



# Certificate II in Financial Services

FNS20115

A STRONG FOUNDATION TO START A CAREER IN THE FINANCE SECTOR

This Certificate II in Financial Services is the perfect starting point for a career in banking. You will develop a greater understanding of the Australian financial system and how credit works. You can also gain the skills and specialised knowledge to prepare for a future role as a customer service officer, teller, cashier, lending or administration officer.

## Delivering Quality Customer Service

This qualification has a focus on the skills to deliver quality customer service in a financial services environment, and electives in cash and cheque transactions, account and customer maintenance as well as subjects developing your financial literacy and understanding of the sector. Completing the Certificate II in Financial Services will give you the knowledge to be able to make excellent work contributions.

## Subject Choices 1 - 2 Electives are required (depending on subjects chosen)

- Starting a New Job in Business
- Workplace Safety in Banking
- Technology and Compliance in Finance
- Consumer Credit (E)
- Australian Financial System (E)
- Customer Engagement (E)
- Process Banking Transactions (E)
- Account and Customer Maintenance (E)

## Key Course Facts



Start and study anytime



24/7 access to courses



Dedicated student adviser

For more details and current fees please visit our [Certificate II in Financial Services](#) page.