

FNS30115 CERTIFICATE III IN FINANCIAL SERVICES

This qualification is designed to reflect the job role of entry level employees working across the entire financial services industry that performs 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

ENTRY REQUIREMENTS

There are no pre-requisites for entry into this qualification.

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- Collecting and collating data and presenting the information in a report form
- Using electronic communication such as internet and specialist software to produce correspondence and reports
- Trouble shoot and resolve problems, validate information and contribute to planning processes.
- Contributing to planning processes and identifying priorities

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Personal assistant to Chief Financial Officer
- Administration Assistant
- Payroll Clerk

CAREER PATHWAY

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

SKILLS RECOGNITION

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



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COURSE OUTCOMES

Gain the skills required to:

Conduct research to collect and analyse information and present it in report form

Investigate and negotiate to resolve disputes

Use specialist language in written and oral communication and write in a range of styles to suit different audiences

Receive feedback on performance

Refer matters to nominated person as required

Work as a member of a team and apply knowledge of one's own role to achieve team goals

Collect, compare and contrast data in order to create reports

Contribute to the design and preparation of reports to effectively present workplace information

Plan work considering resources, time and other constraints

Process routine documents and maintain files, manage information and schedule and coordinate competing tasks

Acquire and apply knowledge of service and organisational policies and procedures

Use electronic communication devices and processes such as internet, software packages and email to produce written correspondence and reports

Use online help and manuals to solve basic technology problems

Use a range of techniques and sales skills to elicit feedback from customers

Liaise with internal and external personnel with an ability to 'read' verbal and non-verbal body language

Identify cross-selling opportunities

Contribute to solutions to workplace challenges

Operate with industry and organisational codes of practice, legislation and regulations

Use problem solving tools and techniques to balance and reconcile amounts

Contribute to the planning process by researching and validating information relating to estates

Manage own time and priorities and deal with contingencies

Take responsibility as required by work role and ensure all organisational policies and procedures are followed

Use technology to assist the management of information and to assist the planning of process

Have the ability to question, clarify and evaluate information as well as seek advice on technical issues



Course Structure

To complete this qualification, the student is required to complete **13 Units**. This comprises of **4 core units and 6 elective units** from the list below. The remaining 3 elective units may be selected from the list below or any Certificate III or Certificate IV qualification issued by Target Training.

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

Core Units

BSBWHS201	Contribute to health and safety of self and others
BSBWOR203	Work effectively with others
BSBWOR204	Use business technology
FNSINC301	Work effectively in the financial services industry



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Elective Units

BSBCUE203	Conduct customer engagement
BSBCUE304	Provide sales solutions to customers
BSBCMM301	Process customer complaints
BSBCUS301	Deliver and monitor a service to customers
BSBCUS403	Implement customer service standards
BSBITU304	Produce spreadsheets
BSBITU306	Design and produce business documents
BSBRKG303	Retrieve information from records
BSBRKG304	Maintain business records
BSBWOR301	Organise personal work priorities
FNSACC301A	Process financial transactions and extract interim reports
FNSACC303A	Perform financial calculations
FNSASIC301C	Establish client relationships and analyse needs*
FNSASIC302C	Develop, present and negotiate client solutions*
FNSRTS301A	Provide customer service in a retail agency
FNSRTS303A	Balance retail transactions
FNSRTS305A	Process customer accounts
FNSRTS306A	Process customer transactions
TAEDEL404A	Mentor in the workplace

*refer to units required for Tier 2 ASIC accreditation and external recognition in line with financial service reform (FSR) compliance.

Learning Outcomes:

Core Units:

BSBWHS201 **Contribute to health and safety of self and others**

1. Work safely
2. Implement workplace safety requirements
3. Participate in WHS consultative processes

BSBWOR203 **Work effectively with others**

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict

BSBWOR204 **Use business technology**

1. Select and use technology
2. Process and organise data
3. Maintain technology

FNSINC301 **Work effectively in the financial services industry**

1. Work within financial services industry guidelines, procedures and legislation
2. Communicate in the workplace
3. Work safely
4. Use workplace technology
5. Work in a team environment
6. Develop effective work habits



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Elective Units:

BSBCUE203 Conduct customer engagement

1. Prepare for customer engagement
2. Provide quality service in response to customer queries
3. Arrange provision of a product or service
4. Respond to customer enquiries

BSBCUE304 Provide sales solutions to customers

1. Identify customer needs
2. Respond to customer needs
3. Close sales
4. Input sales records
5. Provide sales support where required

BSBCM301 Process customer complaints

1. Respond to complaints
2. Refer complaints
3. Exercise judgment to resolve customer service issues

BSBCUS301 Deliver and monitor a service to customers

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

BSBCUS403 Implement customer service standards

1. Contribute to quality customer service standards
2. Implement customer service systems
3. Implement team customer service standards

BSBITU304 Produce spreadsheets

1. Select and prepare resources
2. Plan spreadsheet design
3. Create spreadsheet
4. Produce simple charts
5. Finalise spreadsheets

BSBITU306 Design and produce business documents

1. Select and prepare resources
2. Design document
3. Produce document
4. Finalise document



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BSBRKG303 Retrieve information from records

1. Locate/retrieve records required
2. Ensure security of records
3. Provide required information from records

BSBRKG304 Maintain business records

1. Collate business records
2. Update business or records system
3. Prepare reports from the business or records system

BSBWOR301 Organise personal work priorities and development

1. Organise and complete own work schedule
2. Monitor own work performance
3. Coordinate personal skill development and learning

FNSACC301A Process financial transactions and extract interim reports

1. Check and verify supporting documentation
2. Prepare and process banking and petty cash documents
3. Prepare and process invoices for payment to creditors and for debtors
4. Prepare journals and batch monetary items
5. Post journals to ledger
6. Enter data into system
7. Prepare deposit facility and lodge flows
8. Extract a trial balance and interim reports

FNSACC303A Perform financial calculations

1. Obtain data and resources for financial calculations
2. Select appropriate methods and carry out financial calculations
3. Check calculations and records outcomes

FNSASIC301C Establish client relationship and analyse needs

1. Establish relationship with client
2. Identify client objectives, needs and financial situation
3. Analyse client's objective, needs, financial situation and risk profile



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FNSASIC302C Develop, present and negotiate client solutions

1. Develop appropriate strategies and solutions
2. Present appropriate strategies and solutions to client
3. Negotiate financial plan, policy or transaction with client
4. Coordinate implementation of agreed plan, policy or transaction
5. Complete and maintain necessary documentation
6. Provide ongoing service where requested by client

FNSRTS301A Provide customer service in a retail agency

1. Represent the financial services institution
2. Identify the customer financial service needs
3. Process customer transactions

FNSRTS303A Balance retail transactions

1. Maintain terminal balances
2. Remove receipts from terminal
3. Reconcile receipts

FNSRTS305A Process customer accounts

1. Identify customer account needs
2. Open customer account
3. Transfer or close customer account
4. Administer the process

FNSRTS306A Process customer transactions

1. Provide customer service
2. Process basic financial transactions
3. Administer the transaction process

TAEDEL404A Mentor in the workplace

1. Develop a mentoring plan
2. Facilitate mentoring relationship
3. Monitor mentoring relationship
4. Evaluate effectiveness of mentoring



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