



**Australian Government**

# **FNS30415 Certificate III in Mercantile Agents**

**Release 3**

## FNS30415 Certificate III in Mercantile Agents

### Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 2.1. Release 3 created to reinstate qualification in FNS Training Package.
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 for individuals in job roles in the mercantile agents sector who apply a broad range of competencies using limited discretion and judgement while undertaking operations that may include debt collection, process serving and repossessions. 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*

No licensing or certification requirements apply to this qualification at the time of publication. However, some units will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit. Refer to the FNS Knowledge Guide Companion Volume for guidance on requirements.

### Entry Requirements

*Nil.*

## Packaging Rules

**Total number of units = 12**

**8 core units** plus

**4 elective units**

The elective units consist of:

- 2 from the electives below.

Of the remaining 2 units:

- up to 2 may be from the electives
- up to 2 may be from Certificate III or Certificate IV from a 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

BSBFIA301 Maintain financial records

BSBFIA401 Prepare financial reports

BSBWOR204 Use business technology

FNSCUS402 Resolve disputes

FNSINC301 Work effectively in the financial services industry

FNSMCA301 Collect debts

FNSMCA303 Serve legal process

FNSMCA304 Locate subjects

### Elective Units

#### Collections

FNSMCA401 Develop and document case recommendations

FNSMCA402 Initiate legal recovery of debts

### Process serving and repossession

FNSMCA302 Repossess property

### General

BSBCMM301 Process customer complaints

BSBCOM402 Implement processes for the management of a breach in compliance requirements

BSBPMG415 Apply project risk-management techniques

BSBWHS201 Contribute to health and safety of self and others

FNSINC401 Apply principles of professional practice to work in the financial services industry

## Qualification Mapping Information

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
FNS30415 Certificate III in Mercantile Agents	FNS30410 Certificate III in Mercantile Agents	Updated to meet Standards for Training Packages.	Equivalent qualification

## Links

Companion volumes available from the VETNet website -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>