



Australian Government

Department of Education, Employment and Workplace Relations

FNS30110 Certificate III in Financial Services

Revision Number: 1

FNS30110 Certificate III in Financial Services

Modification History

Not applicable.

Description

This qualification is designed to reflect the job role of entry level employees working across the entire financial services industry who perform duties such as:

- responding to customer enquiries
- sales and service
- maintaining financial records
- performing clerical duties
- applying fundamental skills in banking, credit management, insurance and retail financial services
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Pathways Information

Qualification Pathway

This qualification is suited to an Australian Apprenticeship pathway.

The primary pathway from this qualification is entry level employment in a range of financial services sectors. Depending on the sector entered specialist FNS10 Financial Services Training Package qualifications at Certificate III and IV would support career progression.

Selecting the identified elective units could meet Tier 2 Australian Securities and Investments Commission (ASIC) accreditation requirements for providing limited financial products advice. Conditions relating to this should be obtained from ASIC.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> conducting research to collect and analyse information and present it in report form having the ability to question, clarify and evaluate information investigating and negotiating to resolve disputes liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language using a range of techniques and sales skills to elicit feedback from customers using specialist language in written and oral communication writing in a range of styles to suit different audiences
Teamwork	<ul style="list-style-type: none"> receiving feedback on performance referring matters to nominated person as required working as a member of a team and applying knowledge of one's own role to achieve team goals
Problem solving	<ul style="list-style-type: none"> collecting, comparing and contrasting data in order to create reports using problem solving tools and techniques to balance and reconcile amounts
Initiative and enterprise	<ul style="list-style-type: none"> contributing to solutions to workplace challenges contributing to the design and preparation of reports to effectively present workplace information identifying cross-selling opportunities
Planning and organising	<ul style="list-style-type: none"> contributing to the planning process by researching and validating information relating to estates planning work considering resources, time and other constraints processing routine documents and maintaining files, managing information, and scheduling and coordinating competing tasks
Self-management	<ul style="list-style-type: none"> managing own time and priorities and dealing with contingencies operating within industry and organisational codes of practice, legislation and regulations taking responsibility as required by work role and ensuring all organisational policies and procedures are followed
Learning	<ul style="list-style-type: none"> acquiring and applying knowledge of services and organisational policies and procedures asking questions to clarify instructions

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	<ul style="list-style-type: none"> • seeking advice on technical issues • using online help and manuals to solve basic technology problems
Technology	<ul style="list-style-type: none"> • using electronic communication devices and processes such as internet, software packages and email, to produce written correspondence and reports • using technology to assist the management of information and to assist the planning process

Packaging Rules

Packaging Rules

13 units must be achieved:

4 core units

plus 9 elective units

- all elective units of competency may be selected from the elective bank below
- a maximum of 3 electives may be selected from units aligned to Certificate III qualifications in the FNS10 Financial Services Training Package or another endorsed Training Package or accredited course
- a maximum of 3 electives may be selected from units aligned to Certificate IV qualifications in the FNS10 Financial Services Training Package or another endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- BSBWOR203A Work effectively with others
- BSBWOR204A Use business technology
- FNSINC301A Work effectively in the financial services industry

Elective units of competency:

- BSBCCO201A Action customer contact
- BSBCCO304B Provide sales solutions to customers
- BSBITU304A Produce spreadsheets
- BSBITU305A Conduct online transactions
- BSBRKG303B Retrieve information from records
- BSBRKG304B Maintain business records
- FNSACC303A Perform financial calculations
- FNSASIC301C Establish client relationship and analyse needs *
- FNSASIC302C Develop, present and negotiate client solutions *
- FNSASIC303A Provide advice on First Home Saver Account Deposit Products and Non-cash Payments
- FNSACM302A Prepare, match and process receipts
- FNSACM303A Process payment documentation
- FNSPRT301A Establish entitlements to an intestate estate
- FNSPRT302A Administer a non-complex estate
- FNSPRT303A Administer a non-completed trust
- FNSRTS301A Provide customer service in a retail agency
- FNSRTS302A Handle foreign currency transactions
- FNSRTS303A Balance retail transactions
- FNSRTS304A Administer debit card services
- FNSRTS305A Process customer accounts
- FNSRTS306A Process customer transactions
- FNSRTS307A Maintain Automatic Teller Machine (ATM) services
- FNSRTS308A Balance cash holdings
- FNSRTS309A Maintain main bank account
- FNSRTS401A Manage credit card services
- FNSRTS402A Prepare government returns and reports
- PSPGOV414A Provide workplace mentoring

NB Units marked '*' are required for Tier 2 ASIC accreditation and external recognition in line with the Financial Services Reform (FSR) compliance.