



Australian Government

FNS30115 Certificate III in Financial Services

Release 5

FNS30115 Certificate III in Financial Services

Modification History

Release	Comments
Release 5	This version released with FNS Financial Services Training Package version 3.0 Release 5 created to update elective unit list
Release 4	This version released with FNS Financial Services Training Package version 2.1 Release 4 created to update elective unit list
Release 3	This version released with FNS Financial Services Training Package version 2.0 Release 3 created to correct elective unit list
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
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

BSBCM301 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

FNSACC311 Process financial transactions and extract interim reports

FNSACC313 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

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
 TAEDEL404 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 (Release 5)	FNS30115 Certificate III in Financial Services (Release 4)	Updated elective unit list	Equivalent qualification

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>