1
FNSSUP503A	Develop client relationships with employers and establish superannuation systems	Superseded	1
FNSSUP504A	Provide advanced customer service to superannuation clients	Superseded	1
FNSSUP505A	Produce reports for superannuation	Superseded	1
FNSSUP506A	Supervise and monitor operational guidelines in a superannuation organisation	Superseded	1
FNSSUP507A	Review compliance with regulatory and contractual requirements	Superseded	1
FNSSUP508A	Provide effective information to members	Superseded	1

Training package details



Code	Title	Usage	Release
FNSSUP509A	Work within a defined benefit fund	Superseded	1
FNSSUP601A	Liaise with and support trustees	Superseded	1
FNSSUP602A	Manage official complaints procedures and proceedings	Superseded	1
FNSSUP603A	Integrate investment strategy with fund operations	Superseded	1
FNSTPB501A	Apply legal principles in corporations and trusts law	Superseded	1
FNSTPB502A	Apply legal principles in commercial and property law	Superseded	1

Imported units of competency

Code	Title	Usage	Release	Belongs to training package
BSBADM405B	Organise meetings	Superseded	1	Business Services Training Package (BSB07)
BSBADM502B	Manage meetings	Superseded	1	Business Services Training Package (BSB07)
BSBATSIW416C	Obtain and manage consultancy services	Superseded	1	Business Services Training Package (BSB07)
BSBCCO203A	Conduct customer contact	Superseded	1	Business Services Training Package (BSB07)
BSBCCO301B	Use multiple information systems	Superseded	1	Business Services Training Package (BSB07)
BSBCCO304C	Provide sales solutions to customers	Superseded	1	Business Services Training Package (BSB07)
BSBCCO402A	Gather, collate and record information	Superseded	1	Business Services Training Package (BSB07)
BSBCCO405A	Survey stakeholders to gather and record information	Superseded	1	Business Services Training Package (BSB07)
BSBCCO407A	Administer customer contact technology	Superseded	1	Business Services Training Package (BSB07)
BSBCCO504A	Integrate customer contact operations in the organisation	Superseded	1	Business Services Training Package (BSB07)
BSBCMM201A	Communicate in the workplace	Superseded	1	Business Services Training Package (BSB07)
BSBCMM301B	Process customer complaints	Superseded	1	Business Services Training Package (BSB07)
BSBCMM401A	Make a presentation	Superseded	1	Business Services Training Package (BSB07)
BSBCOM401B	Organise and monitor the operation of compliance management system	Superseded	1	Business Services Training Package (BSB07)
BSBCOM402B	Implement processes for the management of a breach in compliance requirements	Superseded	1	Business Services Training Package (BSB07)
BSBCOM405A	Promote compliance with legislation	Superseded	1	Business Services Training Package (BSB07)
BSBCOM406A	Conduct work within a compliance framework	Superseded	1	Business Services Training Package (BSB07)
BSBCOM501B	Identify and interpret compliance requirements	Superseded	1	Business Services Training Package (BSB07)
BSBCOM503B	Develop processes for the management of breaches in compliance requirements	Superseded	1	Business Services Training Package (BSB07)
BSBCOM602B	Develop and create compliance requirements	Superseded	1	Business Services Training Package (BSB07)
BSBCOM603C	Plan and establish compliance management systems	Superseded	1	Business Services Training Package (BSB07)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBCUS301B		Deliver and monitor a service to customers	Superseded	1	Business Services Training Package (BSB07)
BSBCUS401B		Coordinate implementation of customer service strategies	Superseded	1	Business Services Training Package (BSB07)
BSBCUS402B		Address customer needs	Superseded	1	Business Services Training Package (BSB07)
BSBCUS403B		Implement customer service standards	Superseded	2	Business Services Training Package (BSB07)
BSBCUS501C		Manage quality customer service	Superseded	1	Business Services Training Package (BSB07)
BSBFIA301A		Maintain financial records	Superseded	1	Business Services Training Package (BSB07)
BSBFIA302A		Process payroll	Superseded	1	Business Services Training Package (BSB07)
BSBFIA401A		Prepare financial reports	Superseded	1	Business Services Training Package (BSB07)
BSBFIM501A		Manage budgets and financial plans	Superseded	1	Business Services Training Package (BSB07)
BSBFLM303C		Contribute to effective workplace relationships	Superseded	1	Business Services Training Package (BSB07)
BSBFRA301B		Work within a franchise	Superseded	1	Business Services Training Package (BSB07)
BSBFRA403B		Manage relationship with franchisor	Superseded	1	Business Services Training Package (BSB07)
BSBGOV403A		Analyse financial reports and budgets	Superseded	1	Business Services Training Package (BSB07)
BSBHRM506A		Manage recruitment selection and induction processes	Superseded	1	Business Services Training Package (BSB07)
BSBHRM604A		Manage employee relations	Superseded	1	Business Services Training Package (BSB07)
BSBINM302A		Utilise a knowledge management system	Superseded	1	Business Services Training Package (BSB07)
BSBINM401A		IMPLEMENT WORKPLACE INFORMATION SYSTEM	Superseded	1	Business Services Training Package (BSB07)
BSBINM501A		Manage an information or knowledge management system	Superseded	1	Business Services Training Package (BSB07)
BSBINM601A		Manage knowledge and information	Superseded	1	Business Services Training Package (BSB07)
BSBINN501A		Establish systems that support innovation	Superseded	1	Business Services Training Package (BSB07)
BSBINN502A		Build and sustain an innovative work environment	Superseded	1	Business Services Training Package (BSB07)
BSBINN601A		Manage organisational change	Superseded	1	Business Services Training Package (BSB07)
BSBITB501A		Establish and maintain a workgroup computer network	Superseded	1	Business Services Training Package (BSB07)
BSBITS401B		Maintain business technology	Superseded	1	Business Services Training Package (BSB07)
BSBITU304A		Produce spreadsheets	Superseded	1	Business Services Training Package (BSB07)
BSBITU305A		Conduct online transactions	Superseded	1	Business Services Training Package (BSB07)
BSBITU306A		Design and produce business documents	Superseded	1	Business Services Training Package (BSB07)
BSBITU402A		Develop and use complex spreadsheets	Superseded	1	Business Services Training Package (BSB07)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBLED501A		Develop a workplace learning environment	Superseded	1	Business Services Training Package (BSB07)
BSBLEG301A		Apply knowledge of the legal system to complete tasks	Superseded	1	Business Services Training Package (BSB07)
BSBLEG413A		Identify and apply the legal framework	Superseded	1	Business Services Training Package (BSB07)
BSBLEG415A		Apply the principles of contract law	Superseded	1	Business Services Training Package (BSB07)
BSBLEG416A		Apply the principles of the law of torts	Superseded	1	Business Services Training Package (BSB07)
BSBLEG417A		Apply the principles of evidence law	Superseded	1	Business Services Training Package (BSB07)
BSBLEG512A		Apply legal principles in property law matters	Superseded	1	Business Services Training Package (BSB07)
BSBLEG513A		Apply legal principles in corporation law matters	Superseded	1	Business Services Training Package (BSB07)
BSBMGT401A		Show leadership in the workplace	Superseded	1	Business Services Training Package (BSB07)
BSBMGT403A		Implement continuous improvement	Superseded	1	Business Services Training Package (BSB07)
BSBMGT405A		Provide personal leadership	Superseded	1	Business Services Training Package (BSB07)
BSBMGT502B		Manage people performance	Superseded	1	Business Services Training Package (BSB07)
BSBMGT515A		Manage operational plan	Superseded	1	Business Services Training Package (BSB07)
BSBMGT516C		Facilitate continuous improvement	Superseded	1	Business Services Training Package (BSB07)
BSBMGT605B		Provide leadership across the organisation	Superseded	1	Business Services Training Package (BSB07)
BSBMGT608C		Manage innovation and continuous improvement	Superseded	1	Business Services Training Package (BSB07)
BSBMGT615A		Contribute to organisation development	Superseded	1	Business Services Training Package (BSB07)
BSBMGT616A		Develop and implement strategic plans	Superseded	1	Business Services Training Package (BSB07)
BSBMGT617A		Develop and implement a business plan	Superseded	1	Business Services Training Package (BSB07)
BSBMKG501B		Identify and evaluate marketing opportunities	Superseded	1	Business Services Training Package (BSB07)
BSBOHS201A		Participate in OHS processes	Superseded	1	Business Services Training Package (BSB07)
BSBOHS303B		Contribute to OHS hazard identification and risk assessment	Deleted	1	Business Services Training Package (BSB07)
BSBOHS403B		Identify hazards and assess OHS risks	Superseded	1	Business Services Training Package (BSB07)
BSBOHS404B		Contribute to the implementation of strategies to control OHS risk	Deleted	1	Business Services Training Package (BSB07)
BSBOHS502B		Participate in the management of the OHS information and data systems	Superseded	1	Business Services Training Package (BSB07)
BSBOHS504B		Apply principles of OHS risk management	Superseded	1	Business Services Training Package (BSB07)
BSBOHS506B		Monitor and facilitate the management of hazards associated with plant	Superseded	1	Business Services Training Package (BSB07)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBOHS507B		Facilitate the application of principles of occupational health to control OHS risk	Superseded	1	Business Services Training Package (BSB07)
BSBOHS601B		Develop a systematic approach to managing OHS	Superseded	1	Business Services Training Package (BSB07)
BSBOHS602B		Develop OHS information and data analysis and reporting and recording processes	Deleted	1	Business Services Training Package (BSB07)
BSBOHS603B		Analyse and evaluate OHS risk	Superseded	1	Business Services Training Package (BSB07)
BSBOHS604B		Apply ergonomic principles to control OHS risk	Superseded	1	Business Services Training Package (BSB07)
BSBOHS605B		Apply occupational hygiene principles to control OHS risk	Superseded	1	Business Services Training Package (BSB07)
BSBOHS606B		Develop and implement crisis management processes	Deleted	1	Business Services Training Package (BSB07)
BSBOHS607B		Advise on application of safe design principles to control OHS risk	Superseded	1	Business Services Training Package (BSB07)
BSBOHS608B		Conduct an OHS audit	Superseded	1	Business Services Training Package (BSB07)
BSBOHS609B		Evaluate an organisation's OHS performance	Deleted	1	Business Services Training Package (BSB07)
BSBPMG403A		Apply cost management techniques	Superseded	1	Business Services Training Package (BSB07)
BSBPMG404A		Apply quality management techniques	Superseded	1	Business Services Training Package (BSB07)
BSBPMG407A		Apply risk management techniques	Superseded	1	Business Services Training Package (BSB07)
BSBPMG501A		Manage application of project integrative processes	Superseded	1	Business Services Training Package (BSB07)
BSBPMG508A		Manage project risk	Superseded	1	Business Services Training Package (BSB07)
BSBPMG510A		Manage projects	Superseded	1	Business Services Training Package (BSB07)
BSBPMG605A		Direct quality management of a project program	Superseded	1	Business Services Training Package (BSB07)
BSBPMG607A		Direct communications management of a project program	Superseded	1	Business Services Training Package (BSB07)
BSBPMG608A		Direct risk management of a project program	Superseded	1	Business Services Training Package (BSB07)
BSBREL402A		Build client relationships and business networks	Superseded	1	Business Services Training Package (BSB07)
BSBREL701A		Develop and cultivate collaborative partnerships and relationships	Superseded	1	Business Services Training Package (BSB07)
BSBRES401A		Analyse and present research information	Superseded	1	Business Services Training Package (BSB07)
BSBRKG303B		Retrieve information from records	Superseded	1	Business Services Training Package (BSB07)
BSBRKG304B		Maintain business records	Superseded	1	Business Services Training Package (BSB07)
BSBRKG404A		Monitor and maintain records in an online environment	Superseded	1	Business Services Training Package (BSB07)
BSBRSK401A		Identify risk and apply risk management processes	Superseded	1	Business Services Training Package (BSB07)

Training package details



Code		Title	Usage	Release	Belongs to training package
BSBRISK501B		Manage risk	Superseded	1	Business Services Training Package (BSB07)
BSBSLS501A		Develop a sales plan	Superseded	1	Business Services Training Package (BSB07)
BSBSLS502A		Lead and manage a sales team	Superseded	1	Business Services Training Package (BSB07)
BSBSMB401A		Establish legal and risk management requirements of small business	Superseded	1	Business Services Training Package (BSB07)
BSBSMB405B		Monitor and manage small business operations	Superseded	1	Business Services Training Package (BSB07)
BSBSMB407A		Manage a small team	Superseded	1	Business Services Training Package (BSB07)
BSBSMB409A		Build and maintain relationships with small business stakeholders	Superseded	1	Business Services Training Package (BSB07)
BSBSUS301A		Implement and monitor environmentally sustainable work practices	Superseded	1	Business Services Training Package (BSB07)
BSBSUS501A		Develop workplace policy and procedures for sustainability	Superseded	1	Business Services Training Package (BSB07)
BSBWHS303A		Participate in WHS hazard identification, risk assessment and risk control	Superseded	1	Business Services Training Package (BSB07)
BSBWOR203B		Work effectively with others	Superseded	1	Business Services Training Package (BSB07)
BSBWOR204A		Use business technology	Superseded	1	Business Services Training Package (BSB07)
BSBWOR301B		Organise personal work priorities and development	Superseded	1	Business Services Training Package (BSB07)
BSBWOR401A		Establish effective workplace relationships	Superseded	1	Business Services Training Package (BSB07)
BSBWOR402A		Promote team effectiveness	Superseded	1	Business Services Training Package (BSB07)
BSBWOR404B		Develop work priorities	Superseded	1	Business Services Training Package (BSB07)
BSBWOR501B		Manage personal work priorities and professional development	Superseded	1	Business Services Training Package (BSB07)
BSBWOR502B		Ensure team effectiveness	Superseded	1	Business Services Training Package (BSB07)
BSBWRT301A		Write simple documents	Superseded	1	Business Services Training Package (BSB07)
CHCCOM403A		Use targeted communication skills to build relationships	Superseded	1	Community Services Training Package (CHC08)
CHCDIS509D		Maximise participation in work by people with disabilities	Superseded	1	Community Services Training Package (CHC08)
CHCTC302B		Provide client-centred telephone counselling	Superseded	1	Community Services Training Package (CHC08)
CULEVP401A		Present information on activities, events and public programs	Superseded	1	Library, Information and Cultural Services Training Package (CUL11)
HLTHIR403C		Work effectively with culturally diverse clients and co-workers	Superseded	1	Health Training Package (HLT07)
MSAPMSUP390A		Use structured problem solving tools	Superseded	1	Manufacturing Training Package (MSA07)
PSPFRAU502B		Anticipate and detect possible fraud activity	Superseded	1	Public Sector Training Package (PSP04)

Training package details



Code		Title	Usage	Release	Belongs to training package
PSPFRAU504B		Conduct fraud risk assessments	Superseded	1	Public Sector Training Package (PSP04)
PSPFRAU505B		Develop fraud control plans	Superseded	1	Public Sector Training Package (PSP04)
PSPGOV311A		Work with a coach or mentor	Superseded	1	Public Sector Training Package (PSP04)
PSPGOV414A		Provide workplace mentoring	Superseded	1	Public Sector Training Package (PSP04)
PSPGOV509A		Conduct evaluations	Superseded	1	Public Sector Training Package (PSP04)
PSPGOV516A		Develop and use emotional intelligence	Deleted	1	Public Sector Training Package (PSP04)
PSPIM402A		Undertake initial rehabilitation assessments	Superseded	1	Public Sector Training Package (PSP04)
PSPIM404A		Conduct situational workplace assessments	Superseded	1	Public Sector Training Package (PSP04)
PSPIM405A		Develop return to work plans	Superseded	1	Public Sector Training Package (PSP04)
PSPIM406A		Implement and monitor return to work plans	Superseded	1	Public Sector Training Package (PSP04)
PSPIM504A		Contribute to a quality injury management system	Superseded	1	Public Sector Training Package (PSP04)
PSPREG417A		Undertake compliance audits	Superseded	1	Public Sector Training Package (PSP04)
PSPREG502A		Coordinate investigation processes	Superseded	1	Public Sector Training Package (PSP04)
TAADEL504B		Lead and coordinate training services	Deleted	1	Training and Assessment Training Package (TAA04)
TAEDEL402A		Plan, organise and facilitate learning in the workplace	Superseded	1	Training and Education (TAE10)
TAEDEL404A		Mentor in the workplace	Superseded	1	Training and Education (TAE10)