



Australian Government

FNS30115 Certificate III in Financial Services

Release 1

FNS30115 Certificate III in Financial Services

Modification History

Release	Comments
Release 1	This qualification first released with FNS Financial Services Training Package version 1.0

Qualification Description

This qualification is designed to reflect the job role of entry level employees working across the entire financial services industry who perform duties relating to administrative, clerical and customer service roles in banking, credit management, insurance and retail financial services. Individuals at this level apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 13

4 core units plus

9 elective units

The elective units consist of:

- 6 from the electives below.

Of the remaining 3 units:

- up to 3 may be from electives
- up to 3 may be from Certificate III or IV currently endorsed Training Package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

BSBWHS201 Contribute to health and safety of self and others
BSBWOR203 Work effectively with others
BSBWOR204 Use business technology
FNSINC301 Work effectively in the financial services industry

Elective Units

BSBCUE203 Conduct customer engagement
BSBCUE304 Provide sales solutions to customers
BSBMM301 Process customer complaints
BSBCUS301 Deliver and monitor a service to customers
BSBCUS403 Implement customer service standards
BSBITU304 Produce spreadsheets
BSBITU305 Conduct online transactions
BSBITU306 Design and produce business documents
BSBRKG303 Retrieve information from records
BSBRKG304 Maintain business records
BSBWOR301 Organise personal work priorities and development
FNSACC301 Process financial transactions and extract interim reports
FNSACC303 Perform financial calculations
FNSACM302 Prepare, match and process receipts
FNSACM303 Process payment documentation
FNSASIC301 Establish client relationship and analyse needs
FNSASIC302 Develop, present and negotiate client solutions

FNSASIC303 Provide advice on First Home Saver Account deposit products and non-cash payments

FNSASIC305 Provide Tier 2 personal advice in general insurance

FNSCRD301 Process applications for credit

FNSCRD302 Monitor and control accounts receivable

FNSCRD405 Manage overdue customer accounts

FNSCUS402 Resolve disputes

FNSFLT301 Be MoneySmart

FNSIAD301 Provide general advice on financial products and services

FNSILF302 Process a life insurance application

FNSILF303 Issue a life insurance policy

FNSPRT301 Establish entitlements to an intestate estate

FNSPRT302 Administer a non-complex estate

FNSPRT303 Administer a non-complex trust

FNSRTS301 Provide customer service in a retail agency

FNSRTS302 Handle foreign currency transactions

FNSRTS303 Balance retail transactions

FNSRTS304 Administer debit card services

FNSRTS305 Process customer accounts

FNSRTS306 Process customer transactions

FNSRTS307 Maintain Automatic Teller Machine (ATM) services

FNSRTS308 Balance cash holdings

FNSRTS309 Maintain main bank account

FNSRTS401 Manage credit card services

FNSRTS402 Prepare government returns and reports

FNSSUP301 Process superannuation fund payments

FNSSUP302 Establish, maintain and process superannuation records

FNSSUP303 Process superannuation contributions

FNSSUP304 Process superannuation rollover benefits

FNSSUP305 Implement member investment instructions

FNSSUP306 Terminate superannuation plans

TAEDEL404A Mentor in the workplace

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS30115 Certificate III in Financial Services	FNS30111 Certificate III in Financial Services	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes