

School Delivered VET courses



Financial Services

This course provides the foundational knowledge and skills to commence a career in the accounting, banking and broader financial services industry.

Is this course right for me?

Depending upon the qualification you will develop skills in financial data entry, processing accounts and payrolls, providing customer service in financial transactions, and producing financial reports.

Where can this course take me?

Potential job roles include; finance and Insurance, customer Service officers, accounts officer, payroll officer, bookkeeper, financial services manager

This course can lead to further study, such as; FNS40222 - Certificate IV in Accounting and Bookkeeping, FNS50222 - Diploma of Accounting, FNS60222 - Advanced Diploma of Diploma of Accounting, HE20532 Bachelor of Applied Commerce majoring in Accounting

education.nsw.gov.au

Subjects that support this career path

- Economics
- Mathematics Standard
- Mathematics 2

| | |
|--|---|
| Credential available | Full Certificate |
| Course code/name | FNS30120 Certificate III in Financial Services or FNS30322 Certificate III in Accounts administration |
| ATAR eligible | Yes |
| Mandatory placement hours | 70 hours |
| SBAT available | Yes |
| Specialisation required for full qualification | No |



For more information contact your VET Coordinator / Careers Adviser, or visit our Internet site:
www.education.nsw.gov.au/school-delivered-vet

FINANCIAL SERVICES

FNS30120 Certificate III in Financial Services

Version 1/2023

COURSE DETAILS

| | |
|-----------------------|--|
| Hours | 240 hours |
| Type | Board Developed Course Category B |
| Duration | 2 years |
| Unit Value | 2 unit Preliminary 2 unit HSC |
| Extension | Yes at another RTO |
| HSC Exam | Yes |
| ATAR | Yes |
| Work Placement | Mandatory 70 hours Opportunity to complete a School Based Traineeship and gain credit towards the HSC |
| SBAT | Based Traineeship and gain credit towards the HSC |
| RECOGNITION | National and HSC Qualification |

ASSESSMENT

Assessment strategies may include:

- Direct observation of practical work
- Written questioning
- Structured tasks including scenarios and case studies
- Portfolios of evidence collated by students

FURTHER STUDY

Certificate IV qualifications, for example:

- Banking and credit services
- Superannuation
- Insurance services
- Trust administration

CAREER PATHWAYS

Upon completion of further training this qualification provides a pathway to financial services manager, financial planner or payroll officer

DUTIES AND TASKS

Tasks include:

- greeting customers, identifying their needs and answering customer inquiries
- processing financial transactions
- performing financial calculations including verifying records and receipts
- maintaining business records, preparing, sorting, classifying and filing information
- preparing reports of a routine nature
- explaining and promoting financial services to customers

ABOUT

This qualification is designed to reflect the job 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 knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision.

The course will also assist students to develop higher level skills in the following areas:

- Communication
- Teamwork
- Problem solving
- Innovation and enterprise
- Planning and organising (prioritising)
- Delivering customer service



JOB ROLES

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

- Administration
- Receptionist
- Junior administrator
- Records officer



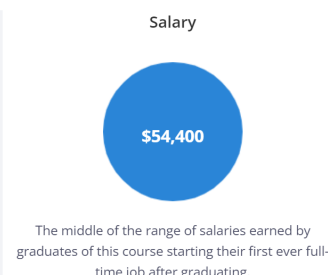
PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance



STUDENT OUTCOMES for Certificate III in Financial Services

These are the outcomes of graduates surveyed six months after completing their training for Certificate III in Financial Services:



All statistics are supplied by the [National Centre for Vocational Education Research](https://www.nvq.gov.au/)

Further reading:

<https://training.gov.au/Training/Details/FNS30120>

<https://smartandskilled.nsw.gov.au/for-students/job-guides>

<https://sbatinnsw.info/school-based-traineeships>

<https://www.myskills.gov.au/courses/details?Code=FNS30120>



2024 Financial Services Course Descriptor
FNS30120 Certificate III in Financial Services (Release 4)
RTO - Department of Education - 90222, 90072

This information may change due to Training Package and NSW Education Standards Authority (NESA) updates. Notification of variations will be made in due time with minimal disruption or disadvantage.

Course: **Financial Services**
 Board Developed Course (240 hour)

2 or 4 Preliminary and/or HSC units in total
 Industry Curriculum Framework (ICF)
 Australian Tertiary Admission Rank (ATAR) eligible course

By enrolling in this VET qualification with Public Schools NSW RTOs, you are choosing to participate in a program of study which will provide you a pathway towards HSC accreditation and a nationally recognised qualification (dual accreditation). To receive this VET qualification, you must meet the assessment requirements of FNS30120 Certificate III in Financial Services (Release 4) <https://training.gov.au/Training/Details/FNS30122>. You will be expected to complete all requirements relevant to the HSC and adhere to the requirements of NESA. To gain this full qualification, you must achieve 12 units of competency. A statement of attainment towards the qualification is possible if at least one unit of competency is achieved.

Entry Requirements

You must complete the VET enrolment process, supplying your USI and be assessed for learning support (eg LLN Robot) before the commencement of any training and assessment. HSC: All My Own Work must be completed before enrolling in this qualification. When selecting this course you should be interested in working in a business environment and be able to use a personal digital device including a personal computer or laptop.

Financial Services Training Package (FNS 8.2) Units of Competency

| <u>Core</u> | | <u>Elective</u> | |
|-----------------|--|-----------------|--|
| FNSINC311 | Work together in the financial services industry | FNSACC323 | Perform financial calculations |
| | | BSBINS309 | Maintain business records |
| | | FNSACM313 | Process authorised payments |
| | | FNSRTS308 | Balance cash holdings |
| | | FNSRTS311 | Provide customer service in a retail agency |
| <u>Elective</u> | | BSBWH211 | Contribute to health and safety of self and others |
| BSBXC301 | Engage in workplace communication | BSBTEC302 | Design and produce spreadsheets |
| FNSACC321 | Process financial transactions and extract interim reports | FNSACM312 | Reconcile financial transactions |
| | | FNSFLT311 | Develop and apply knowledge of personal finances |

Students may apply for Recognition of Prior Learning (RPL) and /or credit transfer before delivery, provided suitable evidence is submitted.

Pathways to Industry - Skills gained in this course transfer to other occupations

| | |
|--|--|
| <ul style="list-style-type: none"> ▪ customer (client) service ▪ organising information and records in both paper and electronic forms | <ul style="list-style-type: none"> ▪ teamwork ▪ using technologies ▪ creating documents |
|--|--|

Examples of occupations in the financial services industry:

- Administration/receptionist
- Junior administrator
- Records officer

Mandatory HSC Course Requirements

Students must complete 240 indicative hours of course work and a minimum of 70 hours work placement. Students who do not meet these requirements will be 'N' determined as required by NESA. You should be work ready before work placement.

External Assessment (optional HSC examination for ATAR purposes)

The Higher School Certificate examination for Financial Services is only available after completion of 240 indicative hours and will involve a written examination consisting of multiple-choice, short answers and extended response items. The examination is independent of the competency-based assessment undertaken during the course and has no impact on the eligibility of a student to receive a vocational qualification.

Competency-Based Assessment

In this course you will work to develop the competencies, skills and knowledge described by each unit of competency listed above. To be assessed as competent you must demonstrate to a qualified assessor the competency requirements for performance and knowledge of the unit of competency.

Appeals and Complaints

You may lodge a complaint or an appeal about a decision (including assessment decisions) by following the Appeals and Complaints Guidelines.

Course Cost: Preliminary - \$Nil

HSC - \$Nil

Refunds

Refund Arrangements on a pro-rata basis.
 Please refer to your school refund policy

A school-based traineeship is available in this course, for more information:

<https://education.nsw.gov.au/public-schools/career-and-study-pathways/school-based-apprenticeships-and-traineeships>

Exclusions: VET course exclusions can be checked on the NESA website at

<http://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/stage-6-learning-areas/vet/course-exclusions>