



**Australian Government**

# **FNS20111 Certificate II in Financial Services**

**Release: 2**

## FNS20111 Certificate II in Financial Services

### Modification History

Release	Comments
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units <i>BSBWOR203A</i> to <i>BSBWOR203B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification first released with Version 2.0 of <i>FNS10 Financial Services Training Package</i>.</p>

### 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

#### Pathways from the qualification

This qualification has elective options in financial literacy and basic industry skills. However, Certificate III in Financial Services, 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

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

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

## Packaging Rules

**8 units** must be achieved:

**4 core units**

*plus 4 elective units*

**2 elective unit** must be selected from the elective list below.

The remaining **2 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 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
- BSBWOR203B Work effectively with others
- BSBWOR204A Use business technology

### *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