

Certificate III in Financial Services

FNS30120

Why Choose NEVC for your Training Needs?

Qualification Overview

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.



Customised to your business needs

Training and assessment can be flexible and tailored to individual or business needs, built the way the employer wants. Options include:

- on-line or workbooks, with no face-to-face classes to attend, supported by the trainer (phone & email contact)
- In the workplace, supported by visits by the trainer.
- A combination of both



Trainers are highly experienced

Our trainers are all qualified workplace trainers/assessors as well as having extensive experience working in a financial services environment.



Comprehensive RPL Process

Our trainers are committed to recognising an individual's industry knowledge and experience.

Depending on an individual's ability, and their exposure to industry, there is the ability to fast-track many aspects of the training.

Rolling Intakes

Training can start at any time throughout the year – no need to wait for a new semester to begin.



Course Fee

This qualification may be subsidised by the South Australian Government for eligible participants signed up to a Contract of Training.

Contract of Training (JobTrainer eligible): **\$250**

Contract of Training (non JobTrainer eligible): **\$600**

Non-Contract: **\$3,300**

This course is subsidised by the Government of South Australia for eligible participants, visit www.skills.sa.gov.au for Participant Eligibility Criteria.

**For further information please contact us on
8397 9500 or nevc@neda.asn.au**

Training Plan (Sample)

The Certificate III in Financial Services has a good level of flexibility when selecting units for the training plan. There is 1 compulsory core unit, with an additional 11 elective units required (12 units in total). The elective units can be selected from a vast range of subject areas including:

- Accounting
- Account management
- Industry advice
- Financial retail services
- Credit management
- Superannuation
- Industry capability
- Customer service
- Financial literacy

Certificate III in Financial Services – FNS30120		
Unit Code	Unit Title	Nominal Hours
Core Units (1 required)		
FNSINC301	Work effectively in the financial services industry	30
Electives (11 required)		
BSBCMM301	Process customer complaints	30
BSBCUE304	Provide sales solutions to customers	40
BSBPEF301	Organise personal work priorities	30
BSBITU304	Produce spreadsheets	35
FNSRTS305	Process customer accounts	50
FNSRTS306	Process customer transactions	50
FNSRTS308	Balance cash holdings	10
FNSACC313	Perform financial calculations	30
FNSACM312	Reconcile financial transactions	10
FNSACM313	Process authorised payments	10
FNSRTS311	Provide customer service in a retail agency	30
Total		355

