



Australian Government

FNS30122 Certificate III in Financial Services

Release 1

FNS30122 Certificate III in Financial Services

Modification History

Release	Comments
Release 1	<p>This version first released with the FNS Financial Services Training Package Version 8.0.</p> <p>Supersedes and is equivalent to FNS30120 Certificate III in Financial Services.</p>

Qualification Description

This qualification reflects the role of entry level employees working across the entire financial services industry who perform duties relating to administrative, clerical and customer service roles in banking, credit management, insurance and retail financial services. Individuals at this level apply skills and knowledge to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Refer to the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil

Packaging Rules

Total number of units = 12

1 core unit plus

11 elective units, of which:

- at least 7 must be from the elective units listed below
- up to 4 may be from this qualification or any currently endorsed Certificate II or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core unit

FNSINC311 Work together in the financial services industry

Elective units

BSBAUD412 Work within compliance frameworks
BSBDAT201 Collect and record data
BSBFIN302 Maintain financial records
BSBINS302 Organise workplace information
BSBINS307 Retrieve information from records
BSBINS309 Maintain business records
BSBOPS202 Engage with customers
BSBOPS304 Deliver and monitor a service to customers
BSBOPS305 Process customer complaints
BSBPEF301 Organise personal work priorities
BSBPUR301 Purchase goods and services
BSBTEC203 Research using the internet
BSBTEC301 Design and produce business documents
BSBTEC302 Design and produce spreadsheets
BSBTEC403 Apply digital solutions to work processes
BSBTWK301 Use inclusive work practices
BSBXCM301 Engage in workplace communication
FNSACC314 Conduct business activities using a computerised accounting system
FNSACC321 Process financial transactions and extract interim reports
FNSACC322 Administer subsidiary accounts and ledgers
FNSACC323 Perform financial calculations
FNSACM311 Process and manage payments
FNSACM312 Reconcile financial transactions
FNSACM313 Process authorised payments
FNSACM411 Authorise valid expense payments
FNSASIC311 Establish client relationship and analyse needs
FNSASIC312 Provide personal advice on non-relevant financial products
FNSASIC314 Provide Tier 2 general advice in general insurance
FNSASIC315 Provide Tier 2 personal advice in general insurance
FNSCRD302 Monitor and control accounts receivable
FNSCRD311 Process applications for credit
FNSCRD415 Manage overdue customer accounts
FNSCUS412 Resolve disputes
FNSFLT311 Develop and apply knowledge of personal finances
FNSFLT411 Determine financial requirements of small businesses
FNSIAD311 Provide general advice on financial products and services
FNSILF302 Process a life insurance application
FNSILF303 Issue a life insurance policy

FNSINC412 Apply and maintain knowledge of financial products and services

FNSINC512 Assess vulnerability of financial products and services to money laundering and terrorism financing

FNSISV408 Manage handling and settlement of routine insurance claims for retail clients

FNSORG411 Conduct individual work within a compliance framework

FNSPRT311 Establish entitlements to intestate estates

FNSPRT312 Administer non-complex estates

FNSPRT313 Administer non-complex trusts

FNSRTS303 Balance retail transactions

FNSRTS307 Maintain Automatic Teller Machine (ATM) services

FNSRTS308 Balance cash holdings

FNSRTS309 Maintain main bank account

FNSRTS311 Provide customer service in a retail agency

FNSRTS312 Execute foreign currency transactions

FNSRTS314 Administer card services

FNSRTS315 Process customer accounts

FNSRTS316 Process customer transactions in retail financial organisations

FNSRTS401 Manage credit card services

FNSRTS402 Prepare government returns and reports

FNSSAM311 Provide ancillary products and services that meet client needs

FNSSUP311 Process superannuation fund payments

FNSSUP312 Establish, maintain and process superannuation records

FNSSUP313 Process superannuation fund contributions

FNSSUP314 Process superannuation rollover benefits

FNSSUP315 Implement superannuation fund member investment instructions

FNSSUP316 Terminate superannuation plans

Qualification Mapping Information

Supersedes and is equivalent to FNS30120 Certificate III in Financial Services.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>