

FINANCIAL SERVICES

FNS30120 Certificate III in Financial Services

Version 22/1

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
SBAT	Opportunity to complete a School 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

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>

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

