Certificate III in Financial Services
FNS30115

DEVELOP YOUR COMPLIANCE KNOWLEDGE AND SERVICE SKILLS FOR A CAREER IN FINANCIAL SERVICES
About This Course

The Certificate III in Financial Services will develop your finance industry and compliance knowledge as well as develop essential skills in customer service. Select electives in banking transactions to equip you for key service roles in banking, or sales and service options for roles in the broader finance sector. You can also meet ASIC RG146 Tier 2 accreditation requirements as part of your elective subject choice. Or choose general finance and accounts clerical subjects if banking isn’t your focus.

Finance courses can lead to a large of career options, including entering the banking sector, or working in supporting accounts roles. The Certificate III in Financial Services has a range of available electives to make sure that we can give you the knowledge that you require for your specific finance job role.

For example, you can learn about ATM cards, or savings accounts or you may choose to focus on developing great customer service skills, including the ability to professionally address customer complaints. Our finance industry experts will share their years of experience with you to ensure you gain a thorough understanding of the finance and banking sectors and/or accounts processes.

Subject Choices

- Contribute to Safety in Banking
- Prioritising in Busy Environments
- Working in the Financial Services Industry
- Business Technology
- Customer Engagement and Service (E)
- Process Banking Transactions (E)
- Account and Customer Maintenance (E)
- Cards and EFT (E)
- Compliance with FS Legislation (E)
- Tier 2 - All Streams (E)
- Customer Complaint Resolution (E)
- Essential Selling Skills in Finance (E)
- Understanding Savings Products (E)
- Spreadsheets - An Introduction (E)
- Petty Cash (E)
- Financial Accounts (E)
- Journals and Ledgers (E)
- More electives available
Key Course Facts

**Start Date:**
Start immediately

**Duration:**
Complete within 8 months

**Delivery Options:**
On-line/Correspondence

**Group Training:**
Workshops available

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**Course Fees:** $3,300
All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

**New Entrant Traineeship Fees for this Qualification:**

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**School Based Traineeship Fees for this Qualification:**

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**Subsidised Training Options for this Qualification:**

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* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

Reading and Writing Skills

The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills

Numeracy skills are only required to a basic level eg calculations with calculators.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other

- Ability to study and conduct assessments in a safe environment
Subject Descriptions

Core Subjects:

Contribute to Safety in Banking
This subject covers the skills and knowledge required to work in a healthy and safe manner within a banking environment. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):
BSBWHS201 - Contribute to health and safety of self and others

Prioritising in Busy Environments
Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule. Skills to identify potential problems and prevent stress in the workplace are also covered.

Unit(s):
BSBWOR203 - Work effectively with others
BSBWOR301 - Organise personal work priorities and development
BSBWOR403 - Manage stress in the workplace

Working in the Financial Services Industry
All roles in the financial services sector require skills to correctly interpret and apply industry and organisation procedures, guidelines and policies. Professional and ethical standards as well as the application of practices relating to sustainability also have a significant role to play.

Unit(s):
FNSINC301 - Work effectively in the financial services industry

Business Technology
This subject looks at the skills and knowledge required to select and use computer software and organise electronic information and data. It also addresses knowledge about business technology such as computers and printers. A competency conversation is used at the completion of your course to confirm your knowledge and skills across a range of technology.

Unit(s):
BSBWOR204 - Use business technology
**Elective Subjects:** 3 - 4 Electives are required (depending on subjects chosen)

**Customer Engagement and Service**

Customer service is a key function in all job roles, and so engagement of the customer is a critical skill. This subject looks at essential service skills to identify the customer's needs and delivering good customer service. As well as skill practicals, there is a small component that looks at how to receive customer feedback positively.

Unit(s):
- BSBCUS301 - Deliver and monitor a service to customers
- BSBCUE203 - Conduct customer engagement

**Process Banking Transactions**

In this "retail banking" subject you will learn the practices behind processing cash transactions, cash reconciliation including detecting errors, and processing cheque transactions. Procedures for Teller Cash Dispensers are also touched upon. A relevant workplace is required.

Unit(s):
- FNSRTS306 - Process customer transactions
- FNSRTS308 - Balance cash holdings
- FNSRTS301 - Provide customer service in a retail agency

**Account and Customer Maintenance**

A "retail banking" subject - this looks at the different types of savings accounts and how to determine the correct account for your customer. You will also learn how to open, modify and close accounts. A relevant workplace is required for you to be able to select this elective.

Unit(s):
- BSBINM302 - Utilise a knowledge management system
- FNSRTS305 - Process customer accounts

**Cards and EFT**

In banking most customers will use a card and conduct an electronic payment. This subject explains how the EFT system works, the differences between Debit Cards and Credit Cards as well as how to action typical problems and potential fraud situations. The subject also covers the ePayments Code.

Unit(s):
- FNSRTS304 - Administer debit card services
- FNSRTS401 - Manage credit card services

**Compliance with FS Legislation**

Compliance is a key theme in any financial services role. This subject looks at the regulatory bodies that supervise the industry and the laws and codes of practice that impact on day to day operations. Strategies for staying up to date with compliance issues is a key part to this subject. Privacy laws are a topic covered in this subject.

Unit(s):
- FNSORG401 - Conduct individual work within a compliance framework

**Tier 2 - All Streams**

This subject provides Tier 2 accreditation for Basic Deposit Products, Non-Cash Payment Facilities and General Insurance. Course content addresses personal and general advice; economic environment and industry legislation; as well as product features.
Customer Complaint Resolution

Complaint handling skills can be improved by an awareness of how people respond and by adopting a suitable communication approach. In this subject you will also learn about typical procedures that businesses want applied to any complaints received, and how to best adapt your communication to the specific needs of the customer.

Unit(s):
BSBCMM301 - Process customer complaints
BSBDIV301 - Work effectively with diversity

Essential Selling Skills in Finance

Essential sales skills in Finance include identifying the customers needs and the features of the product or service that will most benefit them. This requires good interpersonal and communication skills as well as the ability to be accurate when processing the sale. This subject covers these essential sales skills.

Unit(s):
BSBCUE304 - Provide sales solutions to customers
FNSSAM301 - Identify opportunities for cross-selling products and services

Understanding Savings Products

Not all savings accounts are the same. Understand the range of differences between different savings and investment products and be able to compare products and recommend the most suitable one to meet specific customer needs.

Unit(s):
BSBPRO401 - Develop product knowledge
FNSIAD301 - Provide general advice on financial products and services

Spreadsheets - An Introduction

In this introductory subject, learn the fundamentals of working with excel and creating formulas. Content also covers ways to design spreadsheets to improve the layout of information, as well as how to create graphs or charts. You will be amazed at the potential excel offers you to improve work processes and manage data.

Unit(s):
BSBITU304 - Produce spreadsheets

Petty Cash

Learn how to carry out key financial functions such as calculating GST, interest and depreciation. You will also get to practice finding errors, and as a result understand how to avoid them. Setting up and maintaining a petty cash system is also covered in this very practical module.

Unit(s):
FNSACC303 - Perform financial calculations

Financial Accounts

Accounts administration tasks addressed in this subject include accepting and banking cash payments, receipting cheques, processing card transactions, and applying discounts and billing adjustments. Goods and Services Tax is a key topic, as is reconciling customer account balances.

Unit(s):
Journals and Ledgers

Entering financial information into journals and updating the general ledger is a very important concept to understand. This module is an introduction to double entry accounting and focuses on how to apply a debit and credit, balance your ledgers and prepare a trial balance.

Unit(s):
FNSACM301 - Administer financial accounts

Accounts Payable

This module aims to reinforce your understanding of journals and ledgers and how to apply basic accounting concepts to the accounts payable function. You will also learn how to process payments and reconcile supplier statements.

Unit(s):
FNSACM303 - Process payment documentation
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2,000 employers and 25,000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment
Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment
Within 30 minutes of being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system WebClass).

Industry Expert Student Adviser
You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback
All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in 2 weeks or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

Pro-active Learner Support
The support won’t stop! Contact from your College Student Adviser will continue every month, based on the level of help you need. Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials
Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course. The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates
For employment based enrolments all supervisors will be emailed a monthly progress report showing the status of all learners. We understand that its essential to keep you up to date.