

Certificate III in Financial Services [FNS30107]



NSW Vocational
Education & Training
Accreditation Board

Course Suitability

This course has general suitability for any employees in a Retail Financial Services environment eg

- Teller / Customer Service Officer
- Lending Officers & Brokers
- Insurance Officers
- Cashiers in Accounting Firm
- Call Centre Contact Officer



Course & Vocational Outcomes

The core modules of this course deliver skills and knowledge in:

- Industry guidelines and procedures
- Customer service excellence
- Communicating in the workplace
- Use of office technology
- Maintaining workplace safety

The electives allow skills development in:

- ASIC Tier 2
- Cash transactions / processing accounts
- Account and customer maintenance
- General insurances
- Customer complaints
- Work priorities skills
- Lending
- Cross selling
- Cards and EFT
- Compliance

Optional electives can also be substituted to add industry specific relevance eg

- ✓ Call Centre module
- ✓ Advanced Sales module

Enrolment Options

- Private enrolment
- Employer sponsored enrolment
- Traineeship enrolment*

* Subject to eligibility in your state. Refer to our brochure *About Traineeships*. Note: all types of enrolments are subject to meeting the entry requirements.

Course Duration

You study at your own pace with distance delivery. You are however, required to submit work at regular intervals and to an agreed timetable of study. Normal fulltime study takes 21 weeks. Part time study takes 42 weeks. Most Traineeships allow 24 months for completion but the course is normally timetabled over 42 weeks. The College has continuous intake and commences courses all year round.

Entry Requirements

Average levels of English literacy and work experience in the financial services sector are required to complete the core modules. To complete this course you must also demonstrate average communication skills as applicable to a financial services environment.

Qualification & Career Pathways

Career paths include opportunities as:

- Team Leader
- Supervisor
- Finance Officer

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework. After completion of this qualification you have a range of opportunities to continue your studies at Certificate IV level in:

- Business Administration
- Frontline Management
- Customer Contact
- or continue with Financial Services

For More Information or To Enrol

Phone: 1800 686 883



Australian College
of Commerce & Management

Australian College of Commerce and Management Course Outline

FNS30107 Certificate III in Financial Services

The following list details the 4 core or compulsory modules of study taken in this course.

Unit of Study	Workplace Skills and Outcomes
Core Module 1. Use Technology Workplace Assessment	
FNSICGEN302B Use technology in the workplace	<ul style="list-style-type: none">• Clarify the function that the equipment fulfils• Access and enter information from/into the computer• Save files/data and produce computer reports as required• Use manuals and online help to solve computing problems• Undertake routine maintenance of computers and associated devices• Use and maintain other workplace equipment
Core Module 2. Safety at Work	
FBSICGEN304B Apply health and safety practices in the workplace	<ul style="list-style-type: none">• Follow workplace safety procedures• Contribute to occupational health and safety at work• Identify and follow workplace procedure for hazard control and other emergency situations
Core Module 3. Customer Service Excellence	
FNSICCUS301B Respond to customer enquiries	<ul style="list-style-type: none">• Obtain details from customer and nature of enquiry• Research the information relevant to the enquiry• Determine a suitable response to the enquiry• Communicate information to the customer• Update relevant records
FNSICGEN301B Communicate in the workplace	<ul style="list-style-type: none">• Use a range of techniques to gain workplace information• Communicate information to others using a range of techniques• Interact with others to achieve workplace outcomes• Record workplace information as required
Core Module 4. The Financial Services Industry	
FNSICIND301B Work in the financial services industry	<ul style="list-style-type: none">• Work within financial services industry guidelines procedures and legislation• Work in accordance with company policy, guidelines and procedures

Australian College of Commerce and Management Course Outline


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The following list details the elective modules of study available in this course. Select 4 modules – noting that no more than 3 modules can be selected from Group B and no more than 2 modules can be selected from Group C.


GROUP A ELECTIVES (No Maximum Number)

Unit of Study	Workplace Skills and Outcomes
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Cash Transactions and Processing Accounts Group A Elective Module

FNSRETA306B Process customer transactions	<ul style="list-style-type: none"> • Provide customer service • Process basic financial transactions • Administer the transaction process 	
FNSRETA303B Monitor and manage transactions	<ul style="list-style-type: none"> • Maintain terminal balances • Remove receipts from terminal • Reconcile receipts 	

ASIC Tier 2 Group A Elective Module

FNSASIC301B Establish client relationship and analyse needs	<ul style="list-style-type: none"> • Establish relationship with client • Identify clients objectives, needs and financial situation • Analyse client objective, needs, financial situation and risk profile 	
FNSASIC302B Develop, present and negotiate client solutions	<ul style="list-style-type: none"> • Develop and present appropriate strategies and solutions to the client • Negotiate financial plan/policy/transaction with client • Coordinate implementation of agreed plan/policy/transaction • Complete and maintain necessary documentation • Provide ongoing service where requested by client 	

Account and Customer Maintenance Group A Elective Module

FNSRETA305B Process customer accounts	<ul style="list-style-type: none"> • Identify customer account needs • Open customer account • Transfer or close customer account • Administer the process
FNSICCUS305B Maintain customer database	<ul style="list-style-type: none"> • Prepare for database usage • Input client and account related information • Generate and distribute reports • Maintain secure storage of customer information

Quoting General Insurance Group A Elective Module

FNSINSV303B Issue contract of insurance	<ul style="list-style-type: none"> • Identify and clarify the customer's request • Issue insurance contract
FNSINBK302B Place broking client insurance with insurers	<ul style="list-style-type: none"> • Obtain confirmation of interim cover • Update relevant files and records

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GROUP B ELECTIVES (Maximum of 3 Electives from this Group)

Unit of Study

Workplace Skills and Outcomes

Resolving Customer Complaints Group B Elective Module

FNSICCUS302B Process customer complaints	<ul style="list-style-type: none"> Identify customer complaint Process complaint Resolve or refer complaint Document complaint
BSBDIV301A Work effectively with diversity	<ul style="list-style-type: none"> Recognise individual differences and respond appropriately Work effectively with individual differences

Achieving Work Priorities Group B Elective Module

BSBWORK301A Organise personal work priorities and development	<ul style="list-style-type: none"> Organise and complete own work schedule Monitor own work performance Coordinate personal skill development and learning
FNSICGEN303B Work with others	<ul style="list-style-type: none"> Interact with others to achieve workplace outcomes Contribute to group decision-making processes Overcome workplace problems Manage self Support and adapt to change in the workplace environment

Introduction to Loan Products Group B Elective Module

FNSCRDT301B Process applications for credit	<ul style="list-style-type: none"> Satisfy initial enquiry Check and verify application details Maintain application files Complete necessary documentation
BSBINM301A Organise workplace information	<ul style="list-style-type: none"> Collect and assess information Organise information Review information needs

Provide Sales Solutions to Customers Group B Elective Module

BSBCCO304A Provide sales solutions to customers	<ul style="list-style-type: none"> Identify customer needs Close sales Input sales records Provide sales support where required
FNSICSAM301B Identifying opportunities for cross selling products and services	<ul style="list-style-type: none"> Identify opportunities for cross selling of products and services Promote sales of products and services Refer sales/service to appropriate area



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GROUP C ELECTIVES (Maximum of 2 Electives from this Group)

Unit of Study Workplace Skills and Outcomes

Loan Approval Process Group C Elective Module

FNSCRDT302B Access applications for debt finance	<ul style="list-style-type: none">• Check and review application details• Assess the risk• Submit assessment and decision
FNSCRDT401B Evaluate credit applications	<ul style="list-style-type: none">• Assess and monitor credit information• Establish credit terms and limits



Cards and EFT Group C Elective Module

FNSRETA304B Administer debit card services	<ul style="list-style-type: none">• Process applications for debit transaction cards• Process card transactions• Administer card database
FNSRETA402B Administer credit card services	<ul style="list-style-type: none">• Commence credit card application process• Check and process credit card applications• Process card transaction• Administer card database

GROUP D ELECTIVES (Compulsory Electives for Tier 2 Completion – both count as one elective)

Implement Compliance Procedures Group D Elective Module

FNSCOMP401B Conduct individual work within a compliance framework	<ul style="list-style-type: none">• Identify and interpret individual compliance requirements• Develop or respond to procedures to ensure individual compliance• Identify program of compliance training• Identify and adapt to changes in individual compliance requirements
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In Depth Product Knowledge Group D Elective Module

FNSICPRO401B Develop and maintain in depth knowledge of products and services used by your organisation or sector	<ul style="list-style-type: none">• Identify the products and services your organisation uses• Identify compliance implications of product• Determine the appropriate users for products and services• Maintain product knowledge
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