



Australian Government

FNS30120 Certificate III in Financial Services

Release 5

FNS30120 Certificate III in Financial Services

Modification History

Release	Comments
Release 5	<p>This version released with FNS Financial Services Training Package version 6.2.</p> <p>The following elective units of competency have been reinstated as directed by the AISC:</p> <ul style="list-style-type: none"> • FNSILF303 Issue a life insurance policy • FNSPRT301 Establish entitlements to an intestate estate.
Release 4	<p>This version released with FNS Financial Services Training Package version 6.1.</p> <p>The following elective unit of competency has been deleted as directed by the AISC:</p> <ul style="list-style-type: none"> • FNSILF303 Issue a life insurance policy. <p>The above training product was identified as having zero enrolments over a three year period.</p>
Release 3	<p>This version released with FNS Financial Services Training Package version 6.0.</p> <p>Release created to reflect updated units of competency.</p>
Release 2	<p>This version released with FNS Financial Services Training Package version 5.0.</p> <p>Release created to reflect updated units of competency.</p>
Release 1	<p>This version released with FNS Financial Services Training Package Version 4.0.</p>

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, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Refer to the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil

Packaging Rules

Total number of units = 12

1 core unit plus

11 elective units, of which:

- at least 7 must be selected from the elective units listed below
- up to 4 may be selected from any currently endorsed training package qualification or accredited course at Certificate II or above, provided they do not duplicate the outcome of another unit chosen for the qualification.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core unit

FNSINC301 Work effectively in the financial services industry

Elective units

BSBCMM301 Process customer complaints

BSBCUE304 Provide sales solutions to customers

BSBINS307 Retrieve information from records

BSBINS309 Maintain business records

BSBITU304 Produce spreadsheets

BSBITU315 Purchase goods and services online

BSBOPS202 Engage with customers

BSBOPS304 Deliver and monitor a service to customers

BSBPEF301 Organise personal work priorities

BSBTEC301 Design and produce business documents

FNSACC311 Process financial transactions and extract interim reports

FNSACC313 Perform financial calculations

FNSACM311 Process and manage payments

FNSACM312 Reconcile financial transactions

FNSACM313 Process authorised payments

FNSACM411 Authorise valid expense payments

FNSCRD302 Monitor and control accounts receivable

FNSCRD311 Process applications for credit

FNSCRD405 Manage overdue customer accounts
FNSCUS402 Resolve disputes
FNSFLT311 Develop and apply knowledge of personal finances
FNSFLT411 Determine financial requirements of small businesses
FNSIAD301 Provide general advice on financial products and services
FNSILF302 Process a life insurance application
FNSILF303 Issue a life insurance policy
FNSINC412 Apply and maintain knowledge of financial products and services
FNSINC512 Assess vulnerability of financial products and services to money laundering and terrorism financing
FNSISV408 Manage handling and settlement of routine insurance claims for retail clients
FNSPRT301 Establish entitlements to an intestate estate
FNSPRT302 Administer a non-complex estate
FNSPRT303 Administer a non-complex trust
FNSRST303 Balance retail transactions
FNSRST304 Administer debit card services
FNSRST305 Process customer accounts
FNSRST306 Process customer transactions
FNSRST307 Maintain Automatic Teller Machine (ATM) services
FNSRST308 Balance cash holdings
FNSRST309 Maintain main bank account
FNSRST311 Provide customer service in a retail agency
FNSRST312 Execute foreign currency transactions
FNSRST401 Manage credit card services
FNSRST402 Prepare government returns and reports
FNSSAM301 Identify opportunities for cross-selling products and services
FNSSUP311 Process superannuation fund payments
FNSSUP312 Establish, maintain and process superannuation records
FNSSUP313 Process superannuation fund contributions
FNSSUP314 Process superannuation rollover benefits
FNSSUP315 Implement superannuation fund member investment instructions
FNSSUP316 Terminate superannuation plans

Qualification Mapping Information

Supersedes and is equivalent to FNS30115 Certificate III 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>