



Australian Government

FNS20120 Certificate II in Financial Services

Release 2

FNS20120 Certificate II in Financial Services

Modification History

Release	Comments
Release 2	This version first released with the FNS Financial Services Training Package Version 8.0. Native elective units of competency were updated and/or superseded.
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Qualification Description

This qualification is intended to address the need for increased financial literacy and basic financial skills of entrants wishing to build potential pathways into the industry.

Licensing, legislative, regulatory or certification considerations

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Entry Requirements

Nil

Packaging Rules

Total number of units = 8

4 core units plus

4 elective units, of which:

- at least 2 must be from the elective units listed below
- up to 2 may be from this qualification or any other currently endorsed Certificate II or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

BSBCMM211 Apply communication skills

BSBTEC201 Use business software applications
BSBWHS211 Contribute to the health and safety of self and others
FNSINC311 Work together in the financial services industry

Elective units

BSBTEC302 Design and produce spreadsheets
FNSACC323 Perform financial calculations
FNSFLT211 Develop and use personal budgets
FNSFLT212 Develop and use savings plans
FNSFLT213 Develop knowledge of debt and consumer credit
FNSFLT214 Develop knowledge of superannuation
FNSFLT215 Develop knowledge of the Australian financial system and markets
FNSFLT216 Develop knowledge of taxation
FNSRTS303 Balance retail transactions
FNSRTS311 Provide customer service in a retail agency
FNSRTS315 Process customer accounts
FNSRTS316 Process customer transactions in retail financial organisations

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS20115 Certificate II in Financial Services.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>
