



Australian Government

Department of Education, Employment and Workplace Relations

FNS20110 Certificate II in Financial Services

Revision Number: 1

FNS20110 Certificate II in Financial Services

Modification History

Not applicable.

Description

This qualification is intended to meet the financial literacy and basic financial skill needs of remote and indigenous communities or new entrants wishing to build potential pathways into the industry, particularly through VET in Schools programs.

Pathways Information

Pathway

This qualification has elective options in financial literacy and basic industry skills. However, FNS30110 Certificate III in Financial Services, FNS30310 Certificate III in Accounts Administration or a qualification in the personal injury management or insurance sectors may be more suitable for entry level employment opportunities.

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"> • having the ability to ask questions in order to prepare a verbal or written response to customer enquiries • using active listening skills • using verbal and written skills to communicate effectively with customers
Teamwork	<ul style="list-style-type: none"> • consulting others when developing personal financial plans • working with diverse persons and groups • working with others to develop one's knowledge and expertise in credit management
Problem solving	<ul style="list-style-type: none"> • analysing and comparing information from different sources • researching information relevant to a customer enquiry
Initiative and enterprise	<ul style="list-style-type: none"> • developing flexible approaches to personal skill development and goal setting • identifying hazards in the workplace • participating in identifying improvements to workplace processes
Planning and organising	<ul style="list-style-type: none"> • following defined workplace processes and ensuring all documentation meets organisational policies and procedures • performing basic administration and organisational skills • recognising hazards in the workplace and applying risk control measures
Self-management	<ul style="list-style-type: none"> • demonstrating the skill to operate within scope of authority, meet timelines and work within industry and organisational codes of practice, legislation and regulations
Learning	<ul style="list-style-type: none"> • applying knowledge of the industry to workplace activities • asking questions to clarify instructions • learning new ideas, skills and techniques by developing a budget and a personal savings plan • using online help to resolve technical issues
Technology	<ul style="list-style-type: none"> • using calculators and computer software programs to prepare workplace documentation • using the telephone and computer technology to communicate effectively with customers • working safely with technology

Packaging Rules

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8 units must be achieved:

4 core units

plus 4 elective units

- all elective units of competency may be selected from the elective bank below
- a maximum of 2 electives may be selected from other units aligned to Certificate III 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:

- FNSFLT201A Develop and use a personal budget
- FNSFLT202A Develop and use a savings plan
- FNSFLT203A Develop understanding of debt and consumer credit
- FNSFLT204A Develop understanding of superannuation
- FNSFLT205A Develop understanding of the Australian financial system and markets
- FNSFLT206A Develop understanding of taxation
- FNSRTS301A Provide customer service in a retail agency
- FNSRTS303A Balance retail transactions
- FNSRTS305A Process customer accounts
- FNSRTS306A Process customer transactions
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