Certificate II in Financial Services

FNS20115

A STRONG FOUNDATION TO START A CAREER IN THE FINANCE SECTOR

September 2019

About This Course

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.

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 Date:
Start immediately

Duration:
Complete within 8 months

Delivery Options:
On-line/Correspondence

Group Training:
Workshops available

Course Fees: $2,500 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:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$880	$2,500	$2,500		$2,500		$2,500	$683

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$2,500							

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$880		$2,500		$2,500		$2,500	

Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
$880							
$1,050							

* 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:

Starting a New Job in Business

This subject addresses the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team. A number of practical workplace activities are undertaken and used as assessment evidence to ensure the new employee gets started in the right way.

Unit(s):

BSBWOR203 - Work effectively with others

BSBWOR202 - Organise and complete daily work activities

BSBWOR201 - Manage personal stress in the workplace

Workplace Safety in Banking

This subject covers the skills and knowledge required to work in a healthy and safe manner. 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

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Technology and Compliance in Finance

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 and the efficient use or workplace technology also have a significant role to play.

Unit(s):

BSBWOR204 - Use business technology

FNSINC301 - Work effectively in the financial services industry

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Elective Subjects: 1 - 2 Electives are required (depending on subjects chosen)

Consumer Credit

Those new to the finance sector will benefit from this subject that includes topics such as personal budgeting, budgeting skills, managing spending and avoiding financial difficulty. The subject also provides an overview of consumer credit and savings products.

Unit(s):

FNSFLT202 - Develop and use a savings plan

FNSFLT203 - Develop knowledge of debt and consumer credit

Australian Financial System

This entry level subject provides as overview of the Australian financial system and covers concepts such as the market economy, monetrary policy and also explains the role of regulatory bodies. An overview of the taxation system explains the the workings of GST and other taxes.

Unit(s):

FNSFLT205 - Develop knowledge of the Australian financial system and markets

FNSFLT206 - Develop knowledge of taxation

Customer Engagement

Customer engagement is a key function in many job roles. This subject covers customer service delivery, with emphasis on telephone communication skills and etiquette. The practical activities in the course provide an opportunity to develop key customer communication techniques.

Unit(s):

BSBCUS201 - Deliver 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 and to achieve competency in balancing cash holdings a history of balancing outcomes is required. This unit may be removed if not applicable or where that history cannot be achieved.

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):

FNSRTS305 - Process customer accounts

Service Guarantees

Quality Training Provider

ACCM was one of the first private training Colleges to be given official RTO registration status.
22 years later we have helped over 3 000 employers and 31 000 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 have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.