



Australian Government

FNS30111 Certificate III in Financial Services

Release 4

FNS30111 Certificate III in Financial Services

Modification History

Release	Comments
Release 4	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Add financial literacy unit to electives: <i>FNSFLT301A Be MoneySmart</i></p> <p>Update imported units:</p> <p><i>BSBCCO304B</i> to <i>BSBCCO304C</i>; <i>BSBCMM301A</i> to <i>BSBCMM301B</i>; <i>BSBWOR203A</i> to <i>BSBWOR203B</i>; <i>BSBCCO201A Action customer contact</i> replaced by equivalent unit <i>BSBCCO203A Conduct customer contact</i>;</p> <p><i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>BSBWOR301A</i> to <i>BSBWOR301B</i></p> <p>Qualification outcomes remain unchanged.</p>
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package Version 3.1</i>.</p> <p>Advice relating to ASIC requirements removed from the qualification and reference made to the regulator and Regulatory advice held on the IBSA website</p>
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 <i>FNSPRT303A</i></p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for</p>

	<p>this qualification.</p> <p>Two (2) new units included for the life insurance sector:</p> <p><i>FNSILF302A Process a life insurance application</i></p> <p><i>FNSILF303A Issue a life insurance policy</i></p> <p>Elective units included to meet the needs of the credit management sector:</p> <p><i>FNSACC301A Process financial transactions and extract interim reports</i></p> <p><i>FNSCRD301A Process applications for credit</i></p> <p><i>FNSCRD302A Monitor and control accounts receivable</i></p> <p><i>FNSCRD405A Manage overdue customer accounts</i></p> <p><i>FNSCUS402A Resolve disputes</i><i>BSBCMM301A Process customer complaints</i></p> <p><i>BSBCUS301A Deliver and monitor a service to customers</i></p> <p><i>BSBCUS403A Implement customer service standards</i></p> <p><i>BSBWOR301A Organise personal work priorities and development</i></p> <p>Elective units included to meet the needs of the superannuation sector:</p> <p><i>FNSSUP301A Process superannuation fund payments</i></p> <p><i>FNSSUP302A Establish, maintain and process superannuation records</i></p> <p><i>FNSSUP303A Process superannuation contributions</i></p> <p><i>FNSSUP304A Process Superannuation Rollover Benefits</i></p> <p><i>FNSSUP305A Implement member investment instructions</i></p> <p><i>FNSSUP306A Terminate superannuation plans</i></p> <p>Replaced <i>PSPGOV414A Provide workplace mentoring</i> with <i>TAEDEL404A Mentor in the</i></p>
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	<p><i>workplace. This is considered a more appropriate unit for this qualification.</i></p> <p><i>Replaces FNS30110 Certificate III in Financial Services.</i></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

Pathways into the qualification

The primary pathway from this qualification is entry level employment in a range of financial services sectors.

Pathways from the qualification

Depending on the sector entered specialist FNS10 Financial Services Training Package qualifications at Certificate III and IV would support career progression.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website (www.ibsa.org.au) or the relevant regulator for specific guidance on requirements.

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"> 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• 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

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
- BSBWOR203B 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
- FNSFLT301A Be MoneySmart
- 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-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
- 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
- BSBCCO203A Conduct customer contact
- BSBCCO304C Provide sales solutions to customers
- BSBCMM301B Process customer complaints
- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS403B 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
- BSBWOR301B Organise personal work priorities and development
- TAEDEL404A Mentor in the workplace
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