



Australian Government

FNSINC311 Work together in the financial services industry

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to interpret and apply industry and organisational procedures, guidelines, policies, ethical standards, and sustainability requirements to day-to-day work in the financial services industry.

The unit applies to those with the fundamental skills required to work in the financial services industry. It underpins other entry-level units used in all sectors of the industry.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those requirements.

Unit Sector

Industry capability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Work within industry requirements and guidelines	1.1 Apply relevant workplace procedures, instructions, organisational guidelines and codes of practice 1.2 Carry out work tasks safely and effectively according to specific organisational policies, guidelines and procedures, professional practice and ethical principles 1.3 Seek assistance from appropriate personnel to clarify application of guidelines, procedures and legislation, where necessary
2. Establish and identify relationships	2.1 Develop and maintain positive relationships 2.2 Identify needs, objectives and expectations of relevant stakeholders 2.3 Identify and respond to instructions and enquiries according to

ELEMENT	PERFORMANCE CRITERIA
	organisational policies and procedures 2.4 Identify required stakeholders to report queries and concerns about safety in the workplace
3. Obtain and develop workplace information	3.1 Access required information management systems and databases according to organisational policies and procedures 3.2 Develop workplace documents, input and extract data, and make calculations using organisational software 3.3 Confirm that presentation of written information meets relevant requirements 3.4 Assess risk and take action to reduce risk and to eliminate workplace hazards
4. Work in a team environment	4.1 Provide support to team members and contribute to work group goals and tasks 4.2 Share required financial information with group to ensure designated goals are met 4.3 Seek feedback on own performance, identify opportunities for improvement, and share feedback with group if required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Maintains accurate and current knowledge of regulations and standards relevant to role
Oral communication	- Engages in verbal exchanges, using active listening and questioning techniques to convey and clarify information - Communicates with others suitable to the audience
Reading	Interprets, consolidates and checks completeness of information and data
Writing	Records and completes organisational documentation and correspondence using clear language and correct spelling, grammar and terminology
Planning and organising	Plans and implements routine tasks and workload, making limited decisions on sequencing, timing and collaboration, and seeking assistance in setting priorities
Problem solving	Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the

SKILL	DESCRIPTION
	effectiveness of the outcomes • Responds to predictable routine problems by implementing standard or logical solutions
Self-management	• Understands roles and responsibilities for task and makes basic decisions on work completion parameters • Identifies and takes steps to follow accepted communication practices and protocols • Complies with work instructions and contributes to work group discussions and tasks using accepted conventions
Teamwork	• Uses a limited range of accepted practices for communicating in a work environment • Responds to common cultural and other differences of people in the work context and makes adjustments when addressing the differences
Technology	• Uses digital systems and technologies for accessing, entering, storing and sharing information according to routine procedures and security requirements • Works with proprietary and organisational software to develop workplace documents, input and extract data, and make calculations

Unit Mapping Information

Supersedes and is equivalent to FNSINC301 Work effectively in the financial services industry.

Links

Companion Volume Implementation Guide is found on VETNet -

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