



# 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 range 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 administration processes.

---

## Subject Choices

2 - 4 Electives are required (depending on subjects chosen)

- Workplace Safety in Banking
- Work Roles and Priorities
- Technology and Compliance in Finance
- Critical Service Skills (E)
- Process Banking Transactions (E)
- Account and Customer Maintenance (E)
- Cards and EFT (E)
- Compliance with FS Legislation (E)
- Tier 2 (E)
- Essential Selling Skills in Finance (E)
- AML and Banking Deposit Products (E)
- Spreadsheets - An Introduction (E)
- Perform Calculations (E)
- Double Entry Accounting (E)

# Key Course Facts

**Start Date:**  
Start immediately

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

**Duration:**  
Complete within 12 months

**Group Training:**  
Workshops available

## 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:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000	\$1,510	\$3,300	\$3,300	\$3,300	\$3,300	\$3,300	\$1,414

### Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$3,300							

### School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,000		\$3,300	\$3,300	\$3,300		\$3,300	

### Subsidised Training Options for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$1,320			\$1,914				
\$1,580							

\* 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:

### 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

---

### Work Roles and Priorities

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. Also learn the importance of professional development activities.

Unit(s):

BSBWOR203 - Work effectively with others

BSBWOR301 - Organise personal work priorities and development

BSBWRK311 - Develop self-awareness

---

### 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 of workplace technology also have a significant role to play.

Unit(s):

BSBWOR204 - Use business technology

FNSINC301 - Work effectively in the financial services industry

---

**Elective Subjects:** 2 - 4 Electives are required (depending on subjects chosen)

### Critical Service Skills

Customer service is a key function in all job roles. This subject provides information and knowledge on identifying the customer's needs and delivering good customer service. As well as covering practical service skills there is specific emphasis on customers with special needs, working in a culturally diverse workplace and effective complaint handling skills. 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. An alternative assessment is available that specifically addresses internal customer service roles.

Unit(s):

BSBCMM301 - Process customer complaints

BSBCUS301 - Deliver and monitor a service to customers

BSBDIV301 - Work effectively with diversity

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):

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

Tier 2 accreditation involves looking at the role of advisers and the classification of Tier 2 products including the features of Basic Deposit Products and Non-cash Payment Products. The difference between factual information and general advice is explored. In addition the ASIC RG content requirements of relevant consumer legislation and disclosure document obligations are covered. This program is in-depth and requires multiple skills demonstrations via role plays.

Unit(s):

FNSASIC301 - Establish client relationship and analyse needs

FNSASIC302 - Develop, present and negotiate client solutions

---

## 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

---

## AML and Banking Deposit Products

Understand the range of differences between different transaction, savings and investment products and be able to compare products and recommend the most suitable one to meet specific customer needs. In addition learn and apply the rules under Anti-money Laundering and Counter Terrorism legislation such as significant and suspect cash transactions.

Unit(s):

FNSINC402 - Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSIAD301 - Provide general advice on financial products and services

---

## Spreadsheets - An Introduction

In this introductory subject, learn the fundamentals of working with excel, working with tables and 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

---

## Perform Calculations

Perform Calculations covers a wide variety of financial calculations such as depreciation, GST and interest rates that needed in many industry roles. It also covers methods for checking calculation outcomes, use of online tools, and tips of detecting errors. This subject also introduces spreadsheets as a means of conducting repeated calculations.

Unit(s):

FNSACC313 - Perform financial calculations

---

## Double Entry Accounting

This subject teaches double entry accounting so that learners have the skills and knowledge required to prepare journal entries, post journal entries to ledgers, prepare banking and reconcile financial receipts, and extract a trial balance and interim reports. The subject looks at the manual accounting steps involved and also how accounting packages process general journals.

Unit(s):

FNSACC311 - Process financial transactions and extract interim reports

---



# 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.

---