



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNS30111 Certificate III in Financial Services**

**Release: 2**

## FNS30111 Certificate III in Financial Services

### Modification History

Release	Comments
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>New release created to correct unit title for FNSPRT303A.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced BSBOHS303B Contribute to OHS hazard identification and risk with BSBOHS201A Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>Two (2) new units included for the life insurance sector:</p> <ul style="list-style-type: none"> <li>• FNSILF302A Process a life insurance application</li> <li>• FNSILF303A Issue a life insurance policy</li> </ul> <p>Elective units included to meet the needs of the credit management sector:</p> <ul style="list-style-type: none"> <li>• FNSACC301A Process financial transactions and extract interim reports</li> <li>• FNSCRD301A Process applications for credit</li> <li>• FNSCRD302A Monitor and control accounts receivable</li> <li>• FNSCRD405A Manage overdue customer accounts</li> <li>• FNSCUS402A Resolve disputesBSBCMM301A Process customer complaints</li> <li>• BSBCUS301A Deliver and monitor a service to customers</li> <li>• BSBCUS403A Implement customer service standards</li> <li>• BSBWOR301A Organise personal work priorities and development</li> </ul> <p>Elective units included to meet the needs of the superannuation sector:</p> <ul style="list-style-type: none"> <li>• FNSSUP301A Process superannuation fund payments</li> <li>• FNSSUP302A Establish, maintain and process superannuation records</li> <li>• FNSSUP303A Process superannuation contributions</li> <li>• FNSSUP304A Process Superannuation Rollover Benefits</li> </ul>

	<ul style="list-style-type: none"> <li>• FNS30111A Implement member investment instructions</li> <li>• FNS30112A Terminate superannuation plans</li> </ul> <p>Replaced PSPGOV414A Provide workplace mentoring with TAEDEL404A Mentor in the workplace. This is considered a more appropriate unit for this qualification.</p> <p>Replaces FNS30110 Certificate III in Financial Services.</p>
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## 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

## Pathways Information

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

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

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

	all organisational policies and procedures are followed
Learning	<ul style="list-style-type: none"><li>• acquiring and applying knowledge of services and organisational policies and procedures</li><li>• asking questions to clarify instructions</li><li>• seeking advice on technical issues</li><li>• using online help and manuals to solve basic technology problems</li></ul>
Technology	<ul style="list-style-type: none"><li>• using electronic communication devices and processes such as internet, software packages and email, to produce written correspondence and reports</li><li>• using technology to assist the management of information and to assist the planning process</li></ul>

## Packaging Rules

**13 units** must be achieved:

**4 core units**

***plus 9 elective units***

**6 elective units** must be selected from the elective list below.

The remaining **3 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III or Certificate IV qualification.

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

### **Core units of competency:**

FNSINC301A Work effectively in the financial services industry

BSBOHS201A Participate in OHS processes

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

### **Elective units of competency:**

FNSACC301A Process financial transactions and extract interim reports

FNSACC303A Perform financial calculations

FNSACM302A Prepare, match and process receipts

FNSACM303A Process payment documentation

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

FNSASIC305A Provide Tier 2 personal advice in general insurance

FNSCRD301A Process applications for credit

FNSCRD302A Monitor and control accounts receivable

FNSCRD405A Manage overdue customer accounts

FNSCUS402A Resolve disputes

FNSIAD301A Provide general advice on financial products and services

FNSILF302A Process a life insurance application

FNSILF303A Issue a life insurance policy

FNSPRT301A Establish entitlements to an intestate estate

FNSPRT302A Administer a non-complex estate

FNSPRT303A Administer a non-complex 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  
FNSSUP301A Process superannuation fund payments  
FNSSUP302A Establish, maintain and process superannuation records  
FNSSUP303A Process superannuation contributions  
FNSSUP304A Process superannuation rollover benefits  
FNSSUP305A Implement member investment instructions  
FNSSUP306A Terminate superannuation plans  
BSBCCO201A Action customer contact  
BSBCCO304B Provide sales solutions to customers  
BSBMM301A Process customer complaints  
BSBCUS301A Deliver and monitor a service to customers  
BSBCUS403A Implement customer service standards  
BSBITU304A Produce spreadsheets  
BSBITU305A Conduct online transactions  
BSBITU306A Design and produce business documents  
BSBRKG303B Retrieve information from records  
BSBRKG304B Maintain business records  
BSBWOR301A Organise personal work priorities and development  
TAEDEL404A Mentor in the workplace

**Requirements for ASIC RG146 compliance are:**

In order to achieve tier 2 competence in Basic Deposit Products, participants must provide evidence for assessment of these units of competence with specific reference to the Specialist Knowledge for these areas in the Evidence Guide.

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions

In order to achieve tier 2 competence in Non Cash payment facilities, participants must provide evidence for assessment of these units of competence with specific reference to the Specialist Knowledge for these areas in the Evidence Guide.

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions

**Note:** First Home Saver Accounts offered by Banks, Building Societies and Credit Unions are classified as Tier 2 products. Refer to the Tier 1 section for the knowledge requirements for other First Home Saver account products.

To achieve Tier 2 competence in First Home Saver Accounts, participants must provide evidence for assessment of these units of competence.

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions

As well as demonstrate evidence for assessment of the knowledge and skills requirements in this unit of competence, with specific reference to the Specialist First Home Saver Account Knowledge in the Evidence Guide.

- FNSASIC303A Provide advice on First Home Saver Account Deposit Products and Non-cash Payments